

Making health systems Community and People centred

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PEOPLE in all their diversity need to be at the centre of Health systems.

**Protecting their health must be the overarching objective.
But making health systems people centred is far from simple ...
What can we learn from the Thai health system experience?**



Core values and principles

How are each of these realized in the Thai system?

- Right to health as an entitlement and approach
- Universality of care
- Equity and inclusion of diverse people
- Fairness and work satisfaction for healthcare workers
- Social accountability and transparency
- Responsiveness to community needs, comprehensive care
- Empowered and systematic people's participation

Grassroots processes and mechanisms to actualize Community centred health care

Community collective bodies and spaces (like Village health committees)

- What is the existing situation? Official spaces? Informal groups?
- Are these promoting people-oriented action on health? Who controls these? Are voices of marginalized, migrants, ethnic / religious minorities fully reflected in these bodies?
- What needs to be done to realise the full potential of such community collectives?

People's awareness on health rights and services

- What is the existing situation? Official processes? Social campaigns?
- Are most people aware of their entitlements on health?
- What needs to be done to maximise functional awareness among all sections of various communities regarding health entitlements?

Providing community-based evidence and feedback to health system

- Are there any formal mechanisms like community score cards?
Voluntary sector efforts in smaller areas?
- Any efforts to document and present cases of denial of care or violations of health rights?
- What needs to be done to ensure such operational feedback from patients and communities to the health system?

Grievance redressal and complaint mechanisms

- Are there any formal mechanisms to make complaints regarding health services?
- How well do these work in practice? Are these mechanisms accessible, fair, prompt in taking action, transparent?
- What needs to be done to operationalise fully effective complaint mechanisms which would ensure justice to patients and healthcare users?

Community based multi stakeholder bodies and dialogue events

- What is the existing availability of such bodies? Official processes?
Social mobilisation events?
- What needs to be done to organise periodic dialogue involving various community members and groups, local actors like elected representatives, health staff and officials?

Local health planning with community involvement and inputs

- Are there any official processes to obtain inputs from people, healthcare users and local elected bodies while planning local health services? (e.g. Hospital management committees)
- How well are these functioning?
- What needs to be done to maximise inputs from communities, especially deprived and marginalized sections and groups, to positively inform and influence health planning processes?

