
Strengthening Primary Healthcare for Increased Responsiveness and Resilience

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“... reframing our health systems with a **primary healthcare lens** is not just a choice; it’s a moral obligation, a prerequisite to the kind of society in which we all aspire to live – a society grounded in **trust** and **empathy**, where health and happiness flourish for all”

HANS KLUGE

WHO Regional Director for Europe

Slovenia has invested in a PHC-led health system that has produced impressive results

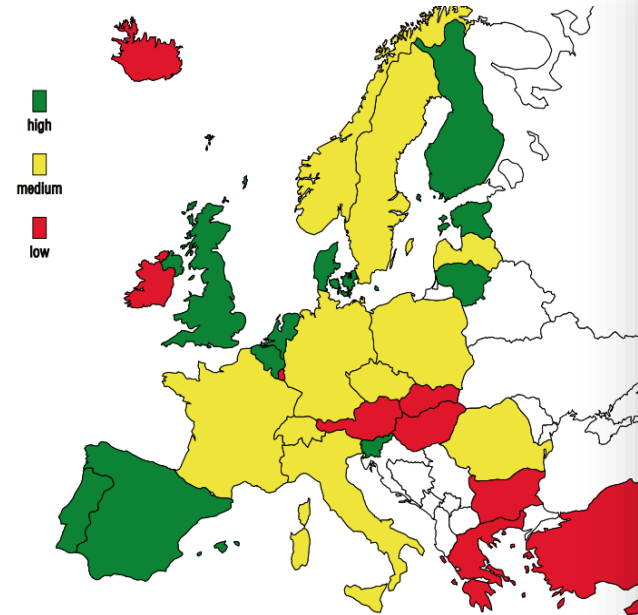
Coverage policies with free access to comprehensive PHC

Equity-oriented community health and outreach

Multi-disciplinary approach for holistic disease management

Strengthened cancer screening programs

Community mental health programs

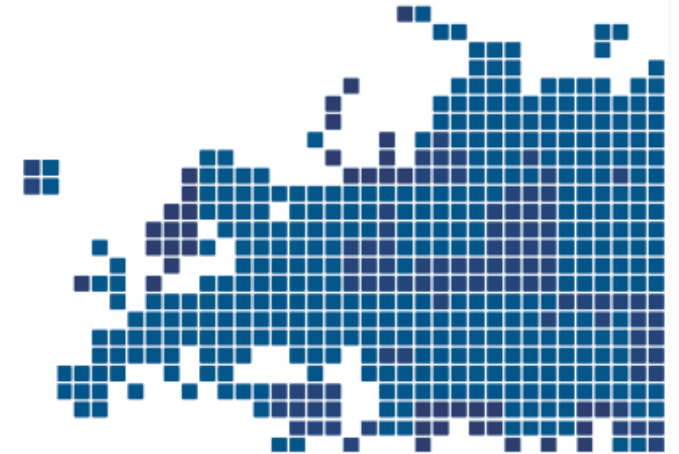


Building primary care in a changing Europe

38

Observatory
Studies Series

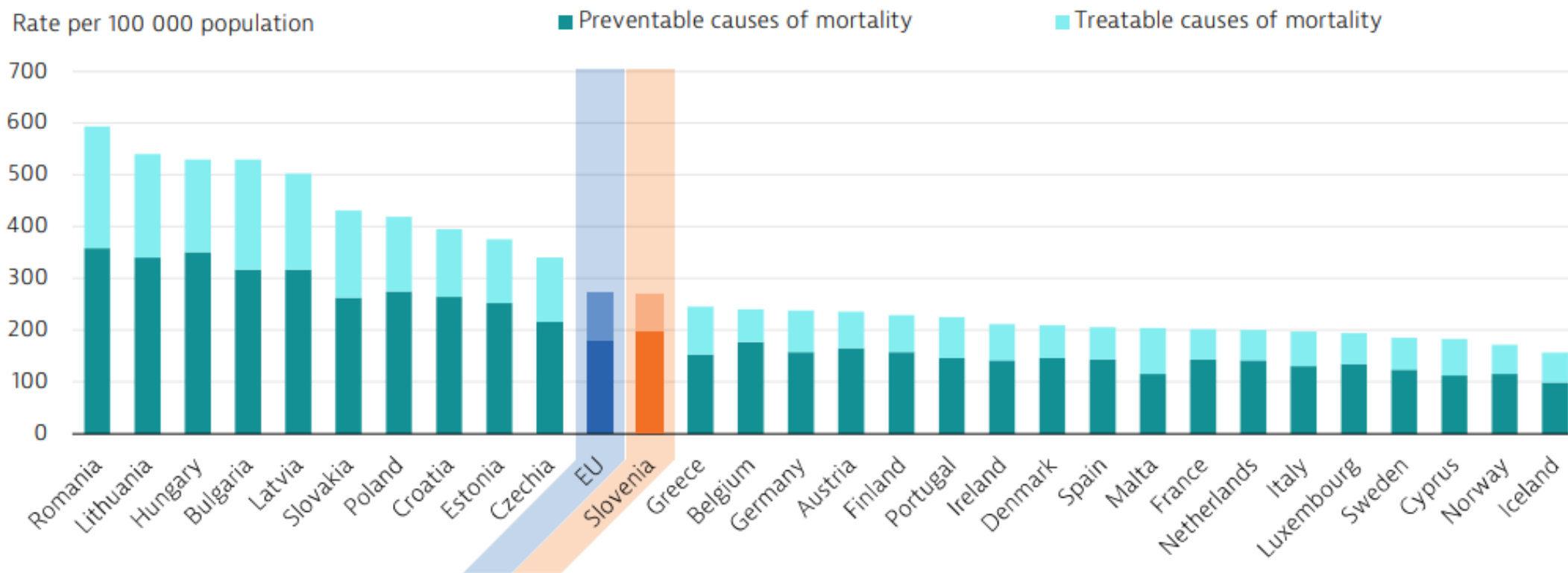
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European
Observatory
on Health Systems and Policies



Preventable and treatable mortality indicate strong public health and primary health care



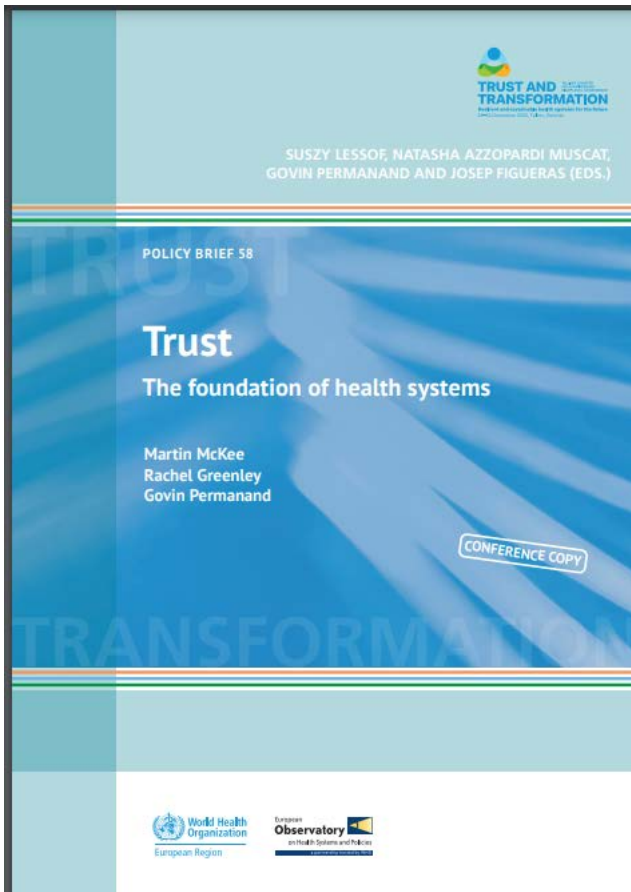
Source: State of Health in the EU Slovenia Country Health Profile 2023

https://health.ec.europa.eu/document/download/1d9a8118-0db4-4636-825e-c800605399f0_en?filename=2023_chp_sl_english.pdf



Even traditionally well performing PHC systems are challenged to respond to continually growing expectations and needs

Central role of trust in building resilience and catalyzing transformation



What do people tell us?

40%

Expect that the government will improve a poorly performing service

38%

Expect that the government will implement an innovative idea

30%

Feel that they can have a voice on what the government does



https://www.oecd-ilibrary.org/governance/government-at-a-glance-2023_3d5c5d31-en

What do people tell us?

78%

Respondents report high confidence in their PHC provider

62%

Respondents agree that the health system can be trusted

40%

Respondents do not feel confident managing own health and well-being

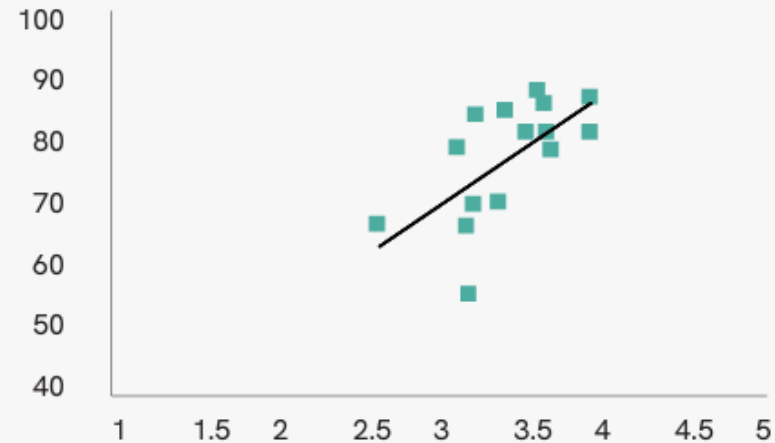


www.oecd.org/health/PaRIS

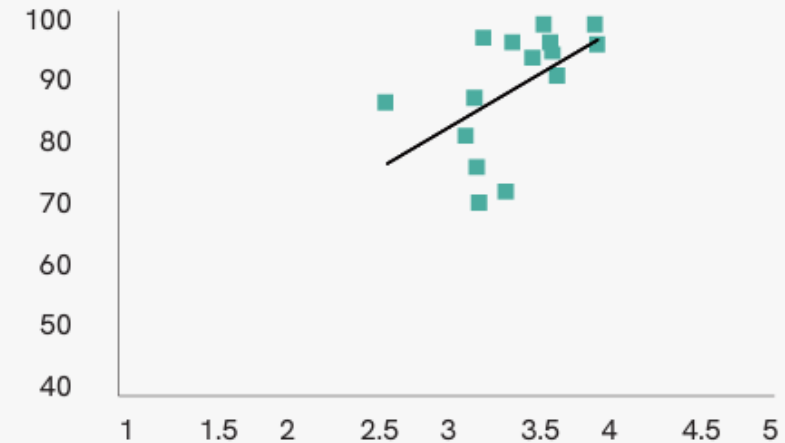
Continuity of care increases confidence and perceptions of quality

Average time that patients have been with the same primary care provider and % of people who have confidence in the primary care provider (left) and % who rate quality of primary care as good, very good or excellent (right)

Percentage of people who have confidence in the primary care provider



Percentage of people who rate the quality of their primary care provider as (very) good or excellent



Average time that patients have been with the same primary care provider

Note: Question: "How long have you been seeing this doctor or other health professional?" (1=1 year or less/ 2=More than 1 year but no more than 3 years/ 3=More than 3 years but no more than 5 years/ 4=More than 5 years but no more than 10 years/ 5=More than 10 years).

R^2 for trust in provider: 0.40; R^2 for experience quality: 0.29.

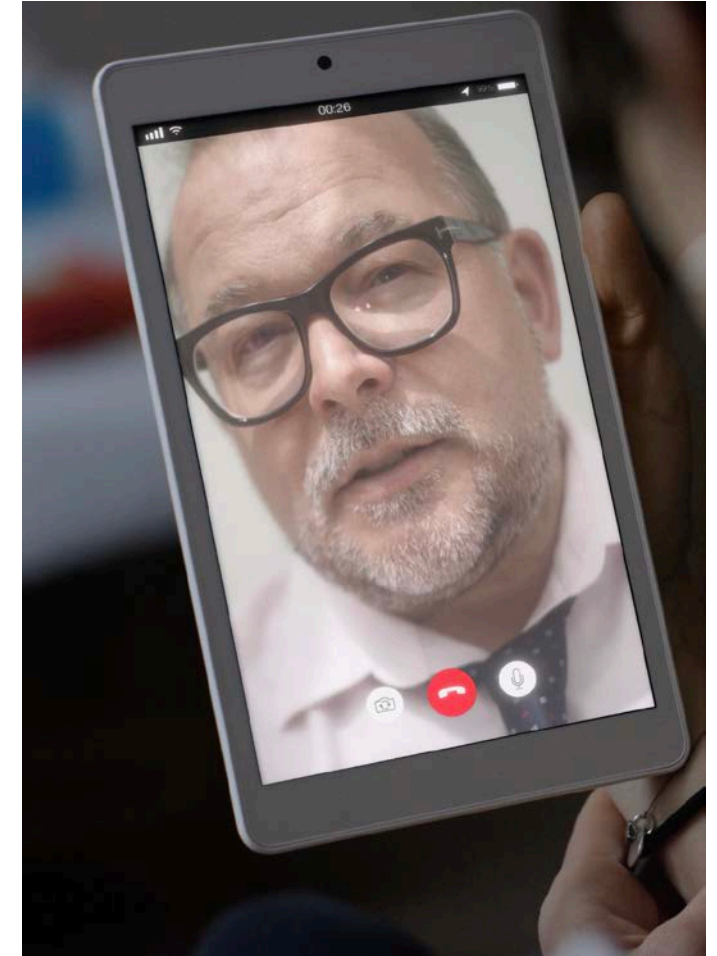
Source: Preliminary data PaRIS survey, 2023.

Primary health care is a gateway to building trust in the broader health system and public institutions

Good experiences with primary care go hand in hand with higher trust in the health system overall.



**Prioritize policy
levers and
implementation
mechanisms that
also foster trust**



Policy implication 1: Re-think governance and implementation mechanisms

National policies, local implementation

Opportunities for participation and co-design

Elevate & charge with a mandate

Autonomy and empowerment for distributed leadership

Organizational development and management skills

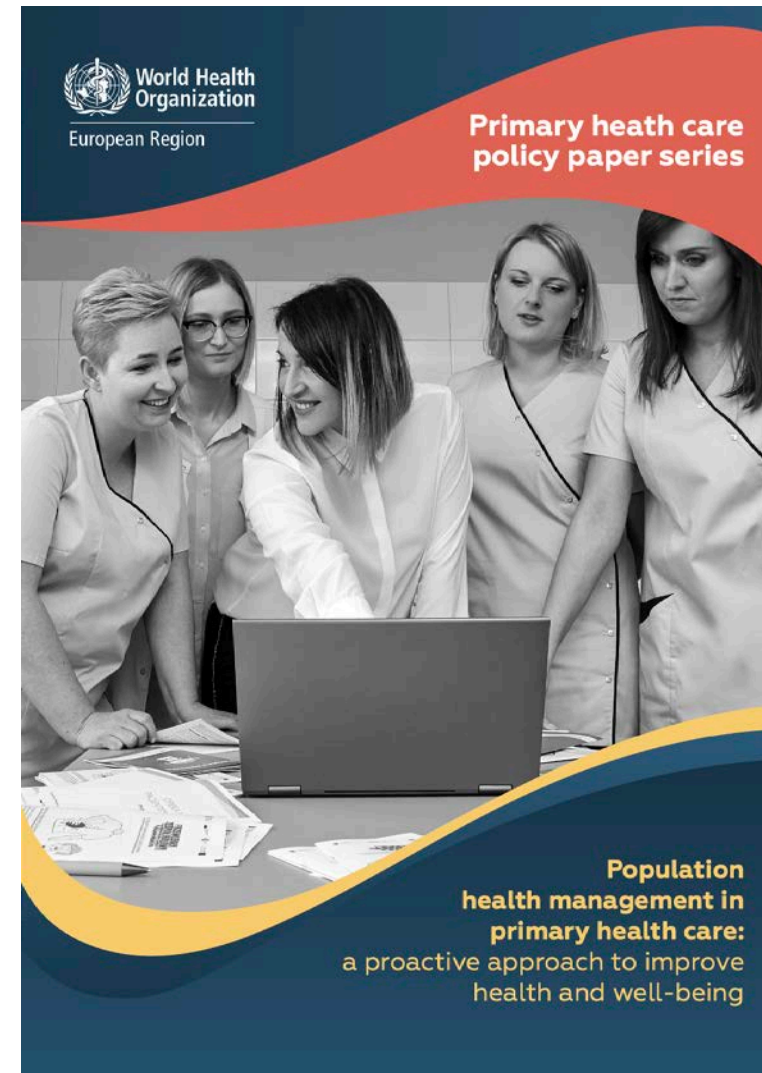
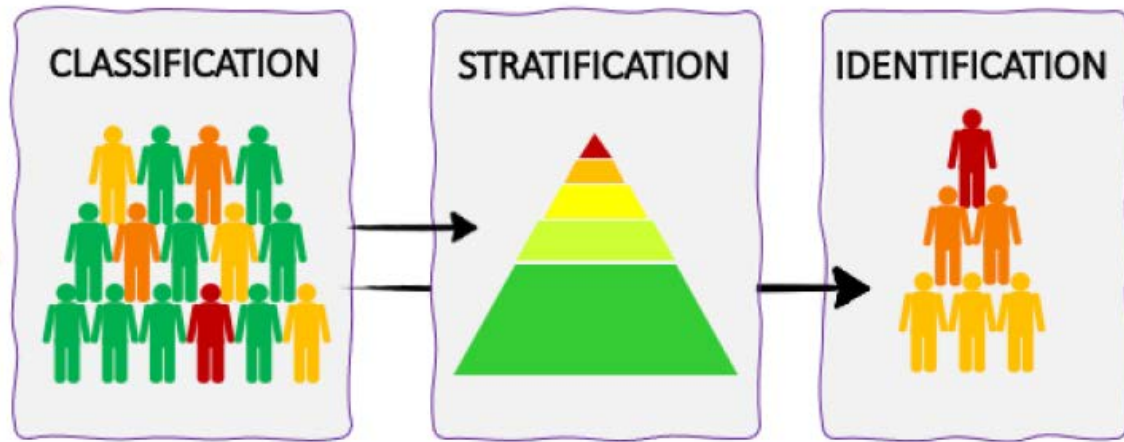
Empowering performance management

Operational research and policy analysis

Policy implication 2: Strengthen aspects of the PHC model which also foster responsiveness and trust



Policy implication 3: Engage proactively with the high-complexity and vulnerable people



Policy implication 4: Prioritize full range of health workforce policies

Labour market analysis

Fit-for-purpose education and training

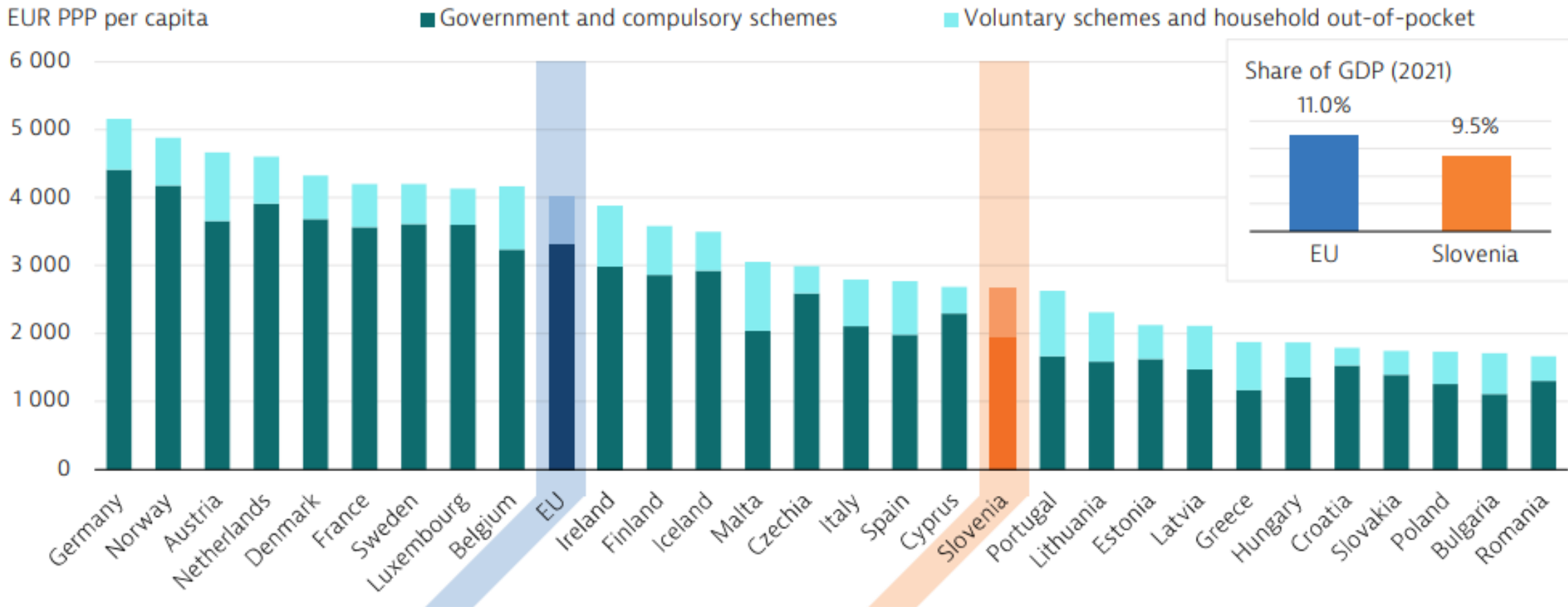
Pay and working condition

Professional growth opportunities

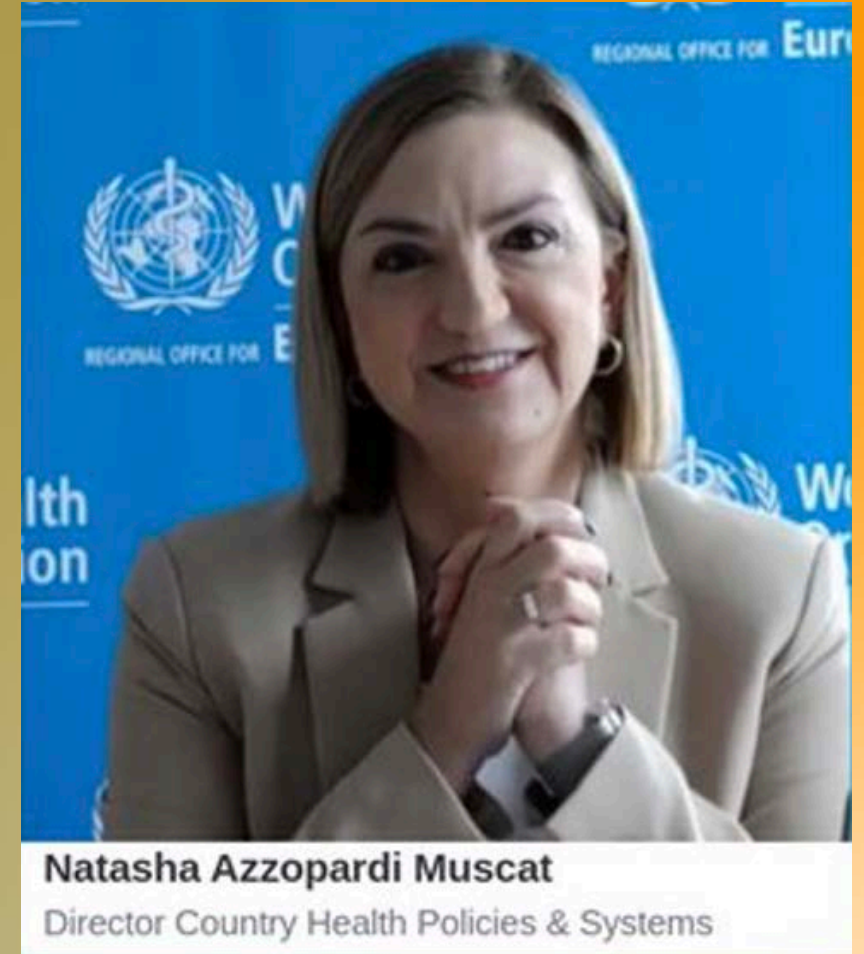
Health and well-being support to health workers



Policy implication 5: Resource primary health care



“My ask to policymakers is that, with every decision that you make – whether it is on training, on resource allocation, on the introduction of new medicines and technologies or reimbursement decisions – please, stop and think: with this decision, am I promoting the strengthening of PHC?”



Thank you!



**About the WHO
European Center
for PHC**

