TOWARDS PEOPLE-CENTERED HEALTHCARE: A WORKSHOP ON COMMUNITY ENGAGEMENT

Date – Dec 14, 2023
Venue: Administrative Staff College of India (ASCI) campus

Co-program Coordinators:

Dr. Krishna Reddy
ACCESS Health International/Global Learning Collaborative for Health Systems Resilience

Dr. Mohan Tanniru
Ph.D. (College of Public Health, U of Arizona and Henry Ford Health, Detroit, MI)
One of the core objectives of health systems is to be always responsive to healthcare needs of all people. There is universal consensus that the health systems should be people centered. There is an emerging consensus that people should be active participants in health system governance involving governments, for-profit and non-profit private sector, and people. ‘Community engagement’ has been mentioned as a function of good governance. However, the concept remains ill-defined in actual practice.

Community can be defined at a micro-level to patient/family to meso-level to organizations that are in easy access to patient population and understand patient ecosystem characteristics, to macro level that includes health systems (physician clinics, hospitals – private or public/non-profit and funding organizations (govt., insurance, or foundations). For care to be patient centric, one needs to view the path a patient takes to gain access to quality care as a system and ensure all involved have the capacity to effectively support this system. Some interesting strategies and case studies illustrate community engagement in practice. These include:

• Capacity of a patient to self-manage their care – It calls for empowering patient population with health education and skills, including accessing needed resources and using technology, to self-care.

• Capacity of the community to support patient care – It calls for empowering and engaging community-based organizations who are in proximity (socially, culturally, geographically) with the patients. These may include self-help groups (SHGs), local health councils or committees, patient groups etc. Civil Society Organizations (CSOs) are also playing a role to bridge communities with other actors of health and social systems. Community health volunteers and workers have emerged as the most successful strategy in community engagement.

• Participation of the community in local governance – increasingly, community is being involved in decisions pertaining to their health at the local levels. The participation in local governance makes everyone involved (people, local government, healthcare system represented by local healthcare professionals, civil society organizations etc.,) to articulate their responsibilities and accountability to improve health of communities.

• Capacity of the broader community that includes health ecosystem and other organizations who financially and clinically support the patients. Community-based mutual health insurance (CBHI) or financing systems (Chit system prevalent in India) are emerging as effective tools in improving financial protection, as well as foundations and health insurers.

Given the multi-dimensional perspective of community engagement, there is a need to translate the conceptual framework to an effective operational design through dialogue between different stakeholders.
Agenda:

**Duration:** Half a day, starting 9 AM. (To be followed by lunch)

**Venue:** Administrative Staff College of India, Hyderabad, Telangana.

<table>
<thead>
<tr>
<th>Time</th>
<th>Title</th>
<th>Speaker(s)</th>
<th>Organization</th>
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<tr>
<td>8:30 – 9:00 am</td>
<td>Registration</td>
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<td>9:00 – 9:05 am</td>
<td>Welcome and introduction of the workshop coordinators</td>
<td><strong>Dr. Uma Aysola</strong></td>
<td>ACCESS Health International</td>
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<td>9:05 – 9:15 am</td>
<td>Context setting</td>
<td><strong>Dr. Krishna Reddy Nallamalla</strong></td>
<td>ACCESS Health International</td>
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<td>9:15 – 9:25 am</td>
<td>Introduction of the moderator and panelists</td>
<td><strong>Dr. Mohan Tanniru</strong></td>
<td>College of Public Health, University of Arizona</td>
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<td>9:25 – 9:30 am</td>
<td>Session 1</td>
<td><strong>Dr. Uma Aysola</strong></td>
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**Session 1**

The session will explore community perspectives – community as a whole, special interest groups, self-help groups, community health volunteers, civil society organizations, media etc., on its participation

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<tr>
<th>9:30 – 11:00 am</th>
<th>Moderator</th>
<th><strong>Dr. Uma Aysola</strong></th>
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<td>Ms Reema Nanavati</td>
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<td><strong>Prof. Shalini Bharat</strong></td>
<td>Former Director/ Vice Chancellor, Tata Institute for Social Sciences</td>
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<td><strong>Ms Preeti Sudan</strong></td>
<td>Former Principal Secretary, MoH, GoI</td>
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<td><strong>Dr. Angela Chowdhary</strong></td>
<td>CEO, SWASTI</td>
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Panelists

Dr. Purnima Madhivanan
University of Arizona, USA and Public Health Research Institute of India, Mysore, India

Ms. Rekha Srinivasan
Chief Executive Officer, United way of Hyderabad

11:00 – 11:20 am
Tea Break

11:20 – 11:30 am
Introduction of the moderator and panelists

Session 2

The session will bring clarity on what we mean by community engagement and its operationalization in real world

11:30 – 1:00 pm
Moderator

Dr. Mohan Tanniru
College of Public Health, University of Arizona

Panelists

Dr. GVS Murthy
Communications specialist

Mr. Chaitanya Kumar Prasad
University of Arizona, USA and Public Health Research Institute of India, Mysore, India

Dr. Karl Francis Krupp
Head Interventional Pulmonology, Naruvi Hospital, Vellore

Dr. Sonia Mary Kurien
Paediatric Consultant Naruvi Hospital, Vellore

1:00 – 1:15 pm
Closing remarks

1:15 pm onwards
Lunch break
Towards People-centered Healthcare: A Workshop On Community Engagement