

# The Enabling Environment in Health and Client Service Division

The Enabling Environment in Health and Client Service Division (EEHCSD) has the primary function to champion a new era of quality care and equitable access in our health care system. A comprehensive methodology will be used to achieve this, which includes prioritizing client services; integrating human rights principles; tackling social determinants of health; providing strategic leadership, policy direction, and oversight and empowering individuals and communities to achieve improved health outcomes.

The EEHCSD provides strategic direction on reorientation of staff; adaption of Health in All Policies Approach; partnerships that create a more responsive and equitable healthcare system and piloting strategies that promote equitable access to healthcare services for all demographics.

The EEHCSD's establishment supports key facets of the Vision 2030 National Development Plan, contributing to disease surveillance, health promotion, comprehensive primary healthcare, inclusive service provision, infrastructure enhancement, effective governance, and the integration of health with environmental concerns.

## The Division's Core Objectives

**Equity in Access:** EEHCSD commits to ensuring all Jamaicans can access quality health services whenever and wherever needed, without discrimination.

**Quality Standards:** The division is dedicated to promoting safe, effective, and comprehensive care, meeting the needs of the population promptly and efficiently.

**Responsiveness and Participation:** By centering care around individual needs and preferences, EEHCSD encourages active participation in healthcare decisions.

**Efficiency:** The Division strives for cost-effectiveness, balancing health service promotion and client care, while minimizing resource waste.

**Resilience:** EEHCSD aims to bolster the healthcare system's ability to anticipate and respond to public health emergencies.

## **EEHCSD Branch Structure & Functions**

### **Executive Office:**

- Research Monitoring and Evaluation Unit
- Customer Care Unit

### **Enabling Environment in Health and Client Affairs Branch:**

- Enabling Environment in Health Unit
- Social Work in Health Unit
- Client Affairs Research and Resolution Unit

### **Enabling Environment in Health**

- Advocacy and training programmes for the integration of people-centred principles and guidelines
- Intersectoral collaborations within MOHW and its service delivery points, other MDAs, and NGOs
- Oversees a structured monitoring system for compliance with people-centred principles

### **Social Work in Health**

- Development and implementation of Social Work in Health policies and guidelines
- Integration of a multidisciplinary social work approach
- Develop and monitor a referral pathway that
- improve client's healthcare experience.
- Streamline process and administration of funding mechanisms

### **Client Affairs, Research & Resolution**

- Structured and equitable resolution process for all complaints and resolutions
- Integrate feedback from complaints to advocate for corrective measures, systematic and policies changes

- Audit and assess the complaints and redress management process within the MOHW, RHAs, and other departments