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Message from the Board Chair and the Executive Director

We are delighted to share the 2020-2024 strategic plan of the International Association for Hospice and Palliative Care (IAHPC) – a bold and clear plan that outlines where we have come from, where are going, how we will get there, and what it means to all of us. The overarching goal of a world free of serious health-related suffering and the four areas of work and expected Outputs will keep us focused on our future direction, as well as our day-to-day work.

IAHPC board and staff members with Dr. Faith Mwangi-Powell, during the face to face meeting in Berlin, Germany in May 2019.

Our strategic plan is the culmination of a process we began in the summer of 2018. Under the expert lead of Doctor Faith Mwangi-Powell and based on careful assessment of current programs and projects as well as current and future resources, several board and staff members met in Berlin in May 2019 where had thought - provoking work sessions. The strategic plan was finalized in June 2019, with a new mission and vision for our work in global palliative care.

We have better data than when we adopted the previous strategic plan, data that shows the still yawning access abyss in palliative care that leaves millions of patients to live and die with preventable suffering while others receive state of the art service. Resolving this fundamental abyss requires focused attention and resources. In developing our 2020-2024 Strategic plan we re-examined our strategic priorities against the current global health policy landscape and considered where the organization could have a more meaningful role.

Throughout a robust engagement and planning process, we heard from our members, directors, officers, volunteers, researchers, donors, and representatives from partner organizations. In building this blueprint for the future, we remained true to what we heard, and we hope that you see your voice reflected here. We are also committed to receiving your ongoing input and feedback as we journey through this plan and its priorities together.

Our new mission not only articulates our primary purpose to inspire and inform, but also to empower individuals, governments and organizations to increase access to, and optimize the practice of palliative care. Our new vision for the IAHPC’s future is simple, clear, and focused on the relief of suffering. Although it uses only a few words, the refined vision builds on the IAHPC tradition of dedication to improving the quality of life of patients and caregivers worldwide. IAHPC subscribes to the values of commitment, excellence, efficiency, creativity, compassion, respect and service to others. These values underline our aspiration to be a strong, person centered network that empowers communities of practice and supports behavior change to drive demand for universal palliative care. Also, these values which serve as the foundation for all our endeavors, foster the unity we need to achieve our mission, vision and the four expected Outputs identified in this strategic plan.
This strategic plan serves as an important guide that will help the IAHPC succeed in the face of challenges. It is an opportunity to strengthen our institutional capacity and support innovation. As we roll out this next five-year plan, we know that our work will not move in a linear trajectory. We will learn from our experiences and partners and adjust as we monitor and evaluate results. We know that our strategic planning decisions have ripple effects, and we commit to transparent communications as our funding priorities evolve.

Many thanks again to Doctor Mwangi-Powell for her excellent facilitating and leadership skills, and to all the others who engaged in this planning process, shaping the contents and enabling this dynamic guide for the future.

Lukas Radbruch, MD
Chair, Board of Directors

Liliana De Lima, MHA
Executive Director

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What is Palliative Care?

The World Health Organization (WHO) defines palliative care as an approach that improves the quality of life of patients and their families facing the problems associated with life-threatening illness through the prevention and relief of suffering by means of early identification and impeccable assessment and treatment of pain and other problems, physical, psychosocial and spiritual.¹

The International Association of Hospice and Palliative Care (IAHPC) refined this definition through a global consensus process, describing palliative care as the **Active holistic care of individuals across all ages with serious health-related suffering due to severe illness, especially of those near the end of their lives. It aims to improve the quality of life of patients, their families and their caregivers.**²

The recent *Lancet Commission on Global Access to Palliative Care and Pain Relief* reported that the burden of serious health-related suffering (SHS) is significant.³ Approximately 25.5 million of the 56.2 million people who died in 2015 experienced SHS, with another 35.5 million experiencing SHS due to life-threatening and life-limiting conditions.⁴ Moreover, a disproportionate number (>80 percent) of these 61 million individuals live in low-income and middle-income countries (LMICs), where access to any palliative care interventions—including simple oral morphine for pain relief—is severely limited.⁵ This is a serious impediment to service provision that the Commission sought to challenge by designing an essential and affordable package of palliative care medicines, basic equipment, and human resources to alleviate much of avoidable suffering in LMICs.

The situation is exacerbated by the fact that palliative care provision is not fully integrated into public health systems, as implementation of Universal Health Coverage (UHC) requires⁶. The few services that do exist are primarily provided by faith-based or non-governmental

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organizations (NGOs), charities, and hospices. These organizations have highly limited, and often irregularly available resources at a time when the palliative care donor landscape has significantly shrunk over the last ten years, with relatively minimal funding relative to patient need and the donor dependency of service providers. Lastly, as public, professional and policy maker understanding of palliative care remains poor, the discipline has struggled to attract public support and funding.

Although at the policy level, palliative care has enjoyed several global successes recently, the provider community has struggled to translate those wins into ground-level tangible actions. Such policy achievements are inclusion of palliative care in the Political Declaration on UHC,7 the World Health Assembly resolution for palliative care,8 the inclusion of palliative care in the Declaration of Astana9 and the opportunities presented by the Sustainable Development Goals (SDGs).10 The following challenges remain:

- There is limited access to palliative care services for the majority of patients and families who need them. This is especially the case for children requiring palliative care, with a 2013 UNICEF study11 estimating less than 1 percent of those in need were able to access services;
- A significant number of health care providers lack basic palliative care training and skills.
- Essential palliative care medicines, especially opioids, are largely unavailable, inaccessible, and unaffordable.
- There is limited awareness and understanding of palliative care among the general public, medical practitioners and policy makers.
- Palliative care is rarely integrated into the public spectrum of health system services.
- Traditional resources—domestic and general funding—for palliative care initiatives are shrinking.
- Palliative care is often identified with end-of-life care, resulting in the neglect of those in need from point of diagnosis, and those with limited personal funds.
- There is a deficit of palliative care champions at all levels of care, from the community to the international levels.

To respond to these challenges, IAHPC is collaborating with partners to drive the global development of palliative care. This document lays out the strategic direction that the organization intends to follow for the next five years.

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About the IAHPC

IAHPC has its origins in the International Hospice Institute (IHI), founded in 1980 by Dr. Josefina Magno, a Philippine oncologist living in the USA. IHI members developed the International Association for Hospice and Palliative Care, with a perspective designed not to promote a one size fits all palliative care model, but to encourage and empower all countries to develop their own models of palliative care provision according to their unique resources and conditions. The IAHPC was first incorporated in New Jersey in 1997 and temporarily dissolved in 1999 when the board elected Professor Eduardo Bruera as the Chair of the Board of Directors and Liliana De Lima as the Executive Director, both of whom were living in Texas. The organization re-incorporated in Texas in 2000 and recognized as a 501c3 organization by the US Government that same year.

Since IAHPC’s inception, we have addressed the legal, regulatory, political, cultural and economic barriers to care, education, and access to essential palliative care medicines through a variety of different strategies. IAHPC entered into official relations with the World Health Organization in 2015 and was admitted into consultative status with the UN Economic and Social Council (ECOSOC) in 2017.

IAHPC’s Values

IAHPC subscribes to the values of commitment, excellence, efficiency, creativity, compassion, respect and service to others. These values underline our aspiration to be a strong, person centered network that empowers communities of practice and supports behavior change to drive demand for universal palliative care. IAHPC subscribes to commitment, excellence, efficiency, creativity, compassion, respect and service to others. These values underline our principles of always aspiring to build a strong network, that is person centered, empowering, builds communities of practice and supports behavior change to drive demand for palliative care so it becomes available to all those who need it.

IAHPC Achievements in 2018

IAHPC led and coordinated several projects aligned with the organization’s previous vision and mission. Some of these, which were either completed or ongoing during 2018 include:

- Completion of the consensus palliative care definition and submission for publication.
- Completion of The Opioid Price Watch Project (third report) and publication in Journal of Palliative Medicine.\(^\text{12}\)
- Continuation of Pallipedia, the online palliative care encyclopedia, updated and nurtured by former Board Chair, Roberto Wenk.
- Launch of The Report of the Lancet Commission on Global Access to Palliative Care and Pain Relief:

o Designation of implementation group responsible for implementation of the Report’s recommendations. Focal person for this group is Katherine Pettus, with guidance from Liliana De Lima, Executive Director.

o The launch group, which is ongoing, has organized presentations in Miami, London, Lima and Panama City, led by Dr. Felicia Knaul, PI of the Lancet Report.


IAHPC Thematic Areas of Work

Based on the results of the survey completed by IAHPC stakeholders (members, directors, patients, caregivers, funders, volunteers) and in order to refine our strategy, IAHPC will focus on four thematic areas in the next five years:

- **Advocacy,**
  - for integration of palliative care into primary health care, within the spectrum of universal coverage, and
  - for improved access to essential palliative care medications.
- **Education**, to increase the workforce skilled in primary health palliative care.
- **Research**, to gather data and evidence to inform global development of palliative care.
- **Information dissemination** to educate stakeholders and amplify impacts where change is happening, to increase demand for palliative care and inspire additional changes.

What IAHPC hopes to achieve 2020-2024

During this strategic period, we aim to **accelerate global access to palliative care for those who need it, in order to relieve serious health-related suffering.**

Three key questions will guide us to maximize our outputs (Figure 1):

What are we good at?
What drives our resources?
What do we want to do?

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Figure 1 – Defining our areas of work

Based on the above and after discussion, it was agreed that our strategy will deliver on a common goal and four main outputs as described in Box 1.

IAHPC’s Strategic Plan: Goal, Outcome and Outputs

Box 1

Overview of IAHPC’S Strategic Plan: Goal, Outcome and Outputs

Goal (the high-level change that IAHPC is working towards)
- A world free of health-related suffering.

Outcomes (changes that IAHPC is contributing towards)
- Accelerated access to palliative care for those in need globally.
- Increased global knowledge and evidence base for palliative care development.

Outputs (IAHPC’s broad areas of work)
- **Output 1: Increased access to palliative care** – Strengthening global advocacy to increase access to palliative care.
- **Output 2: Educated and skilled global workforce for palliative care delivery** – Strengthening palliative care education and skills among providers globally
- **Output 3: Evidence based decision making in palliative care** – Strengthening access to data, information and global knowledge around palliative care to inform programming.
- **Output 4: Positive stories and focused messaging to support and advance the global palliative care movement** – Strengthening palliative care messaging, information and communication to inspire global change.
IAHPC’s Vision

The IAHPC vision of moving towards a world free from health-related suffering, is underpinned by the mission and an overview of the strategic plan, outlined below.

IAHPC’s Mission

To serve as a global platform to inspire, inform and empower individuals, governments and organizations to increase access and to optimize the practice of palliative care.

Roadmap

To achieve our vision and mission, we ensured our four outputs complement each other and developed a roadmap (Figure 2). Together, the four outputs emphasize the central role of IAHPC as a global organization that inspires and empowers individuals and organizations to increase access to palliative care for those who need it. The remainder of this document expands upon each of the outcomes and their corresponding objectives.
Vision

A world free from health-related suffering

Outcomes

Accelerate access to palliative care for those in need worldwide

Increased global knowledge and evidence base for palliative care development

Global platform to inspire, inform and empower individuals, governments and organizations to increase access and optimize the practice of palliative care

Mission

Strong global advocacy strategy to increase access to palliative care.

Educated and skilled global workforce for palliative care delivery.

Evidence based decision making in palliative care.

Positive stories and focused messaging to support and advance the global palliative care movement.

Objectives

- Improve and strengthen relationships to accelerate global, regional and national advocacy for palliative care.
- Engage members that support advocacy at national, regional and global levels
- Increase membership to develop a global social movement to advance palliative care.

- Strengthen educational culture for palliative care.
- Increase access to a variety of educational materials via different platforms.
- Improve the efficacy and effectiveness of the IAHPC educational programs

- Identify and define clear research prioritization for IAHPC.
- Increase/improve research skills among palliative care providers.

- Strengthen palliative care messaging and narratives.
- Expand approach to media.
- Increase use of new technologies.


**Expected Outcomes**

**Output 1: Increased access to palliative care**

*Members of the CanSupport palliative care team during a home visit in New Delhi. Photo credit: CanSupport*

**Strategic Overview**

Through advocacy at multi-lateral meetings, the IAHPC, in collaboration with other organizations in consultative status and in official relations with the United Nations Organizations (UNOG), seeks to ensure that access to palliative care and to essential palliative care medicines, are included in international policy documents and strategies, as components of the right to health. Ideally national palliative care organizations can leverage these international documents, usually approved by members of their own governments, to improve palliative care delivery for their patients and secure public funding. The IAHPC, as a non-governmental organization accredited by the UN Economic and Social Council (ECOSOC) participates in the drafting and implementation of intergovernmental resolutions, agreements and strategies with UNOGs, including the WHO and with governments (by invitation).

IAHPC also trains and mentors palliative care providers to undertake advocacy for specific needs in their countries and regions. Despite these efforts, access to essential palliative care medicines though improving in some regions, remains inadequate in most, with **millions of people globally experiencing a high burden of SHS. These challenges are underpinned by the fact that, in many countries, palliative care** is primarily delivered through charities. As such it is unfunded through national budgets and not integrated into health systems. The emerging UHC global agenda is an opportunity for focused advocacy to ensure the integration of palliative care. **Building on our success to date, we are strengthening our advocacy approach to focus on three key strategic areas.**
Strategic Objective 1.1: Improve and strengthen partnerships to accelerate global, regional and national advocacy for palliative care

Rationale

United Nations Organizations, such as the WHO, the Commission on Narcotic Drugs (CND) and Economic and Social Council, are key multilateral partners in our efforts to increase access to essential palliative care medication.

For example, in 2014 the WHO adopted a resolution (WHA67.19) urging its member states to work to integrate palliative care into national healthcare systems, across all levels, with an emphasis on primary, community, and home-based care. The resolution aims to ensure that palliative care is an integral component of all relevant global disease control and health system plans, including

those relating to non-communicable diseases. Under international human rights law, it is the obligation of health care systems to ensure access to essential palliative care services and medicines.¹⁵

Reports and workshops of the International Narcotics Control Board (a quasi-judicial organ of the UN) have called on, and supported, governments to ensure the availability and accessibility of controlled substances for medical purposes and their rational use to prescribers and patient advocates. The Commission on Narcotic Drugs (CND) has also passed several resolutions articulating this imperative. For example, in 2010 and 2011, the CND adopted resolutions 53/4¹⁶ and 54/6¹⁷ with a view to promoting the adequate availability of internationally controlled substances for medical and scientific purposes, while preventing their diversion and abuse. In 2019, CND approved a resolution supporting INCB training of member states to improve technical capacity for improved availability while preventing diversion and abuse. In 2020, the CND approved a resolution entitled “Promoting awareness-raising, education and training as part of a comprehensive approach to ensuring access to and the availability of internationally controlled substances for medical and scientific purposes and improving their rational use.”¹⁸ These commitments notwithstanding, appropriate worldwide access to controlled medicines remains stubbornly inadequate. The IAHPC will therefore continually engage these agencies to ensure the realization of these commitments.


Specific activities for this objective will include participation in CND regular meetings and intersessionals and ongoing liaison with the INCB secretariat. We will solicit the input of providers and service users to provide testimony to CND during the sessions that review Chapter Two of the UNGASS Outcome Document. We will report to IAHPC members about scheduled INCB trainings and activities in their countries, and we will encourage national palliative care associations to brief diplomats in their Vienna and Geneva missions about the unmet need for palliative care patients in the context of UHC, PHC and their human rights obligations.

In addition, the IAHPC will continue to work in partnership with the global palliative care organizations [International Children’s’ Palliative Care Network (ICPCN) and the Worldwide Hospice Palliative Care Alliance (WHPCA)] and align with their strategic plans\textsuperscript{19,20}. IAHPC will continue to strengthen its collaborative ties with the regional associations, the African Palliative Care Association (APCA), the Asia Pacific Hospice Palliative Care Network (APHN), the European


Association for Palliative Care (EAPC) and the Latin American Association for Palliative Care (ALCP for its Spanish acronym), as well as national associations and academic institutions to advance global palliative care.

As the organization responsible for the implementation of the recommendations of the Lancet Report, the IAHPC will continue to work with the University of Miami (the Lancet Report Secretariat), where the Lancet Report is housed.

**Strategic Objective 1.2: Engage IAHPC members to advocate for improved access to palliative care at the national, regional and global levels**

*The Lebanese Ministry of Public Health achieved a major milestone in the development of palliative care in March 2019 by issuing Ministerial Decree, which makes palliative care services reimbursable. Meetings such as this, with the major players involved, were necessary to bring about the decree.*

*Photo credit: Dr. Hibah Osman, IAHPC Board member*

**Rationale**

Despite the huge unmet need for palliative care, the number of advocacy leaders who can support the field at national, regional and global levels remains limited. The IAHPC’s well-developed advocacy strategy can support global development of advocacy skills. Key activities under this strategic objective will include:

- Defining the selection criteria for target countries and selecting at least 6 countries across the regions, representing different income levels.
- Developing a skill-building advocacy framework with structured outcomes and deliverables.
- Developing and implementing the Global Advancement for Palliative Care (GLAD) Program focused on the application and implementation of UN Conventions/Resolutions.
- Identifying areas of success and building replicable, scalable, models for advocacy skill-building.
- Developing linkages with regional and national associations to support advocacy training for members on the ground.
• Developing an advocacy mentorship system to support advocacy trainees.
• Continue developing and implementing advocacy workshops, including webinars, mentorship, utilization of the Lancet Commission data and the Miami DeclarAction;\textsuperscript{21}
• Linking trained palliative care professionals around the world to create cohorts of IAHPC advocacy fellows and working with the fellows to develop annual advocacy goals for their countries and regions.

**Strategic Objective 1.3: Increase global membership to develop a social movement to advance palliative care**

\textit{IAHPC board and staff members with grantees of the IAHPC Traveling Scholarship Program to the EAPC World Congress of Palliative Care.}

In order to build a social movement for palliative care with maximize reach and impact, and to successfully advocate for the inclusion of palliative care in UHC, we must continually develop IAHPC membership and convene new partnerships.

Output 2: Educated and Skilled global workforce for palliative care delivery.

Strategic Overview

There is a widely recognized need for professional health education that embeds palliative care within undergraduate curricula. This will help to meet the professional and personal demands made upon palliative care practitioners. Whilst historically, palliative care was confined to patients with cancer, it has now become a form of care offered to patients and families experiencing chronic conditions. The growing disease burden and limited provision of palliative care within the public health systems means that an increasing number of patients will require palliative care in a variety of settings including, home based care, nursing homes, hospices, and virtually every clinical setting. In many low- and middle-income countries, however, providers have limited skills as palliative care is infrequently integrated into the curriculum. IAHPC will continue supporting providers by providing learning opportunities to increase the skills of those at the forefront of this agenda. Under this output IAHPC will undertake three strategic objectives.

Strategic Objective 2.1: Strengthen educational culture for palliative care

Rationale

Limited integration of palliative care into the curriculum of health professionals globally indicates a weak education culture in this area. IAHPC wishes to strengthen this though a series of activities that include:

- Continue nurturing the IAHPC global educational directory and find creative ways to engage with undergraduate and post graduate students.
- Develop an awards system to recognize academic institutions integrating palliative care into the curricula of health careers.
- Continue and finalize the project to provide institutional accreditation and individual certification to IAHPC members.
Strategic Objective 2.2: Increase access to a variety of educational materials, including via different platforms

Rationale

In this era of technological growth and given the diverse nature of training needs among palliative care providers, it is important to explore various avenues for delivery of palliative care education and to take advantage of the growing use of social media and online technology. The IAHPC membership is worldwide and reachable through multiple channels and platforms. The IAHPC will therefore undertake the following activities:

- Linking educational workshops to regional and international conferences.
- Continuing to develop and disseminate the online resources developed to date, Pallipedia, CINAHL, PC Essentials, Opioid Price Watch etc., and informing members and others to increase visibility.
- Making posters and presentations of grantees available online.
Strategic Objective 2.3: Improve the efficacy and effectiveness of the IAHPC educational scholarships

Rationale

Palliative care education, where offered, is generally expensive and inaccessible to the majority of potential trainees. Since its formation, the IAHPC has provided traveling grants to more than 580 individuals, underwriting their participation in educational and research conferences (through the Traveling Scholarship program), or their travel as invited teachers in palliative care settings in a low- or middle-income countries (through the Traveling Fellowship program). This has proven to be a useful strategy for expanding the base. Now more than ever it is critical to focus on a results-oriented strategy by carefully selecting a smaller number of grantees annually, while developing deeper partnerships and collaboration, with the goal of improving education, access to services, access to medicines and national policy.

In view of that IAHPC will focus on:

- Modifying the application and selection process of the Traveling Scholarship program to refine the selection process.
- Modifying the application and selection process of the Traveling Fellowship program to align selected fellows with the long-term advocacy strategy described in Output 1.
Output 3: Evidence based decision making in palliative care

Strategic Overview

Over the past two decades, palliative care has developed as a field that addresses the needs and priorities of patients and their caregivers experiencing serious health related suffering. Notwithstanding this progress, there has been a misalignment between clinical development, evidence, and research to underpin programming. The literature suggests that continued development of the field will require strategic and high-quality research to guide clinical practice and public health policy. Although substantial strides have been made, knowledge gaps and system deficits persist. IAHPC will therefore focus on formative research to inform programming, underpinned by two strategic objectives:

Strategic Objective 3.1: Identify and define research priorities for IAHPC

Rationale

Empirical knowledge about palliative care provision and the needs of people with SHS is extremely limited, as is the availability of research resources, including expertise and funding. The lack of research activity is, in part, attributable to limited resources, competition with other health-related priorities, and lack of infrastructure to connect the limited number of researchers in this field. Also missing is a guiding global framework that prioritizes a palliative care research agenda firmly grounded in the perceived needs and preferences of key stakeholders, both providers and end users. Although several regions have developed thematic research agendas, there are still deficits at the national, (some) regional, and international levels.

IAHPC will spearhead this by:

- Developing a white paper/position paper on global palliative care research priorities. This can be adapted at country level to ensure its localized relevance such that palliative care programs are evidence-based and contextually appropriate.
- Developing a position paper on the IAHPC research strategy that identifies a few key questions.
- Seeking resources to support selected research questions in at least 6 countries of different income levels and located in different geographical regions, in collaboration with regional, national associations and universities.

Strategic Objective 3.2: Increase research skills among palliative care providers

Rationale

Most palliative care development takes place outside academic institutions and is primarily focused on service delivery. As a result, most palliative care studies have been small and descriptive, lacking the necessary rigor to support evidence-based medicine. To improve palliative care research nationally and internationally, it is necessary to train health scientists in palliative care.

care and systems research and to give these scientists the possibility of permanent research posts, or combined clinical and research posts, after the research training period.

Given that IAHPC is not an academic institution, we need to work closely with academic institutions to strengthen research skills among providers.

Our activities will include:

- Increasing access to high level research capacity by securing funding for IAHPC MSc/PhD scholarships and creating a resource hub for such scholars using webinars, signposting resources and linkages with mentors;
- Working with academic institutions to develop a curriculum for a research summer school with a focus on research in LMICs;
- Building a research faculty linked to other research forums such as EAPC, APCA Palliative care research network and others.
- Continuing and finalizing current IAHPC research projects (institutional accreditation, online database) and implementing new research projects including evaluation of the success of IAHPC programs, and the effectiveness of the communication strategy presented in Output 4 in this document.
Output 4: Positive stories and focused messaging to support and advance the global palliative care movement

Strategic Overview and Rationale

Evidence suggests that a communications strategy positioning palliative care at the core of public health is required for palliative care to gain traction in social, political and economic agendas, in line with the demands of UHC. The IAHPC has a mandate to advocate for increasing access to palliative care for all those in need. The IAHPC believes that palliative care advocates must shift the way they work internally and externally. Internally, there is a need to rethink the components of effective communication and advocates’ critical roles in advancing palliative care priorities, acknowledging that palliative care stakeholders must be informed communicators at all levels. The IAHPC palliative care communications and public advocacy strategy must be:

- Aligned with global policy frameworks and national policies
- Coordinated more closely with fundraising and resource mobilization strategies, understanding their mutuality, and;
- Designed to manage immediate and inclusive communication when necessary, as well as unforeseen situations and potential crises.

There is consensus among palliative care leaders that effective communication requires palliative care providers and advocates to shift from more traditional agendas to a nuanced focus. This means a departure from:

- Awareness raising and public advocacy with general audiences, to awareness raising among more targeted audiences, mapping and identifying the means to reach these audiences.
- Engaging stakeholders directly and through strategic partnerships to achieve specific results.
- Sharing messages that focus more on amplifying the voices of beneficiaries and their families, deepening conversations with constituents to compel greater attention and action.

This shift is known as communicating to advocate, which requires strong frames, narratives and messages. A key focus of the IAHPC around strategic communication will be guided by the shifts outlined in Table 1.

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Knaul Felicia M. Integrating palliative care into health systems is essential to achieve Universal Health Coverage. The Lancet Oncology 19(11), PE566-E567, November 1, 2018. DOI: https://doi.org/10.1016/S1470-2045(18)30600-4
Table 1: Communicating to advocate: Proposed communications shifts to drive Palliative Care Advocacy

<table>
<thead>
<tr>
<th>Shift from</th>
<th>Shift to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working to change policies</td>
<td>AND working to change behaviors, social attitudes and beliefs about healthcare;</td>
</tr>
<tr>
<td>Targeting governments, corporations and influencers</td>
<td>Powerfully communicating with governments, decision makers AND the broad general public</td>
</tr>
<tr>
<td>Informing</td>
<td>Telling inspiring and compelling stories</td>
</tr>
<tr>
<td>Telling</td>
<td>Listening and dialogue</td>
</tr>
<tr>
<td>Disseminating information</td>
<td>Communicating to drive change and move people to act</td>
</tr>
<tr>
<td>Focusing on traditional media</td>
<td>Developing and improving the IAHPC content for digital, mobile, and broadcast media/social media</td>
</tr>
<tr>
<td>Knowledge brokering</td>
<td>Knowledge leadership</td>
</tr>
<tr>
<td>Everything</td>
<td>Targeted and focused prioritization at all levels</td>
</tr>
<tr>
<td>Silos and partnership initiatives</td>
<td>Broader fueling of social engagement and development of social movement and public buy-in</td>
</tr>
</tbody>
</table>

In view of this, under this strategic objective, the IAHPC will focus on four strategies, including:

**Strategic Objective 4.1: Strengthen palliative care messaging and narratives**

*Increase clarity and focus, connecting more directly and on a more human level:* Knowledge of palliative care and its holistic nature is not well understood, making it hard for those outside of palliative care to generate interest in the issue. If palliative care is going to be embraced by more players than its current stakeholders, we need to increase awareness and offer new players opportunities to engage through coherent and generic messages that can be adapted and tailored to meet needs at national and local levels. Palliative care messaging must be faster, sharper and have more compelling headlines and core messaging.

**Strategic Objective 4.2: Expand approach to media**

Print, digital, mobile and broadcast media are rapidly converging, and the palliative care approach to media must also be integrated. In view of this, there is a need to analyze the key channels on which to focus, and recognizing that, in some contexts, traditional media still drives the majority of web and digital stories. There is also a need to increase the use of data visualization and infographics that can work across both traditional and digital platforms.
Strategic Objective 4.3: Increase use of new technologies

The use of new technology, innovations and the power of images in emerging channels will allow us to reach new audiences. This includes devising strategies to broadly disseminate the videos in the IAHPC YouTube channel and increase the number of visitors to the website, the IAHPC Facebook page and the followers on Twitter and other platforms. Apps for smartphone are resources which also serve as excellent tools to engage with palliative care workers from around the globe. We will need to use these innovations and approaches to reach new audiences, taking advantage of the opportunities presented by advances and growth in mobile technology and social media.

Monitoring Evaluation and Learning

Comprehensive monitoring, evaluation and learning (MEL) framework will be developed for each outputs to enable IAHPC to track results and share learning. Lessons from the MEL will be shared frequently through various platforms which include, our website, monthly newsletter, social media platforms, conferences and workshops.

End of Document