

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!

