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JOHNS HOPKINS  
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## Section B

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Improving Performance

## WHO Report 2000: Health Systems: Improving Performance

- Health systems have three fundamental objectives
  1. Improve the health of the population they serve
  2. Respond to people's expectations
  3. Provide financial protection against the costs of ill-health

# WHO Report 2000: Health Systems: Improving Performance

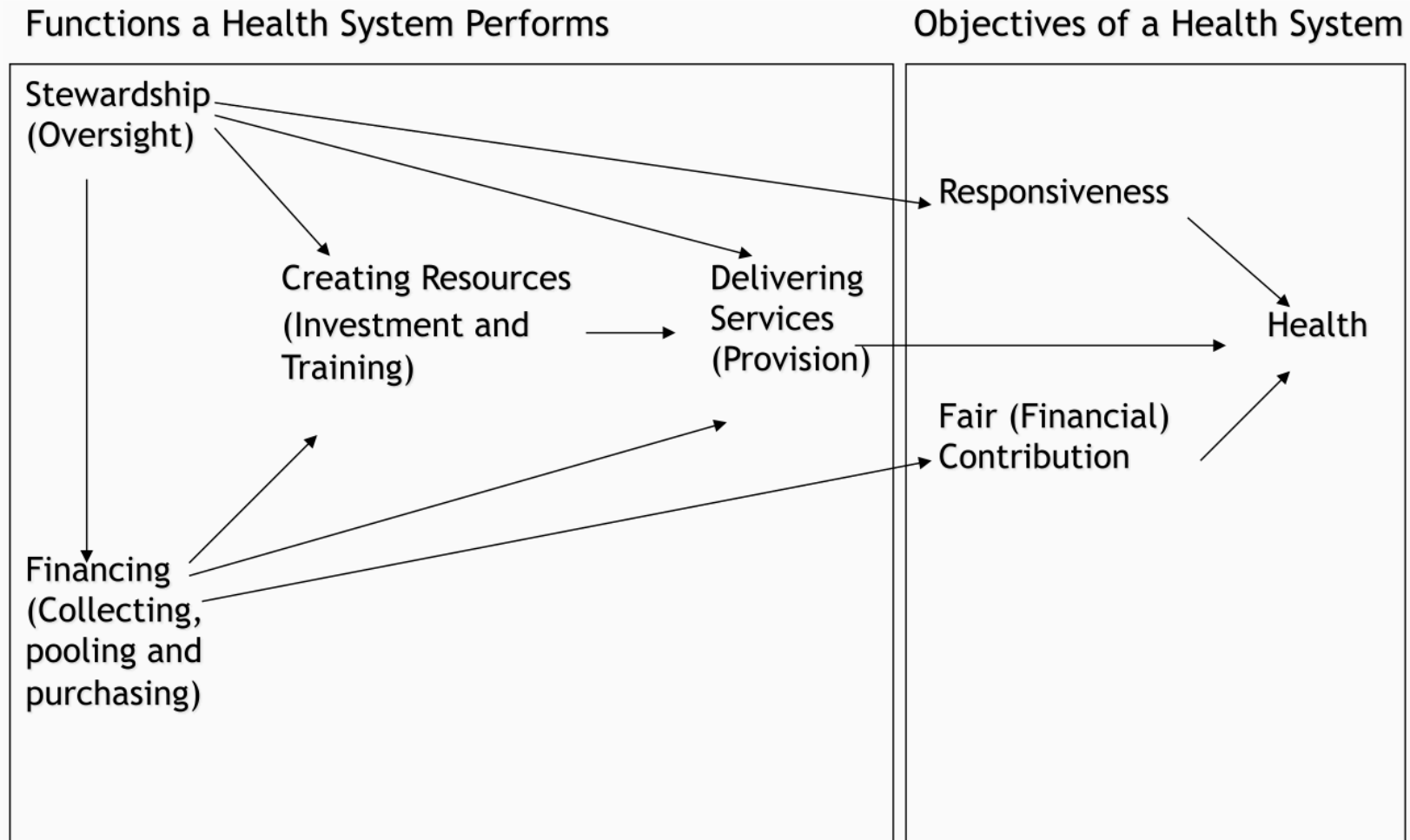
- Goals
  - Good health
  - Responsiveness to expectations of the population
  - Fairness of financial contributions
  
- Functions
  - Service provision
  - Resource generation
  - Financing
  - Stewardship

# Stewardship

- Function of a government responsible for the welfare of the population and concerned about the trust and legitimacy with which its activities are viewed by the citizenry
  - Defining the vision and direction of health policy
  - Executing influence through regulation and advocacy
  - Collecting and using information
- Stewardship—Governance

# Functions and Objectives of a Health System

- Relations between function and objectives of a health system



# Health Systems Performance

- Goodness and fairness
  - Level
  - Distribution

# Measuring Goal Achievement

## Health **50%**

- Overall level of health 25%
- Distribution of health 25%

## Responsiveness **25%**

- Overall level of responsiveness 12<sup>1/2</sup>%
- Distribution of responsiveness 12<sup>1/2</sup>%

## Fair Financial Contribution **25%**

- Distribution of contribution 25%



# Health

- Summary measures of overall health
  - Mortality
  - Morbidity
- Composite measures
  - Health gaps
    - ▶ HeaLYs
    - ▶ DALYs
    - ▶ QALYs
  - Health expectations
    - ▶ DALE (used in 2000 WHO Report)
    - ▶ Others
- Measures of health distribution
  - Index of equality of child survival (based on a small area vital registration and DHS data) (used in 2000 WHO Report)
  - Distribution of DALYs (or HeaLYs) per population according to SE and vulnerable groups

# Responsiveness

- Respect for persons includes:
  - Respect for the dignity of the person
    - ▶ At the extreme, this means not sterilizing the individual with a genetic disorder nor locking up people with communicable disease, which would violate basic human rights
    - ▶ More generally, it means not humiliating or demeaning patients
  - Confidentiality, or the right to determine who has access to one's health information
  - Autonomy to participate in choices about one's own health
    - ▶ This includes helping choose what treatment to receive or not to receive

# Responsiveness

- Client orientation includes:
  - Prompt attention: immediate attention in emergencies, and reasonable waiting times for non-emergencies
  - Amenities of adequate quality, such as cleanliness, space, and hospital food
  - Access to social support for people receiving care
  - Choice of provider, or freedom to select which individual or organization delivers one's care

## Scoring for Responsiveness

<u>Respect for person</u>	<u>50%</u>
— Respect for dignity	16.7%
— Confidentiality	16.7%
— Autonomy	16.7%
<u>Client orientation</u>	<u>50%</u>
— Prompt attention	20%
— Quality of amenities	15%
— Access to social support	10%
— Choice of provider	5%

# Fairness of Financial Contribution

- Uses an index based on the ratio of total household spending on health to its permanent income above subsistence (after subtracting for basic needs [food])
- Complete equality of such household contributions in a country would = 1 and 0 would be the largest degree of inequality observed across countries