## **Contents**

1.	Introduction 1.1 Background	1
2.	Objectives of the Study Group	3
3.	Framework for analysis of integrated health services 3.1 Definition of integrated health services 3.2 Advantages and disadvantages of integration 3.3 Examples of integration	4 4 4 5
4.	Evolution towards integration  4.1 Development of primary health care as an integrated health system  4.2 Current trends and issues in integration  4.3 Changes in health sector policies affecting integration of services	7 10 13 14
5.	Review of country experiences of integrated health services 5.1 Outcomes 5.2 Expected gains 5.2.1 Improved efficiency and productivity 5.2.2 Improved health status 5.2.3 Improved user satisfaction and convenience 5.2.4 Improved equity	17 17 18 18 18 18
6.	<ul> <li>Model of an integrated district health system</li> <li>6.1 Components of the district health system</li> <li>6.2 Model of an integrated district health system based on primary health care</li> <li>6.3 Implementing district health systems based on primary health care</li> <li>6.3.1 Planning</li> <li>6.3.2 Decentralization</li> <li>6.3.3 Community involvement</li> <li>6.3.4 Objectives, goals, priority-setting and indicators</li> <li>6.3.5 Human resource development and management for integration</li> <li>6.3.6 Multisectoral integration</li> </ul>	19 20 23 25 25 26 27 28 28 29
7.	Issues affecting integration 7.1 Problems encountered 7.1.1 Changing slogans for public health initiatives 7.1.2 Definition of primary health care 7.1.3 Top-down approach to health planning 7.1.4 Piecemeal solutions to complex health system problems 7.2 Challenges to be faced 7.2.1 Relationship between health care institutions 7.2.2 Capacity-building and incentives for integrating systems 7.2.3 Unity of purpose 7.2.4 Community action for integration	30 30 30 31 31 32 32 33 34
	<ul><li>7.2.5 Health systems research</li><li>7.3 Obstacles to change – a case for rational analysis</li></ul>	34 35

8.	Plan of action			
	8.1	Guidelines for international action to promote integrated health		
		care delivery	36	
		8.1.1 Sharing information	36	
		8.1.2 Leadership and advocacy	37	
		8.1.3 Building partnerships	37	
		8.1.4 Improving health infrastructure	38	
		8.1.5 Integration and coordination within WHO	38	
	8.2	Guidelines for a national strategy and plan of action	38	
		8.2.1 Building a national policy and strategy framework	38	
		8.2.2 Assessing the condition of the district health system	39	
		8.2.3 Building the capacity to operate the district health system	39	
		8.2.4 Introducing organizational and structural change	39	
		8.2.5 The use of health systems research	40	
	8.3	Guidelines for a district strategy and plan of action	40	
		8.3.1 Strengthening the district organizational structure	41	
		8.3.2 Human resources development	41	
		8.3.3 Building physical capacity	41	
		8.3.4 Networking	41	
Ac	Acknowledgements			
References				
Selected further reading				
Annex 1 Country experiences				
00	Juiit	TY OXPORTORIOGO	47	
Annex 2				
ΕX	Examples of integration in WHO activities			