

What is Community Action for Health?

Community Action for Health is a key strategy of the National Health Mission (NHM). It aims to actively engage communities in improving their health status. Through this process, the community provides regular feedback on the quality of services to service providers thereby increasing their efficiency and accountability.

What does it lead to?

Community Action processes have shown significant results across states. Some of them are:

1. Increase in awareness about health rights and better access to government services and schemes
2. Improvement in service delivery
3. Proper utilization of untied funds based on local priorities at the Village Health Sanitation and Nutrition Committees (VHSNC), Sub Health Centres, Primary Health Centres and Community Health Centres
4. Reduction in cases of denial of services and informal charges.



FOR MORE INFORMATION CONTACT:



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Community Action for Health

Bringing Public into Public Health



The Six Steps of Community Action for Health

1 CREATE AWARENESS

About free government services, health entitlements, roles and responsibilities of the service providers.

YOUR ROLE

- Seek complete and accurate information about the schemes and services
- Share the information with the community
- Promote healthy behaviour.



2 STRENGTHEN VILLAGE HEALTH, SANITATION AND NUTRITION COMMITTEES

The Village Health, Sanitation and Nutrition Committee (VHSNC) is formed at the village level to improve health and promote collective action. It ensures community involvement in planning, implementation and monitoring of programmes.

YOUR ROLE

- Participate in the monthly VHSNC meeting
- Highlight issues and areas of concern in your locality like malnourished children, adolescents and pregnant women, unavailability of clean drinking water and non-functional Sub-health centre and Anganwadi centre
- Report incidences of denial of services or improper behaviour by health officials
- Ensure proper use of untied fund.

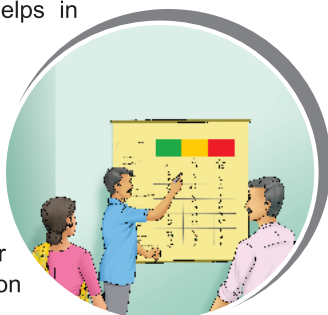


3 MONITOR THE SERVICES

The community is encouraged to monitor the quality of services both at the village level and facility level using simple tools and formats. This helps in collectively identifying gaps, issues and finding local solutions.

YOUR ROLE

- Provide feedback and support the VHSNC members in the monitoring process
- Quote examples or register incidences where you or others were denied services
- Report malpractices, non availability of free medicines or contraceptives with health providers or the take home ration at the Anganwadi Centre
- Report about the areas and families where the services do not reach.



4 DEVELOP VILLAGE HEALTH PLAN

Based on the gaps and issues identified during the monitoring process, the VHSNC develops the annual village health plan. It details out the gaps/weak areas, along with responsibilities and timelines.

YOUR ROLE

- Participate in the discussion on the identified gaps and collectively find possible solutions
- Play an active role in developing the village health plan and ensure it is implemented.
- The issues that are not resolved at the village level are taken up at the Primary Health Centre (PHC), Block and district level committees or Jan Samwad.



5 FORM AND STRENGTHEN COMMITTEES

There are Rogi Kalyan Samitis (RKS) and Planning and Monitoring Committees at the PHC, block, district and state levels. They have representatives from Health, Women & Child Development, Public Health Engineering, Panchayat and local NGOs as members. They collectively resolve health issues and take appropriate action.

YOUR ROLE

- Raise issues and give feedback on services like the OPD, laboratory, referral and transport, availability of free medicines, quality of food available at the Anganwadi centre, availability of clean drinking water, in these committees or at the Jan Samwad and seek action



6 ORGANISE PUBLIC DIALOGUE OR JAN SAMWAD

Gaps and issues that are not resolved at the village level are raised in the Jan Samwad. Service providers also share their constraints and concerns in giving proper services. There is an independent panel to listen to the problems raised. Collectively solutions are sought and appropriate decisions taken by the panel to resolve the problems. A time bound action plan is prepared as per the decision taken. It is the responsibility of both, the concerned officers and the community, to ensure that the decisions taken translate into action. Key decision points are documented and reviewed at the PHC, block, district and state levels to ensure that they translate into action.

YOUR ROLE

- Actively participate in the Jan Samwad and raise your concerns regarding the services and facilities with the panel and seek solutions
- Highlight incidences of bad behaviour by the health service staff, unavailability or denial of services and seek action.

