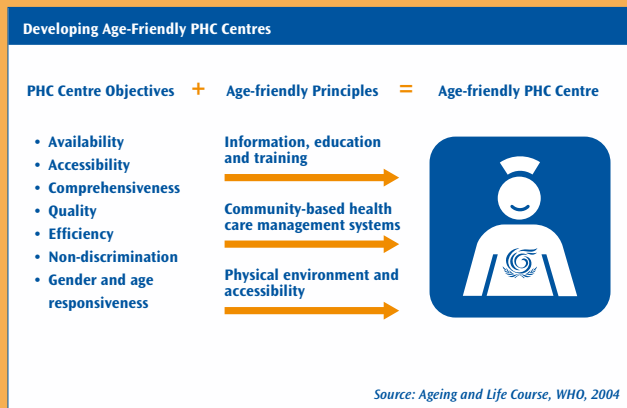




General Principles



- ▶ Age-friendly information, education, and training
- ▶ Age-friendly PHC management systems
- ▶ Accessible, clean and safe physical environment in the PHC centre



The nurse in the Age-friendly PHC symbol stands for improved attitudes, education and training of health care providers so that they can assess and treat conditions that afflict older persons and allow them to remain healthy.

Imprinted on the nurse is the logo used by the United Nations to move “Towards a Society for All Ages”, the theme of both the 1999 UN International Year of Older Persons and the Second UN World Assembly on Ageing.

While age-friendly primary health care addresses the specific health needs of older persons, it also benefits people of all ages.

For further information please contact:

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Ageing and Life Course (ALC)
Chronic Diseases and Health Promotion (CHP)
CH 1211 Geneva 27, Switzerland
Fax: +41-22-791-4839
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Website: <http://www.who.int/hpr/ageing>

Towards Age-friendly Primary Health Care



Primary Health Care (PHC) centres and PHC staff should be “age-friendly”, with particular attention to these areas:

Information, education and training

- ▶ Provide basic training in age, gender and culturally sensitive practices addressing knowledge, attitudes and skills for all PHC staff
- ▶ Provide basic training in core competencies of elder care for all clinical PHC staff
- ▶ Provide age, gender and culturally appropriate information on health promotion, disease management, and medications for older persons as well as their informal carers
- ▶ Review regularly the use of all medications and other therapies, including traditional medicine and practices.

PHC management systems

- ▶ Adapt administrative procedures to the special needs of older persons
- ▶ Facilitate access to services for low-income patients
- ▶ Support a continuum of care across the community level and between the primary, secondary and tertiary care levels
- ▶ Support continuity of care through good record-keeping across all care levels
- ▶ Ensure participation of older people in decisions on the organisation of PHC
- ▶ Provide age-appropriate information on the operation of PHC centres (such as opening hours and fee schedules).

Physical environment of the PHC centre

- ▶ Apply the common principles of Universal Design to the PHC centre whenever practical and affordable
- ▶ Make safe and affordable transport to the PHC centre available
- ▶ Post simple and easily readable signage to facilitate orientation of older persons
- ▶ Identify key health care staff with name boards and name badges
- ▶ Equip PHC centres with good lighting, non-slip surfaces, stable furniture and clear walkways
- ▶ Ensure that PHC facilities, including waiting areas, are clean and comfortable.

Ensure responsiveness and sensitivity to the community by adapting these General Principles to the PHC centre.