

# Enhancing PHC

## EPW core priorities and flagships

Moving towards universal health coverage

## WHO collaboration

Mobilizing expertise  
WHO collaborating centre

In recent years, countries across the Region have increased focus on improving their approaches to PHC. The Regional Office has supported these efforts in collaboration with the University of Amsterdam, a designated WHO collaborating centre. The core of this partnership has been developing and rolling out a PHC performance management training programme to better use data intelligence to make strategic decisions and optimize health outcomes.

The current phase of the initiative complements WHO's PHC global measurement framework through a nine-month training programme. It also considers how best to use additional frameworks to measure, monitor and improve PHC. So far, 21 countries have benefited from the support to create and implement projects to improve their PHC performance management systems. This work has highlighted the importance of performance measurement and data integration in the Netherlands, offering valuable lessons for improving coordination between primary, secondary and social care.

## The impact

Participating countries are now better equipped to think strategically about the use of data. The training programmes have fostered a community of practice, enabling countries to share experiences and learn from each other. Additionally, the focus on patient-centred care and stakeholder engagement builds trust in health systems, ensuring that care is more responsive to patient needs. This ultimately leads to healthier communities and more efficient resource use.

## Lessons learned

- Fostering trust and openness among stakeholders in the training programme is vital for health system improvements.
- Integrating performance measurement into the governance of PHC systems provides evidence-based insights that support strategic decision-making.
- A participatory approach among policy-makers, health-care providers, medical associations, communities and patients is essential.

## Donors and partners

University of Amsterdam; national ministries of health; national medical organizations



European Region



Team members from the WHO Collaborating Centre for Quality and Equity in PHC Systems at Amsterdam UMC.  
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“Working with the Regional Office helps make a societal impact, but it is also very positive for making a difference scientifically. It’s a win–win partnership.”

**Dr Dionne Kringos**, Head of the WHO Collaborating Centre for Quality and Equity in PHC Systems, University of Amsterdam

## What's next?

The focus will remain on refining and expanding the PHC performance management system across the Region, with follow-up in the countries that have taken part in the training programme to understand the impacts.