

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.



Speaker

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Anna Koziel is a Senior Health Specialist at the World Bank, based in Kathmandu, Nepal, working across South Asia to strengthen health systems and improve service delivery. Her expertise spans health systems management, service delivery, primary health care, maternal, newborn and child health, noncommunicable diseases, long-term care, and tobacco control. She also focuses on health system performance and human resources. At the World Bank, Anna supports country teams and policymakers to design, implement, and evaluate reforms that expand access to quality, affordable care and accelerate progress toward universal health coverage. She works closely with government counterparts and development partners to translate evidence into practical solutions that deliver measurable results for people and communities. Anna has over 25 years of professional experience, including countries in ECA region, where one of the key focus areas was longevity, aging and long term care.