

Natasha Azzopardi Muscat

Director

Division of Country Health Policies and
Systems

Melitta Jakab

Head

WHO European Centre for PHC

Tomas Zapata

Regional Advisor

Health Workforce and Service Delivery

Triin Habicht

Senior Health Economist

WHO BCN Office for Health Systems
Financing

WHO/Europe Health Policy Advisors

Aliya Kosbayeva

Technical Officer

Lucia Dell Amura

Administrative Associate

Rakhat Baibolotova

Finance Assistant

Zhamin Yelgezekova

Consultant

UHC-Partnership Live Monitoring

2023 end of the year review in
the WHO European Region



European Region



Intense country work and cross-country exchange in multiple inter-connected areas

UHC-P

coordination team

Natasha Azzopardi Muscat

Director, Division of
Country Health Policies
and Systems



Melitta Jakab

Head, WHO
European Centre
for PHC



Tomas Zapata

Regional Advisor
Health Workforce and
Service Delivery



Triin Habicht

Senior Health Economist
WHO BCN Office for
Health Systems Financing

Aliya Kosbayeva

Technical Officer



Lucia Dell Amura

Administrative
Associate



Rakhat Baibolotova

Finance Assistant



Zhamin Yelgezekova

Consultant

Outline



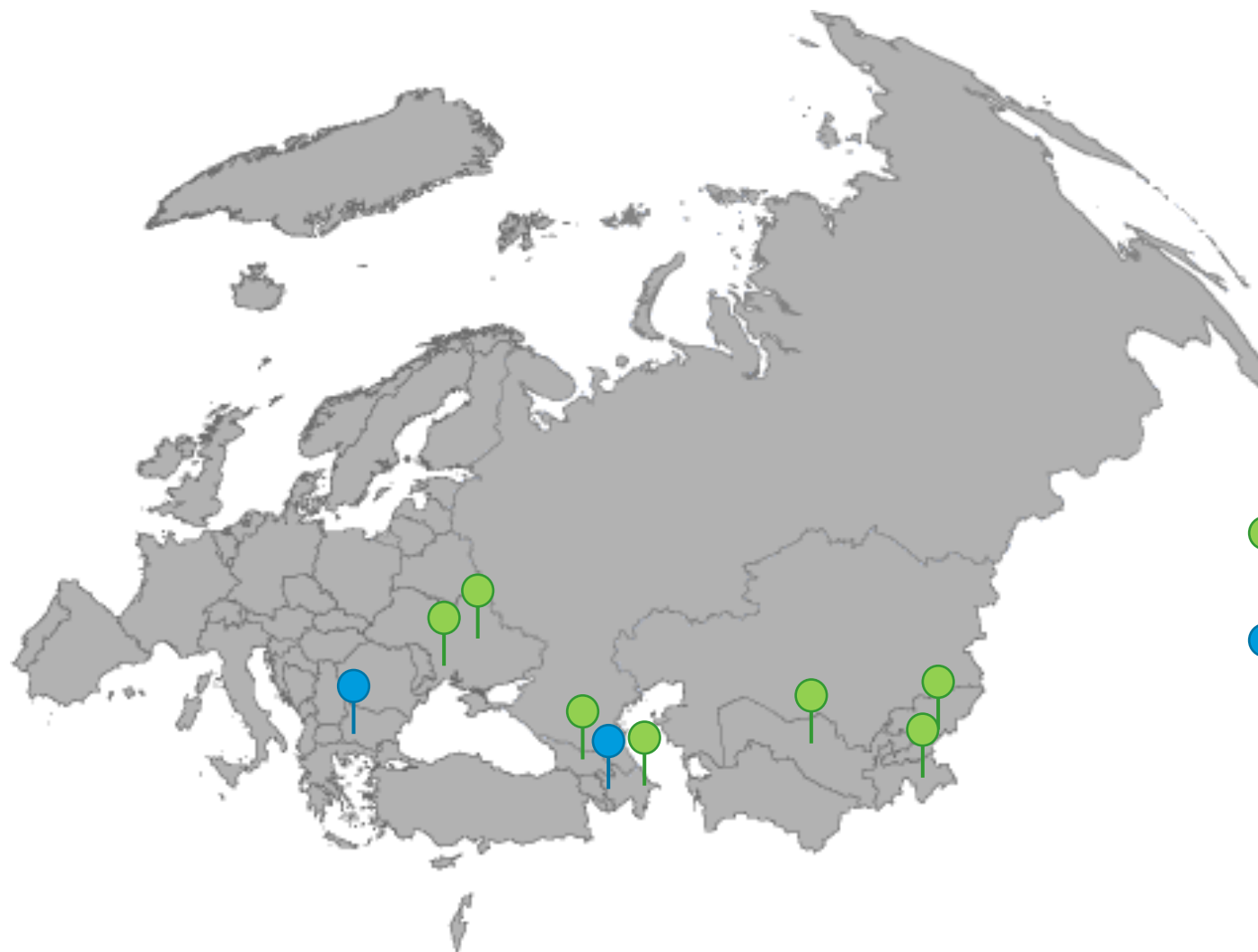
Regional Highlights by Thematic Areas: PHC, HRH, HF + Q&A

Country Spotlights: North Macedonia + Q&A

Policy Advisors' Roundtable

AOB

Strong momentum in EURO for UHC with scale up in 2023



AZE
GEO
KGZ
TJK
UKR
UZB
MDA - to full mode in 2023

ARM
MKD



- UHC-P portfolio since 2021
- UHC-P additional countries since 2023

The designations employed and the presentation of this material do not imply the expression of any opinion whatsoever on the part of the Secretariat of the World Health Organization concerning the legal status of any country, territory, city or area or of its authorities, or concerning the delimitation of its frontiers or boundaries.

UHC-P technical priorities

Primary health care

Inclusive, multi-platform,
multi-disciplinary,
integrated

Sustainable financing

Financial protection through better
coverage, quality and efficiency
through better purchasing

Fit-for-purpose health workforce

Numbers, distribution,
composition, competencies,
well-being

Governance

For transparency and
accountability

Digitalization

Step-wise,
coordinated,
integrated into the
model of care

Medicines policies

Access to affordable,
safe and quality
medicines



Regional highlights

Primary Health Care

Melitta Jakab

Head of the Office

WHO European Centre for PHC

Triple objectives of the Conference

Look back

Take stock of
progress and
results since
2018

Shift focus

To
implementation
success factors
of transformation

Look
forward

Future-proof
primary health
care
transformation

PHC Conference

Online

3365 Online participants

2077 Active users

157 Countries

204 Speakers

In-Person

670 Participants

437 Representatives
from MS

71 Countries

48 Experts and
Other
Organizations

Youth-led outcome statement with 5 asks

1. Ensure equitable access to primary health care
2. Commit to enhancing the quality of primary health care services as the foundation of trust
3. Invest in a primary health care–oriented health and care workforce
4. Ensure the human and relational aspects of primary health care amid the opportunities of the digital era
5. Enhance resilience to current and emerging health and well-being challenges



UHC-P countries at the Conference

**ASTANA 2018 AS A
CATALYSER OF
TRANSFORMATION:
GEO**

**STRENGTHENING
PHC TO ADVANCE
HEALTH AND
DISEASE-SPECIFIC
OBJECTIVES: KGZ**



**POLITICAL
ECONOMY OF PHC
SINCE ALMA-ATA:
MDA**

**FUTURE-PROOFING
PHC: UZB**



**Strengthening the
model of service
delivery: ALB**

**Health workforce
policies to
strengthen PHC:
MKD**

**Role of financing
and incentives to
drive PHC
performance: KGZ;
ARM**

**PHC addressing
vulnerabilities in
emergencies: UKR**

6 country stories

World Health Organization European Region | Ministry of Healthcare of the Republic of Kazakhstan | UNICEF for every child

International conference celebrating the 45th anniversary of Alma-Ata and 5th anniversary of Astana declarations

YERGALIYEVA, Aidana
WHO European Centre for PHC

Jarno Habicht
WHO Representative in Ukraine

Dr Iryna Voloshyna
Board member, PHC Association in Ukraine

Inna Datsiuk
patient, Lviv city

2023-10-09 17:33:22



UKRAINE

IMPROVING QUALITY OF HEALTH CARE BY TRANSFORMING THE HEALTH SYSTEM

Over the past five years, Ukraine's primary health care reform. Key guarantees for services, stabilised service, adopting capitation-based services, expanding primary health delivery and integrating e-Health to a primary health care-oriented system.

AZERBAIJAN

PARTICIPATORY DESIGN OF SERVICE IN RURAL AREAS

Azerbaijan applied a participatory approach to rural health system, involving a diverse group of health workers and community representatives. This approach was instrumental in improving the understanding of the social determinants of health.

UZBEKISTAN

HOME VISITING AS A PLATFORM FOR OUTREACH AND INNOVATION FOR CHILDREN AND ADOLESCENTS

Implemented policy on a home visiting model and using the Babboe parenting mobile app. Adopted a model of home visiting in primary health care, trained up nationwide, sustained from the local health system budget. Integrated a training programme for home visiting nurses into the pre-service and in-service curricula. Built the capacity of home visiting nurses in supporting child health and development. Leveraged technological advancements through investments in developing Babboe. Promoted Babboe through trained primary health care workers to ensure access to evidence-informed information on children's health and development. Enhanced cross-sectoral collaboration between health and education. Improved parental health literacy and practices through outreach and innovative tools.

REPUBLIC OF MOLDOVA

LOCAL SOLUTION TO BOOST IMMUNIZATION

Targeted interventions at the PHC level using a root cause analysis contribute to increased vaccine coverage at the subnational level.

KYRGYZSTAN

INVESTING IN HEALTH TRANSFORMATION, REVENUE COLLECTION, POOLING, PURCHASING

Evidence-informed policy decisions to adapt resource primary health care constitute important levers to drive transformation, prioritize policy options and maximize the value for public spending where resources are scarce.

NORTH MACEDONIA

EXPANDED PROVIDER ROLES FOR BETTER MANAGEMENT OF CHRONIC CONDITIONS

Expanded roles of primary health care doctors and nurses especially in chronic conditions through targeted capacity building and incentives. Expanded primary health care physicians' competencies for patients with chronic conditions, including chronic diseases. Implemented pilot implementation, incentive mechanisms, monitoring and digital health for chronic diseases. Leveraged digital interventions for scheduling appointments and chronic care. Introduced quality improvement framework, including clinical guidelines, protocols and digital health for patient interaction, education and monitoring. Assigned primary health care doctors and nurses to target supported COVID-19 cases and to follow up.

KEY POLICY ACTIONS

Better tailored services, especially for the most marginalized populations. Better coverage with screening and preventive services through a home visiting model. Improved the knowledge and skills of 50 000 home visiting nurses in child health and development. Improved the knowledge and skills of 10 000 home visiting nurses and health care workers in using Babboe.

RESULTS

Better tailored services, especially for the most marginalized populations. Better coverage with screening and preventive services through a home visiting model. Improved the knowledge and skills of 50 000 home visiting nurses in child health and development. Improved the knowledge and skills of 10 000 home visiting nurses and health care workers in using Babboe.

IMPLEMENTATION SUCCESS FACTORS

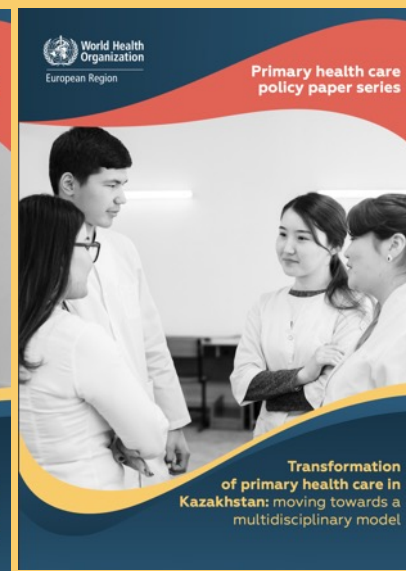
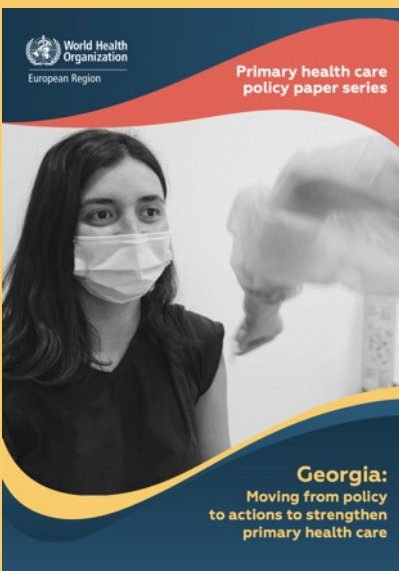
Strong relationship and trust between the Ministry of Health, primary health care providers and governance authorities.

"Moldova uses root cause analysis to understand bottlenecks for low immunization coverage at subnational level and to develop targeted interventions to increase immunization coverage".

"Primary health care has been at the heart of the Kyrgyzstan's health policies, have included continuous efforts to primary health care spending and a universal access to basic primary health services for the entire population."

"Based on a community-oriented care model, the primary health care reform aims to establish multidisciplinary primary care teams with nurses and midwives in central roles, integrating public health and primary care, and strengthening the accountability of primary health care providers."

New KP series: 5 policy papers launched



COUNTRY MISSIONS PROVIDING TAILORED ASSISTANCE

WHO PERFORMANCE MONITORING AND PERFORMANCE MANAGEMENT

w/ Amsterdam Collaborating Center

ARMENIA

Diabetes mellitus
prevention and quality of
care in PHC at the national
level

AZERBAIJAN

Measuring and improving
the effectiveness of
childhood immunization
in primary healthcare

KYRGYZSTAN

Early diagnosis of diabetes
and prevention of
complications at PHC
institutions of the Kyrgyz
Republic

MOLDOVA

Enhancing the
effectiveness of primary
healthcare in preventing
complications from
cardiovascular diseases

ARM

KGZ

UKR

GEO

UZB

TJK



TJK and ARM visit to the WHO Demonstration Platform in Kazakhstan: building on the momentum



- TJK**
Synergy in partners' efforts
- establishing Coordination Council and Working Group on PHC
 - identifying districts to be the early adopters

- ARM**
- Political momentum in recommitting towards PHC
 - Midterm plan to include social workers into PHC



- A** To showcase well-performing PHC in action
- B** To boost cross country learning and exchange of experiences
- C** To tailor lessons learned to different contexts
- D** To systematically share good practices across the region



To help making WHO European Centre for PHC vision a reality: regional lessons with contextualized implementation

Regional highlights

Human Resources for Health

Tomas Zapata

Regional Advisor

Health Workforce and Service Delivery

Health and Care Workforce activities

Adoption of the new Framework for Action 2023 – 2030 and Resolution on Health and Care Workforce at RC 73

Launch of the Regional Report on health and care workforce at RC72

Regional High-level meeting on Health and Care Workforce/Adoption of the Bucharest Declaration



Framework for action on the health and care workforce in the WHO European Region 2023–2030

The WHO Regional Office for Europe report health and care workforce in Europe: time to act, which was launched at the 72nd session of the WHO Regional Committee for Europe, highlighted the challenges faced by the European health and care workforce. Many of these challenges are long-standing, but they were exacerbated by the COVID-19 pandemic. Urgent action is required to sustain health and care workers, especially in rural and underserved areas, to protect their mental and physical health and well-being, to enhance their recruitment, to optimize their performance, and to ensure a supply of health and care workers to meet future needs.

The proposed framework for action on the health and care workforce in the WHO European Region 2023–2030 builds on the 2017 action framework and addresses new realities as well as long-standing challenges. Proposed actions support the advancement of the European Programme of Work, 2020–2025, including its flagship initiatives, and items that will be discussed by the Regional Committee at its 73rd session, such as primary health care, emergency preparedness, and refugee and migrant health.

This working document is submitted to the Regional Committee for consideration at its 73rd session, along with a draft resolution.



Framework for action on the health and care workforce in the WHO European Region 2023–2030

Draft resolution cosponsored by Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czechia, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kazakhstan, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands (Kingdom of the), Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Tajikistan, Türkiye and Ukraine

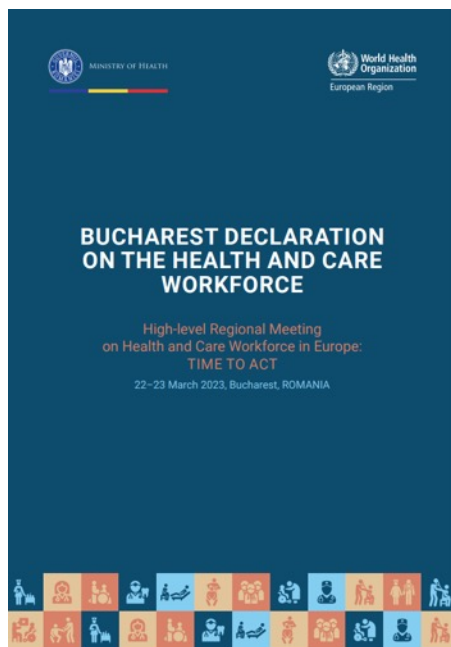
The Regional Committee,

(P1) Recognising the fundamental role of health and care workers' in building, maintaining and ensuring strong and resilient health systems that contribute to national resilience, and their dedication and sacrifice to addressing the needs of the population on a day-to-day basis, advancing universal health coverage, as well as during emergencies, while improving their working conditions, guaranteeing decent remuneration, providing psychological support and avoiding a shortage of health and care workers and the consequent overburdening of the current active health workforce,

September 2022

March 2023

October 2023



73rd Regional Committee HCWF Session



Framework for action on the health and care workforce in the WHO European Region 2023–2030



INVEST

- Increase public investment and optimise use of funds
- Make the economic and social case for investing in the health and care workforce



BUILD SUPPLY

- Modernise education and training
- Strengthen continuous professional development
- Build digital health competencies



RETAIN AND RECRUIT

- Improve working conditions and ensure fair remuneration
- Safeguard health and well-being
- Ensure policies that address gender inequality and have zero tolerance of abuse and violence
- Attract young students
- Recruit and retain in rural and underserved areas
- Address outmigration; ethical recruitment



OPTIMIZE PERFORMANCE

- Redefine teams and skill mix
- Improve interactions with patients
- Promote appropriate use of digital technologies
- Reconfigure services to be more efficient



PLAN

- Plan and forecast needs
- Adopt intersectoral approach to planning
- Strengthen capacity of HRH units
- Regulate education, service delivery and professions
- Strengthen HRH information systems



Moving from health workforce crisis to health workforce success: the time to act is now

Natasha Azzopardi-Muscat • Tomas Zapata • Hans Kluge

Open Access • Published: October 26, 2023 • DOI: <https://doi.org/10.1016/j.lanepe.2023.100765>

Check for updates

Contributors

Declaration of interests

Acknowledgements

References

Article info

Europe is in the middle of a health workforce crisis.¹ But this crisis is many crises at once: it is labour crisis, a mental health crisis, an education crisis, a gender equality crisis and a financial investment crisis.

First, it is a **labour crisis** because countries are finding it difficult to retain the existing health and care workers in the health system and recruit new to adequately respond to the increased demand for health services over the past few years.² There is an increased attrition of health workers that is due to: an aging workforce (in 13 countries in Europe more than 40% of the doctors are over 55 years of age)³; increased absenteeism and resignations (62% increase during the COVID-19 pandemic)²; increased number of deaths during the COVID-19 pandemic (50,000 health workers in Europe are estimated to have died)⁴; and increased migration of health and care workers in certain countries (27% and 79% increase in the global migration to OECD countries after the COVID-19 pandemic).⁵

Second, it is a **mental health crisis** because health and care workers are experiencing high burnout (80% of health workers report to

Country support: Health Workforce 1

Azerbaijan:

- Health Labour Market Analysis (HLMA) initiated

Tajikistan:

- HLMA conducted
- Policy dialogue on recommendations HLMA
- Pilot in Sughd oblast (HWF)
- HWF Strategy

Moldova:

- Provide Transnistrian health professionals a route to practice and upskill in Moldova.
- Workplan to support LTC workforce.

Uzbekistan:

- Workshops to strengthen nursing and midwifery in the Central Asia Region &
- Development of the Central Asian Nursing and Midwifery Roadmap.

Multi country work:

- 6 nations PHC/HRH planning/governance workshops (North Macedonia, Georgia, Romania, England, Scotland, and Sweden)
- Seminars and country self-learning on HRH capacity building: Georgia, Armenia, Moldova and North Macedonia (2nd edition 2023)



Country support: Health Workforce 2

Armenia:

- Plan to identify and locate migrant health workers from Nagorno Karabakh

Georgia:

- HLMA
- Health workforce strategy
- Strengthening HRH governance and planning capacity
- Mapping of the Public Health workforce (with NCDC/CDC/Johns Hopkins and HQ)

North Macedonia:

- Workshop on HRH capacity building



Supporting Other Divisions/Organisations : health workforce

Cancer:

- Breast Cancer Capability Frameworks
- European cancer forum

Diabetes:

- Diabetes summit Belgrade

Prison Health:

- HWF chapter for the book “Prisons and Health, 3rd Edition, 2024”.

Older People:

- Lisbon Aging Summit and developed first draft of briefing on HRH capability

European Union:

- Leading the HEROS stream on HRH Governance and Planning Capacity



Country support: Nursing and Midwifery

Moldova:

- Bachelor's and Master's curricula for Nurses
- Workshop on Nursing CPD with nursing educators
- Launch of South-Eastern Europe Centre for Nursing Capacity Development

Kyrgyzstan:

- Revision of curricula for 5 pilot nursing medical colleges

Tajikistan:

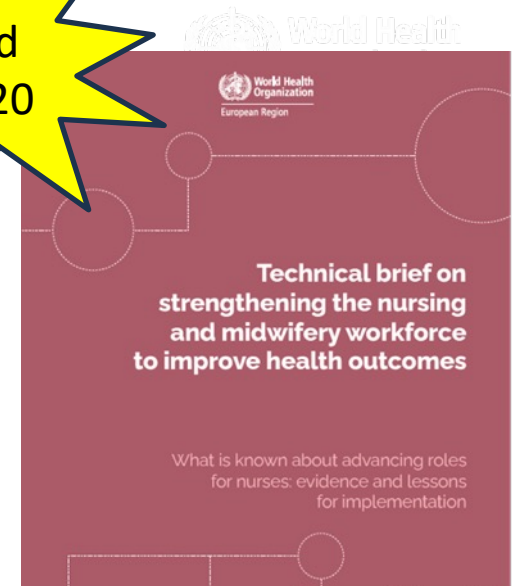
- Professional and education guideline reform
- Medical college educators study visit to Kazakhstan

Ukraine:

- Assessment of nursing capacity
- Review National nursing strategy
- Monthly discussions with regional nursing officers (NCDs, PHC, Education);
- Visit of CNO to Ireland & Norway on rehabilitation and mental health services by nurses and meet with Ukrainian refugees

Uzbekistan:

- Central Asian dialogue on advancing nursing and midwifery roles
- Assessment of nursing roles in PHC.



How to advance
nursing roles in
WHO/Europe Region



Country support: hospitals

High-level Regional Meeting:
fit-for-purpose hospitals, Baku,
Azerbaijan, June 2023

Technical brief: Hospitals of the Future

Country work:

- Moldova: Hospital sector assessment
- Uzbekistan: (ELA) Facilitated leadership training for specialized care optimization



Health
ization

Health
ization



Country support: Rehabilitation, Assistive Technology, Disability Inclusion, Long-term Care and Palliative Care

Azerbaijan, Georgia, Kazakhstan, Moldova, Ukraine, Tajikistan, Turkmenistan, Uzbekistan:

- Country situation assessments
- Action plans and capacity building of the HCW on basic rehabilitation and assistive technology interventions.

Emergency response:

- **Ukraine:** technical support to the Government on rehabilitation & AT capacity building as part of the health cluster response.
- **Armenia:** Skills training of the HCW on burns injury treatments
- **Moldova, Georgia:** disability inclusion capacity building programmes to support neighboring countries impacted by the war in Ukraine.

Moldova, Ukraine, Armenia, : long-term care policy technical support to governments.

Uzbekistan, Turkmenistan, Georgia: palliative care policy technical support to governments.



Executive Course on HRH Leadership and Management

First cohort (February 2023)

- Armenia
- Georgia
- North Macedonia
- Moldova
- Romania

Second cohort (November 2023)

- Andorra
- Cyprus
- Estonia
- Greenland
- Iceland
- Latvia
- Luxembourg
- Malta
- Montenegro
- Slovenia



WHO/Europe's 53 Member States adopt historic resolution to protect and support health and care workers across Europe and Central Asia

26 October 2023 | News release | Reading time: 3 min (715 words)



[Protecting our health and care workers - YouTube](#)

Representatives from 53 countries gathered at the 73rd session of the WHO Regional Committee for Europe in Astana, Kazakhstan, have unanimously adopted a resolution in support of a Framework for action on the health and care workforce in the WHO European Region, covering the years 2023 to 2030.

The framework comes at a critical time when all countries in the Region are struggling to retain and recruit sufficient numbers of health and care workers with the right mix of skills to meet the growing and changing needs of patients. The resolution acts as a foundation to help fix this health workforce crisis and will see WHO/Europe supporting governments in the Region as they implement it over the coming years.

Thank you

For more information, please contact:

Health workforce and service delivery unit
Division of Country Health Policies and Systems
World Health Organization, regional office for Europe



zapatat@who.int

Relevant links:

- Regional Report “Health and Care Workforce in Europe: time to act”
<https://www.who.int/europe/publications/i/item/9789289058339>
- Bucharest Declaration on Health and Care Workforce
<https://www.who.int/europe/publications/i/item/bucharest-declaration>



Regional highlights

Health Financing

Triin Habicht

Senior Health Economist

WHO Barcelona Office for Health Systems Financing

2nd regional report on financial protection



40 countries

5 policy choices countries should avoid

5 key policy choices to improve financial protection



TRUST AND TRANSFORMATION

TALLINN CHARTER
15TH ANNIVERSARY
HIGH-LEVEL CONFERENCE

Resilient and sustainable health systems for the future

12–13 December 2023, Tallinn, Estonia



AVOID



basing entitlement on payment of contributions



excluding people from coverage



applying user charges without effective protection mechanisms



failing to cover treatment in primary care settings



thinking voluntary health insurance is the answer

UHC watch

Launch

12 December 2023

ARM, MKD, UKR, UZB, GEO

12 December 2023

More UHC-P countries

Q1 2024



<https://apps.who.int/dhis2/uhcwatch>



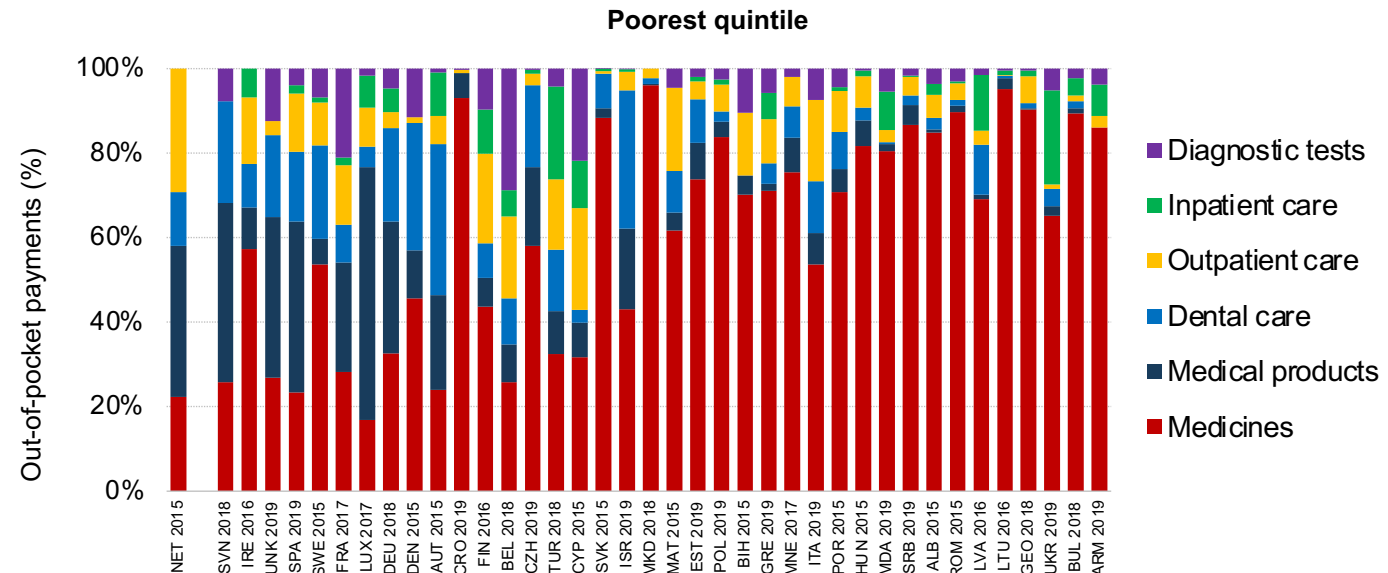
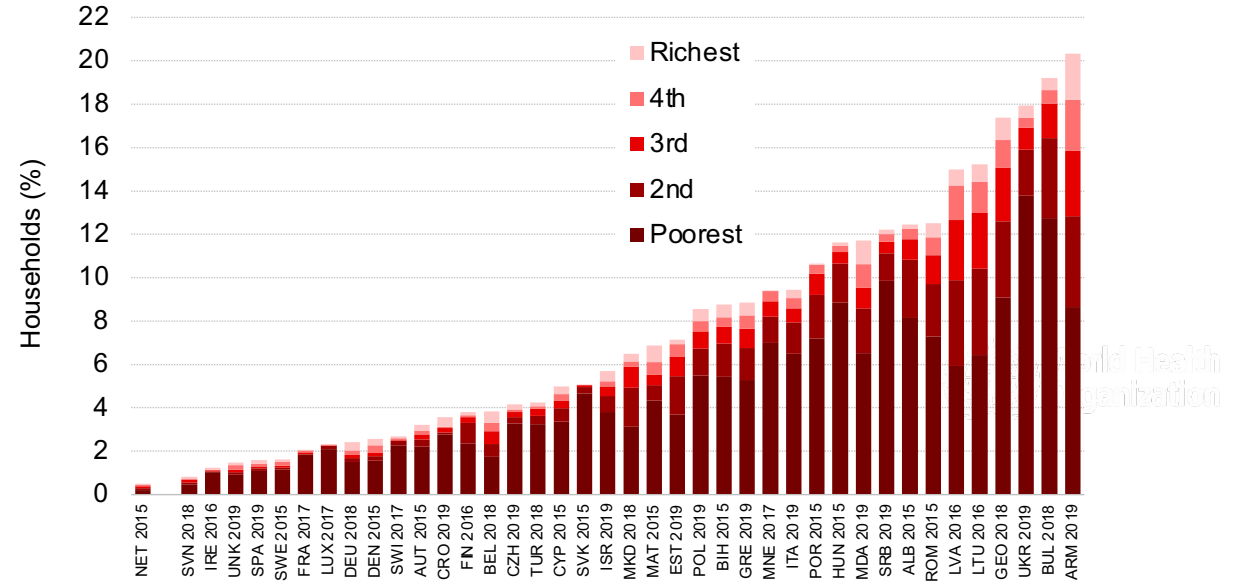
Catastrophic health spending affects **2% to 20%** of households



Poor households represent **40% to 93%** of those facing catastrophic health spending



In the poorest quintile, **60%** of catastrophic health spending is attributed to outpatient medicines



Country PHC financing reviews for actionable policy guidance and technical assistance



PHC financing work in Ukraine

PHC costing study

- 100 providers provided data
- Costing model and methodology developed
- Regulation to institutionalize in the approval process
- Revisions in the PHC benefits package requirements (full time nurse, additional equipment) starting from 2024
- New capitation age weights starting from 2024

Capacity building and dissemination

- 500 providers participated the workshop
- Online training to follow soon

Supportive studies and publications

- War impact survey
- PHC workforce time-use survey
- Mental health financing

...TO BE CONTINUED IN 2024

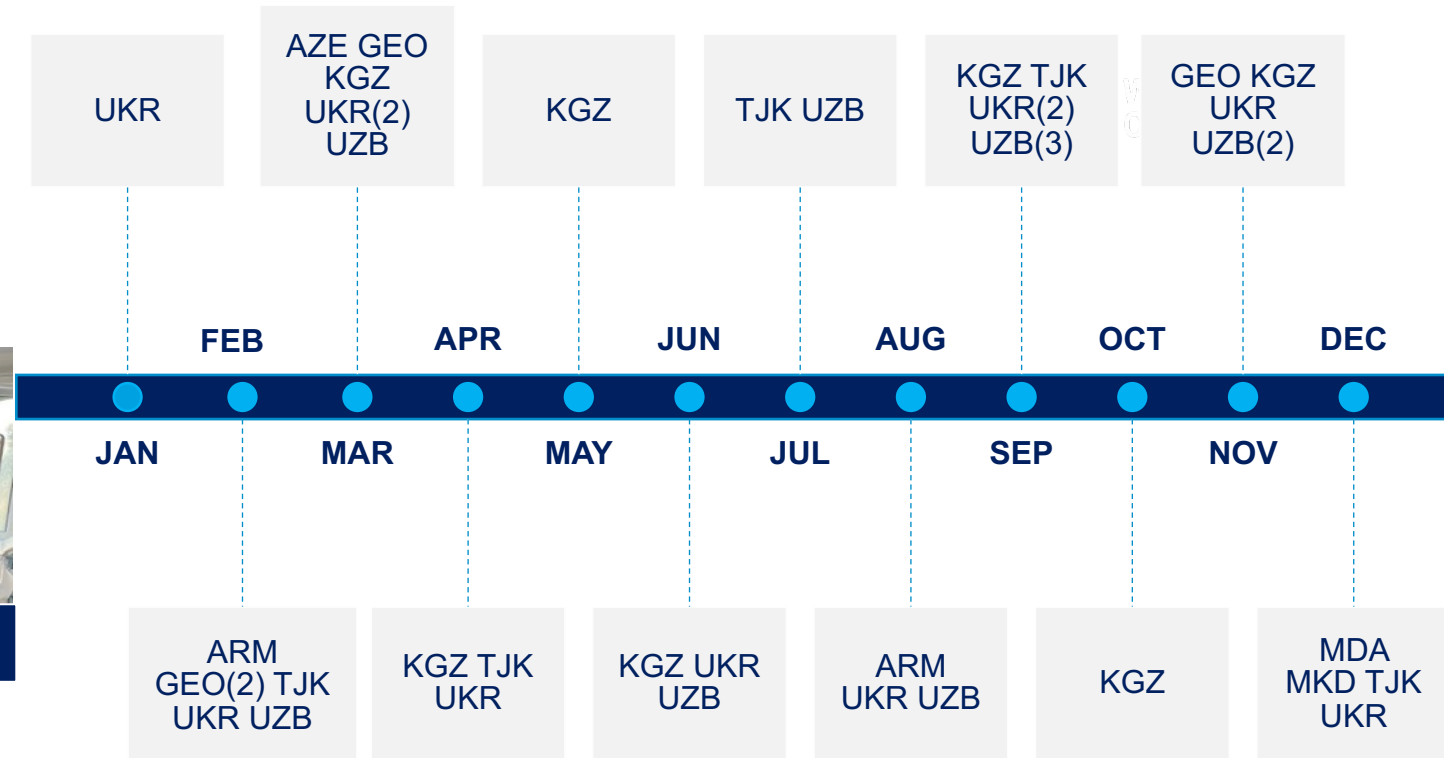


Primary Health Care Costing and Financing Forum in Kyiv
9 November



42 country missions to support health financing reforms

- ✓ High level policy dialogues
- ✓ Capacity building
- ✓ Technical assistance



WHO Barcelona Course on Health Financing for Universal Health Coverage

1st WHO Barcelona Course in Ukraine
31 August – 2 September

3 days

55 policy makers
and experts

12 institutions



11th WHO Barcelona Course in Barcelona
20 – 24 November

5 days

60 policy makers
and experts

28 countries including
ARM, AZE, MKD,
MDA, TJK, UKR





Q&A



Thank You!

WHO Regional Office for Europe

UN City
Marmorvej 51
Copenhagen Ø
Denmark



WHO_Europe



facebook.com/WHOEuro



instagram.com/whoeurope



youtube.com/user/whoeuro



World Health
Organization
REGIONAL OFFICE FOR Europe



Organisation
mondiale de la Santé
BUREAU RÉGIONAL DE L'Europe



Weltgesundheitsorganisation
REGIONALBÜRO FÜR Europa



Всемирная организация
здравоохранения
Европейское региональное бюро