

PS 2.3

RESPONSIVE SERVICE DELIVERY IN SHIFTING HEALTH NEEDS

| BACKGROUND

Global demographic transitions—including aging populations, declining fertility rates, urbanization, and migration—are reshaping health needs. Traditional health systems, designed for acute and facility-based care, struggle to address the growing burden of non-communicable diseases, mental health conditions, and multi-morbidity, which require continuous, integrated services. In Sub-Saharan Africa and other regions with large youth populations, specialized approaches to sexual, reproductive, and mental health are essential. Rising mobility and migration are diversifying populations, demanding culturally and linguistically responsive services. Meanwhile, persistent inequities leave vulnerable and marginalized groups underserved, underscoring the urgent need for innovative, inclusive, and adaptive delivery models.

Meeting these challenges requires service delivery innovations. Integrated, person-centered care models are critical for managing chronic and complex conditions, while expanding community- and home-based services ensures accessibility for older adults and those with mobility challenges. Primary care must function as a continuous, coordinated hub, strengthened by digital health and telemedicine. Services should be tailored to demographic needs—youth-friendly, gender-responsive, and culturally adapted—while workforce transformation is needed through new roles, geriatric training, and digital competencies. Financing reforms should prioritize prevention and long-term care, guided by real-time data to ensure equity. Co-designing services with communities will help build trust and relevance across diverse populations.

Key priorities include shifting from acute, hospital-based care toward long-term, integrated, and preventive services; expanding geriatric and long-term care alongside caregiver support; addressing rising burdens of NCDs and mental health through multidisciplinary approaches; and ensuring youth-responsive health services. Reducing urban-rural disparities, leveraging digital technologies for smarter planning, and investing in workforce training, task-shifting, and retention strategies are equally important. Equity and inclusion must guide service design, financing should align with population health goals, and strong governance and accountability are needed to enable cross-sector collaboration and responsive policymaking.

The session will showcase a set of case studies and generate cross-sector insights on integrating digital health, workforce strategies, and financing reforms, while providing a collaborative platform for stakeholders to co-create future-ready health systems grounded in equity and inclusion.

The expected outcome is a shared understanding of how demographic trends are reshaping health needs and service delivery priorities. Participants will explore innovative approaches to make health systems more adaptive, inclusive, and resilient, and develop actionable policy and practice recommendations for aging, youth, and mobile populations.

| OBJECTIVES

- This session aims to showcase innovative models, systems and frameworks for transforming healthservice delivery systems to better respond to changinghealth needs driven by demographic shifts.
- It will highlight international innovations from a selected set of countries and facilitate a discussion as well longevity focused system approach.
- It will focus on lessons learned and opportunities for countries undertaking this transformation.



Keynote

David Bishai

Professor

University of Hong Kong
China

Professor David Bishai is Clinical Professor in Public Health and Director of the School of Public Health, The University of Hong Kong. Prior to joining HKU, Professor Bishai had served as Professor at the Johns Hopkins Bloomberg School of Public Health for 27 years and served in the Maryland Department of Health as a local health officer in 2021.

A leading health economist, his research focuses on the performance and financing of global public health activities, primary healthcare, vaccines, and health disparities. He is the author of three books and more than 270 peer-reviewed scientific publications. His award-winning courses on systems thinking and health economics have reached over 60,000 students. He is a Past President of the International Health Economics Association and the 2021 winner of the Sharmanov Prize in Primary Health Care.

Professor Bishai maintains certification by both the American Board of Internal Medicine and the American Board of Pediatrics. He received his Bachelor of Arts from Harvard in Philosophy and Physics, his Masters in Public Health from the University of California at Los Angeles, his Medical Doctorate from the University of California at San Diego, and his Doctor of Philosophy from the Wharton Business School at the University of Pennsylvania.