

## Box 2 Actions for countries to enhance health system capacity to implement family practice

- Linkage of the family practice approach with national health policies, Sustainable Development Goals and other development plans.
- Allocation of funds to enhance the family practice programme at national level.
- Update the essential package of health services based on community needs and ensure its implementation at all primary health care facilities on gradual basis (based on countries' capacities and availability of health workforce).
- Review laws/regulations and standards of service delivery based on family practice approach.
- Strengthen partnerships (with other service providers, private sector, nongovernmental organizations) through contracting out of services, covering family practice by insurance organizations, etc.
- Establish/strengthen family medicine departments; capacity of intake of residency programmes to be increased.
- Organize transitional period training activities for countries to move from GPs to family physicians.
- Strengthen family medicine departments and incentives to ensure a certain percentage of medical doctors enter a family practitioner residency.
- Involve/train other health workforce cadres (paramedics, nurses, midwives) on family practice approach.
- Medical and nursing school curriculum to be amended to be more community-oriented, problem-based and in line with family practice approach in order that undergraduate students become more familiar with the concept of primary care and family medicine after graduation.
- Incorporate family medicine in medical, nursing and other health professional education and curriculum (undergraduate courses) along with appropriate clinical training in primary care settings.
- Sustainable funding for expansion of the family practice programme.
- Strategic purchasing, costing of essential package of health services and capacity for contracting out.
- Collaborate with health insurance organizations for family practice implementation.
- Introduce appropriate incentives for family practice teams to enable them to perform as expected.
- Measure service delivery performance and improvement.
- Define catchment population per primary health care facility, identify patient rostering, family/individual folders and registration of individuals with primary health care facilities.
- Integrate noncommunicable diseases as a priority in primary health care; strengthen referral channels; improve logistics; monitoring and evaluation; home health care; team work; and ensure equity in access to services for rural, urban and poor population.
- Encourage a team approach in family practice, involving multidisciplinary teams including nurses, midwives and other health professionals as needed, and ensure an enabling working environment for them to practice as a family practice team.
- Countries to be encouraged to strengthen and engage private practitioners in service delivery through family practice approach.
- Implement WHO quality standards/indicators framework.
- Enforce accreditation programme.
- Establish community health boards, engage in awareness building on benefits of family practice and engage in local planning.
- Strengthen staff communication skills with the community.