

WORLD HEALTH  
ORGANIZATION



ORGANISATION MONDIALE  
DE LA SANTE

مَنْظَرُ الصَّحَّةِ الْعَالَمِيَّةِ

قرار

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## RESOLUTION

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REGIONAL COMMITTEE FOR THE  
EASTERN MEDITERRANEAN

EM/RC56/R.6  
October 2009

Fifty-sixth Session

Agenda item 6 (c)

### Improving hospital performance in the Eastern Mediterranean Region

The Regional Committee,

Having reviewed the technical discussions paper on improving hospital performance in the Eastern Mediterranean Region<sup>1</sup>;

Recalling resolution EM/RC50/R.9 Accreditation of hospitals and medical education institutions;

Mindful of the importance of the role played by hospitals as a component of the health system, and the crucial supportive role they can play to primary health care services;

Keen to improve the performance of the hospital sector;

Noting that a major portion of the health budget in most Member States is devoted to hospitals;

Recognizing the weak system of referral between hospitals and primary health care facilities;

Acknowledging the limited help of quantitative indicators, commonly used in the Region, in improving quality of services and hospital performance;

Aware of the new trends in management and performance assessment and the tools that are available and tested;

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<sup>1</sup> Document no. EM/RC56/5

Encouraged by the firm national and regional commitment to essential hospital services as a social responsibility and the many initiatives taken by countries to improve performance and efficiency of hospitals;

1. **URGES** Member States to:

- 1.1 Assess and improve hospital management and quality of services through use of available tools and frameworks, including clinical governance, the WHO framework of management and leadership and the framework for performance assessment and quality improvement in hospitals;
- 1.2 Establish an integral system for referral between hospitals and primary health care facilities;
- 1.3 Promote a culture of cost analysis and containment in the hospital sector in order to improve financial management, programme budgeting and accountability;
- 1.4 Develop regulatory instruments aimed at setting norms and standards for geographic and functional distribution of hospitals;
- 1.5 Conduct in-depth review of the national experience in hospital autonomy and assure the role of the Ministry of Health in regulation and evaluation of autonomous hospitals and in ensuring equitable access;
- 1.6 Develop cost-effective alternative approaches to hospital admissions, for example through development of day care, day surgery, emergency and casualty services in hospitals and home health care, in coordination with primary health care facilities, and stressing the complementarity of health services within the health system;
- 1.7 Implement resolution EM/RC50/R.9, specifically those aspects relating to accreditation of hospitals;
- 1.8 Evaluate the surge capacity of hospitals to cope with internal and external disaster; and develop and implement a disaster management plan;

2. **REQUESTS** the Regional Director to provide technical support and guidance to Member States to improve hospital performance through all available tools including the WHO framework of management and leadership, and to develop a strategic plan for strengthening hospital service management.