



THE UNIVERSITY OF ARIZONA
Mel & Enid Zuckerman
College of Public Health



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)

Context:

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.

Time	Title	Speaker(s)	Organization
8:30 – 9:00 am	Registration		
9:00 – 9:05 am	Welcome and introduction of the workshop coordinators	Dr. Uma Aysola	ACCESS Health International
9:05 – 9:15 am	Context setting	Dr. Krishna Reddy Nallamalla	ACCESS Health International
9:15 – 9:25 am		Dr. Mohan Tanniru	College of Public Health, University of Arizona
9:25 – 9:30 am	Introduction of the moderator and panelists	Dr. Uma Aysola	

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

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

	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	IIPH/ PHFI
		Mr. Chaitanya Kumar Prasad	Communications specialist
		Dr Karl Francis Krupp	University of Arizona, USA and Public Health Research Institute of India, Mysore, India
		Dr Prince James	Head Interventional Pulmonology, Naruvi Hospital, Vellore
		Dr Sonia Mary Kurian	Paediatric Consultant Naruvi Hospital, Vellore
1:00 – 1:15 pm	Closing remarks		
1:15 pm onwards	Lunch break		



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