



Universal access to reliable healthcare information: A global consultation for the World Health Organization

INTRODUCTION

More than **20,000** people die **every day** due to poor quality health care



Failure to access and apply reliable healthcare information is a major contributing factor, especially in LMICs



Reliable healthcare information **saves lives**



THE CHALLENGE

The **HIFA vision**: A world where **every person** has access to the healthcare information they need to protect their own health and the health of others



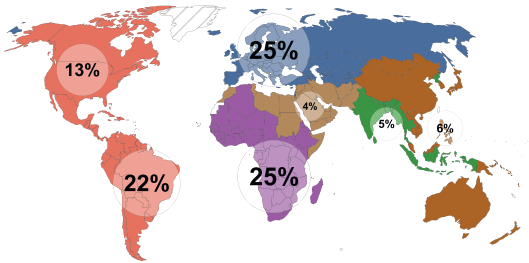
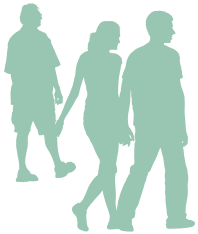
HIFA works in official relations with WHO to **accelerate progress**



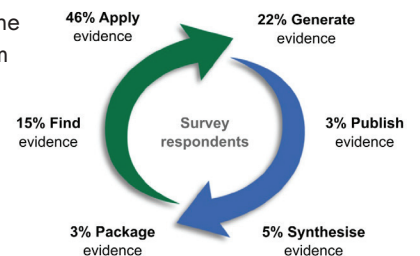
The first step: a global consultation of all stakeholders in the global evidence ecosystem

RESPONDENTS

2,410 respondents from **135** countries



Representing all parts of the global evidence ecosystem



FINDINGS Respondents agreed/strongly agreed:

How important is reliable healthcare information?

96%

Access to reliable healthcare information is (or should be) a human right

95%

Improving access would lead to substantial improvements in quality of care

87%

Universal health coverage cannot be achieved without universal healthcare information

97%

More support is needed for health literacy

What should be done to improve the availability and use of reliable healthcare information?

94%

Support initiatives to improve access

89%

Promote higher standards of good practice and ethics

88%

Support research on the availability and use of information

95%

Ensure health workers have access to reliable healthcare information

92%

Protect people from misinformation

93%

Urge governments to recognise their obligation

81%

Urge governments to provide more support for WHO

What can WHO do?

- 1 "Convene stakeholders to develop a global strategy"
- 2 "Promote access in languages other than English"
- 3 "Make a public commitment to universal access"



What can HIFA do?

- 1 "Convene stakeholders to develop a global strategy"
- 2 "Harness the expertise of stakeholders"
- 3 "Promote access in languages other than English"

“ The survey's central message is for WHO to **explicitly champion** the goal of universal access to reliable healthcare information and for WHO and HIFA to **convene stakeholders** to develop a global strategy. **”**

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