



## What is a model of care?

A model of care is a conceptualization and operationalization of how services are delivered, including the processes of care, organization of providers and management of services, supported by the identification of roles and responsibilities of different platforms and providers along the pathways of care.

The components of a model of care can vary from one setting to another, but usually comprise:

Selection and organization of services    Management of services    Management of population health    Enabling factors    Selection and organization of services

Service package developed and meets a criteria

Roles and functions of service delivery platforms and settings defined

System to promote first contact through regular provider

Protocols for patient transfer, referral and counter-referral

Care pathways for tracer conditions

Management of services

Management capability and leadership

Multidisciplinary team-based organization

Supportive supervision in place

Facility budget and financial management information system (FMIS) are maintained

Management of population health

Empanelment system exists

Linkages with community-based and social services

Community engagement in service organization and management

Proactive population outreach

Self-management and health literacy in primary care

Enabling factors

Governance

Financing

Resources (Health workforce, Physical infrastructure, Medicines and other health products)

Health information and digital technologies for health

Systems for improving quality

Resilience of health facilities and services.

[Operational framework for primary health care](#)

[Primary health care measurement framework and indicators: monitoring health systems through a primary health care lens](#)

[Theory of change](#)

There is high-level commitment to strengthen primary health care (PHC) in the Eastern Mediterranean Region and the family practice-based model of care has been implemented to varying degrees in several countries of the Region. However, different models of care are needed for different contexts. Opportunities have been missed in identifying the roles, functions and linkages between service delivery platforms, community engagement is ad hoc and lacks sustained mechanisms for social accountability. Although more recently there has been greater attention towards multisectoral action and policy, regular engagement between health and other social sectors is often lacking. Increasingly, countries are focusing on PHC-oriented models of care to progress towards universal health coverage.

[\*\*Primary Health Care-oriented Models of care in the Eastern Mediterranean Region\*\*](#)

**Related links**

Global scoping review

Models of care strategic paper

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