

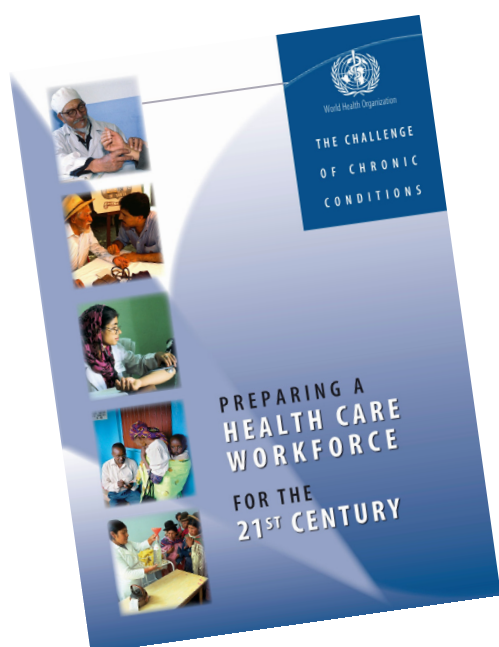
JUST PUBLISHED!



World Health Organization

Preparing a Health Care Workforce for the 21st Century:

The Challenge of Chronic Conditions



About this publication:

“It is encouraging to see WHO emphasizing the need to make patient-centred care a priority in the development of the health workforce for the 21st century. This will hopefully enable patients suffering from chronic conditions to become active participants rather than passive recipients in all aspects of health care system they are exposed to.”

— Delon Human, Secretary-General, World Medical Association

“Among the strongest points of the publication is identification of a new, expanded training model, based on a set of core competencies that would prepare the health care workforce to care for patients with chronic conditions. The competencies can serve as a starting point for reform of health training institutions and centres of higher education.”

— Judith Oulton, Chief Executive Officer, International Council of Nurses

This WHO publication calls for the transformation of healthcare workforce training to better meet the needs of caring for patients with chronic conditions.

While the world is experiencing a rapid escalation in chronic health problems, training of the healthcare workforce has generally not kept pace. To provide effective care for chronic conditions, the skills of health professionals must be expanded to meet these new complexities.

The publication presents a new, expanded training model, based on a set of core competencies that apply to all members of the workforce. First, the workforce needs to organize care around the patient or in other words, to adopt a patient-centred approach. Second, providers need communication skills that enable them to collaborate with others. They need not only to partner with patients, but to work closely with other providers, and to join with communities to improve outcomes for patients with chronic conditions. Third, the workforce needs skills to ensure that the safety and quality of patient care is continuously improved. Fourth, the workforce needs competencies in information and communication technology which can assist them in monitoring patients across time, in using and sharing information. Finally, the workforce needs to adopt a public health perspective in their daily work, including the provision of population-based care that is centred around primary health care systems.

Each competency is described in detail and supplemented with diverse country examples of how it has been implemented.

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More about the report:

“FIP fully supports the basic competencies presented in this document and looks forward to continue working together with WHO, other health professionals and their patients, for better care for patients with chronic conditions, and for the prevention of such conditions.”

— A.J.M. Hoek, General Secretary & CEO, International Pharmaceutical Federation

“The current publication should be considered an important component of a coherent and well planned policy conducted by WHO to meet the challenges generated by the increasing impact of chronic conditions.”

— Walter McNicholas, President, European Respiratory Society

“IAPO strongly supports WHO in addressing the issues of education and training of the health care workforce. It commends this work and, in particular, the opportunity for patients to contribute their very relevant opinions and experience, which IAPO asserts are a vital consideration in all aspects of health care and health care policy-making.”

— Jo Harkness, Policy and External Affairs Director, International Alliance of Patients' Organizations

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