



PATA 2024 Summit

N'weti: empowering communities through community-led monitoring

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PATA 2024 SUMMIT

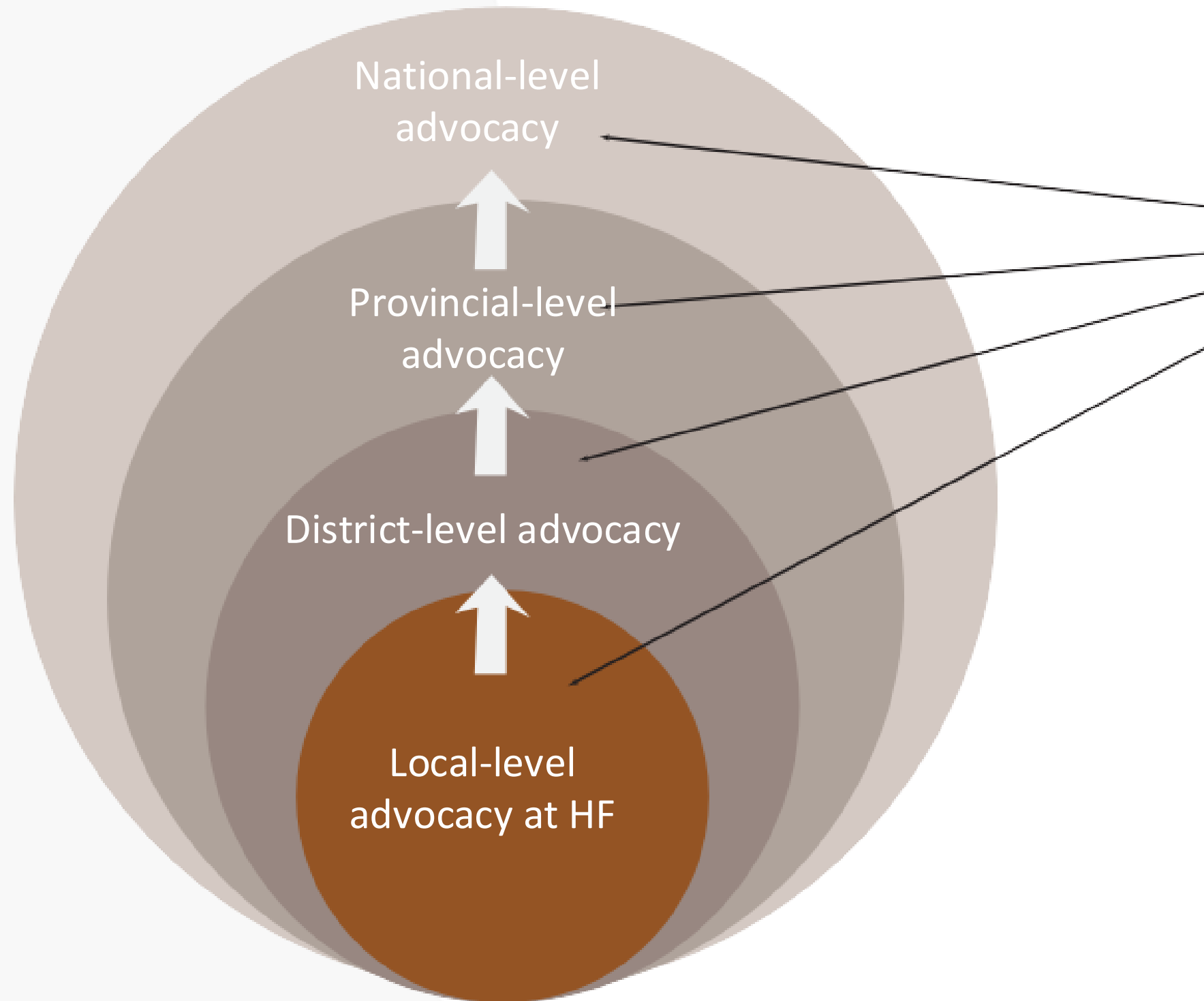
WHAT AND WHY?

- Several barriers exist to increasing ART coverage, adherence and retention in care, such as long waiting times to consultations at the HFs, stock-outs of ART, lack of privacy and confidentiality, and low awareness of rights of PLHIV among the frontline service providers
- To address these, N'weti implements community-led monitoring (CLM) to enable local communities, particularly PLHIV, to engage with frontline health care providers to implement with the aim to improve the quality of and access to public health services

WHAT AND WHY?

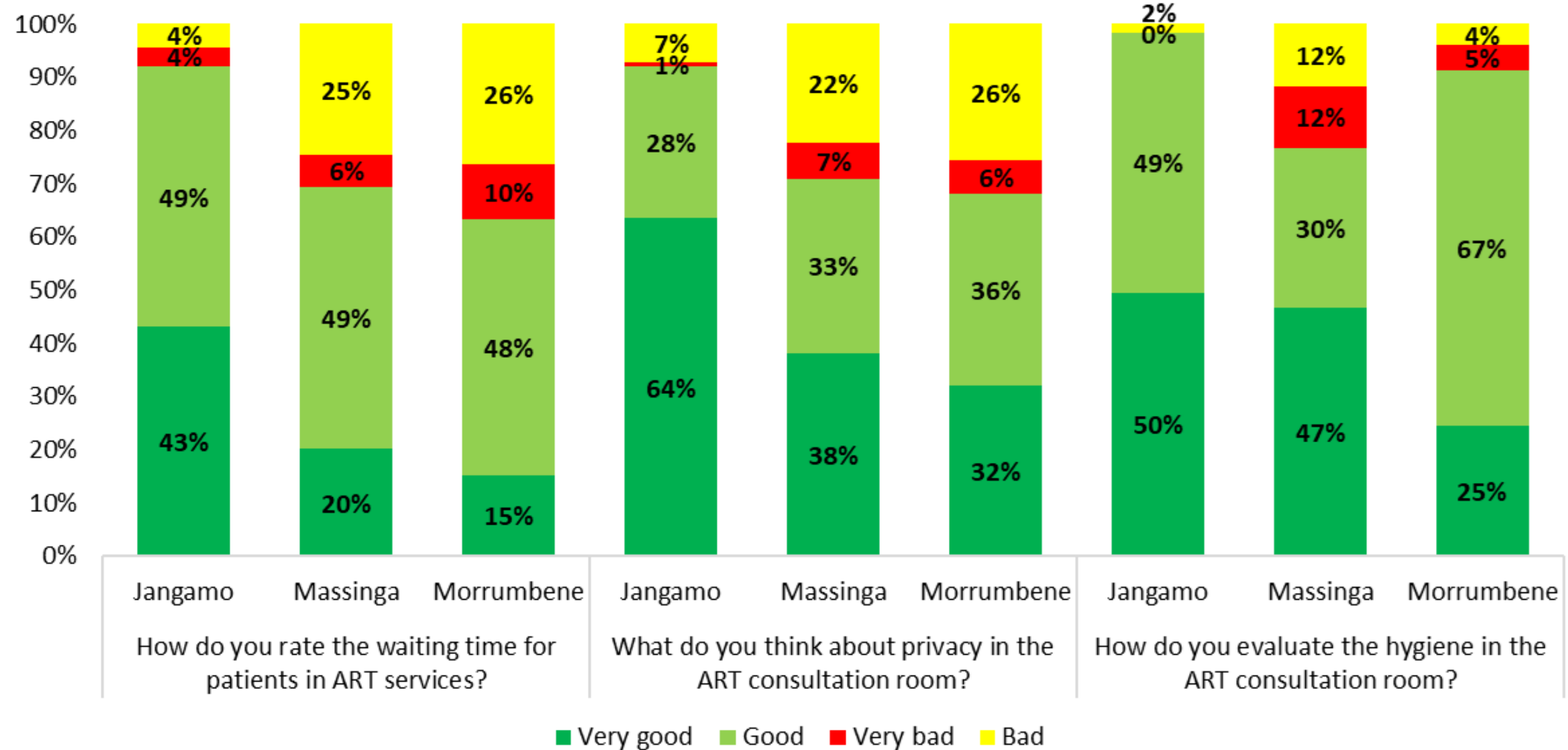
- CLM has three main objectives:
 1. Monitoring the quality of public health services;
 2. Identification and definition of health priorities from the service users' and providers' perspective for subsequent integration in the HF and district plans;
 3. Building a body of evidence to define advocacy actions on public policies in the health sector
- Involvement and training of facility-level co-management and humanization committees, that include both community members and service providers, is important to promote engagement between the communities and HFs, to monitor the jointly agreed action plans, and to implement advocacy actions

How

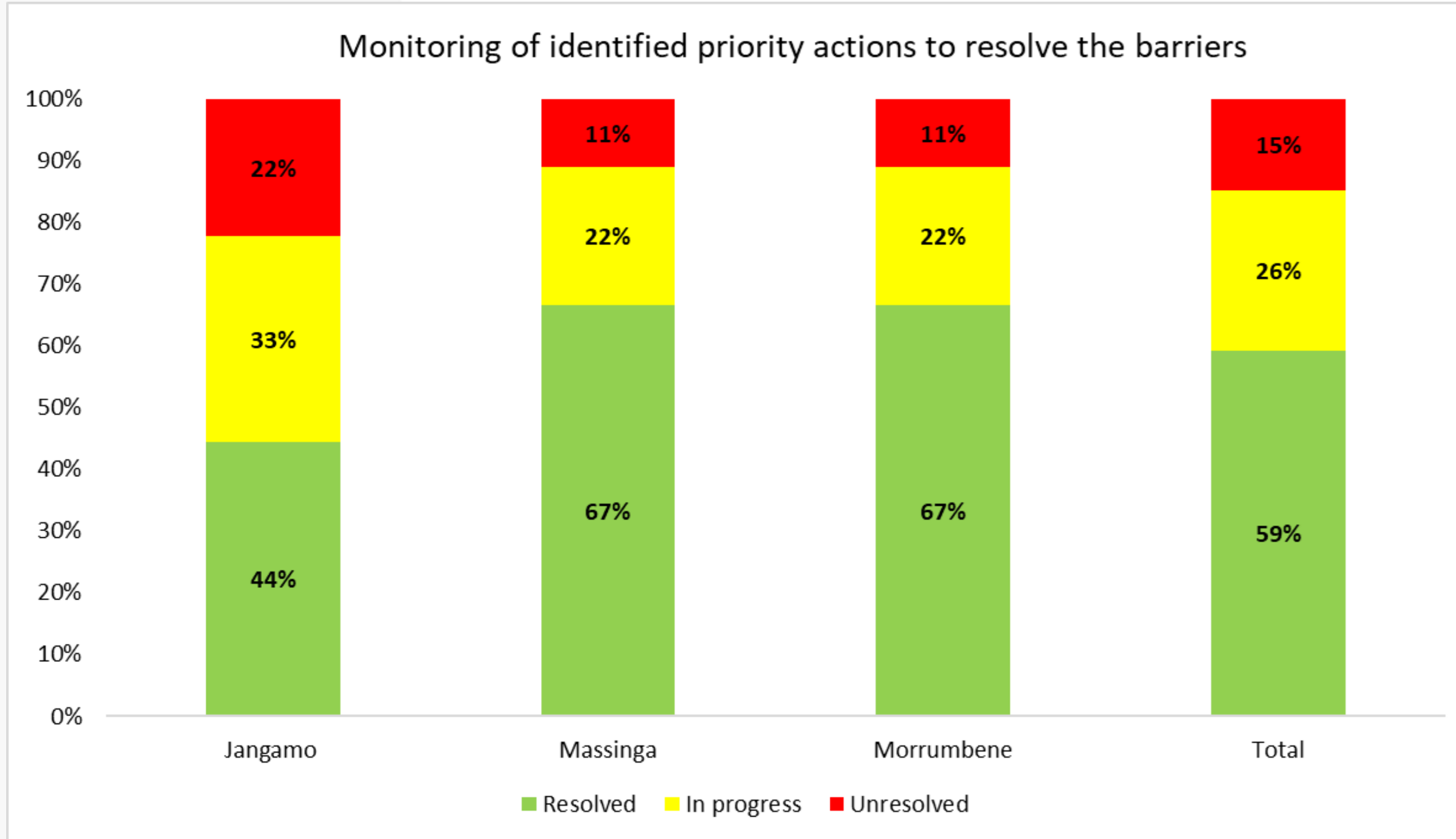


How: scoring

Scoring of barriers (group of PLHIV)



How: action plan monitoring



LESSONS LEARNT

- The engagement of the health authorities, HF representatives, community leaders, community groups and members of the HF co-management committees enables and facilitates greater mobilization and participation of the target groups throughout the CLM cycle
- The CLM brings the community and the HF staff closer together, allowing HF users to get to know the challenges of HFs/HF staff and vice versa
- The service providers recognize that improving the quality of services depends on honest discussion on identified problems

LESSONS LEARNT

- Good results in some dimensions depend on collaboration between communities and HFs, and local economic actors could support resolution of problems as part of their social responsibility actions
- It is important to share the evidence from CLM with all stakeholders to inform planning processes, joint follow-up, and advocacy actions at different levels
 - E.g., the District Services for Economic Activities should be involved, so that the problems of the HFs could be considered during planning and budgeting processes at district and HF levels
- Interaction is better in groups where the discussions take place outside the HF premises

FOR ADDITIONAL RESOURCES ON N'WETI CLM ACTIVITIES:

- N'weti website: <https://www.nweti.org/en/>
- N'weti results briefs about CLM and other topics: <https://www.nweti.org/en/publicacoes/>, for example:
 - Results and learning brief on community-led monitoring to improve the quality of health services in two districts in Inhambane province, Mozambique: <https://bit.ly/34QsRC6>
 - Health care users' perception of the quality of ART services in selected health facilities in Gaza, Inhambane, Maputo and Zambezia provinces – results of the first cycle of community-led monitoring: https://drive.google.com/file/d/1g2Qv6O3fUJcc8qvIldZpa-_A9M71uig3/view
 - Monitoring the quality of services as a pillar in family planning success (in Portuguese): <https://drive.google.com/file/d/11XV8oU9SvMItXblCeERKpvy8AvK7O8Ck/view>
 - N'weti's community scorecard experience in Nampula: A case study: https://drive.google.com/file/d/1wS2z1PK5Qz4EnbIDLn5hSnnB1vE_giKC/view
 - Community monitoring of provision of primary health care (in Portuguese): https://drive.google.com/file/d/1Zni5PdT_64hb-vFbnq0t5DjBw4BigcLR/view
 - The experience of co-management and humanization committees (CCGH) as community participation mechanisms (in Portuguese): https://drive.google.com/file/d/1TVEUHYsQaGLW_zUkyOR7ESYj2mlNj38F/view

Thank you

n'weti

Contact

N'weti- comunicação para saúde

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