Community Engagement: Key to building an effective, responsive and resilient health system

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Cholera Treatment Center, Haiti, October 2010
Listening, understanding, building trust

“It is a disease brought by foreigners to exterminate us and take our land”

“It is a disease brought by NGOs in order to get more money”

“Each time we have elections in our country there is a disease outbreak. It is political. It is made to divert our attention”

A holistic approach to the health system

Informed, empowered communities

Empowered and equipped health providers

Spaces for dialogue and negotiation between the community and the health delivery system

Effective, responsive and resilient health system
Creating space for dialogue: CARE’s Community Score Card

Listening to the voices of the most vulnerable
Sexual, Reproductive Health in Emergencies (SRH-E)

• SAFPAC: Supporting Access to Family Planning (FP) & Post-Abortion Care (PAC)
• Since 2011 in 5 countries: Chad, DRC, Mali, Pakistan & Djibouti
• Quality FP & PAC services through:
  ➢ Clinical Training
  ➢ Engagement with community and partners
  ➢ Monitoring and evaluation to support decision-making
  ➢ Logistics & Supply Chain Management (including provision of supplies)

Conclusion: Community engagement is critical

• Lack of understanding and trust between the community and the health delivery system can undermine public health in both development and emergency settings

• Infectious diseases start locally, and if identified early, can often be prevented from escalating to a national, regional or global public health emergency

• Line between development and emergency is increasingly blurred—need to build a system that can function in both stable and crisis-settings
THANK YOU!