

Community action for clinic: Bangladesh

INITIAL SITUATION

"Just three months ago, the Montola Community Health Clinic often had a big lock on the door after midday. Many patients, like us, went home disappointed because they couldn't see any doctors.

And even if we could see a doctor, they didn't have any medicines."

Belly, Year 9 student

INTRODUCING CITIZEN VOICE AND ACTION

Through the Citizen Voice and Action process, introduced by World Vision, community members developed a sense of ownership which led them to bring change in their community.

"The service the community was getting from the clinic was previously not up to the mark. After introducing Citizen Voice and Action, they came to know how they can get the best service, what facilities they should have in the clinic, what is lacking and what opportunities can be created for them."

Raju William Rozario, World Vision Manager



Example of a scorecard. Photo: Jon Warren / World Vision

SCORE CARD WORKSHOP

Teenagers from the community have been part of the process from the beginning. Belly (Year 9) and Habibullah (Year 10) give credit to the Score Card Workshops for raising their awareness. In this workshop community members rated the performance of the clinic against the characteristics of an ideal community clinic.

This helped the community to identify what was lacking in the service provided by their clinic and prepare an action plan.

INTERFACE MEETING

The next stage was the Interface meeting, where the community gathered to meet with local government representatives.

"At the Citizen Voice and Action Interface meeting we raised our demands about the community clinic to the government official."

MD Nayeab Ali, Assistant Chairman of the Montola Community Clinic Committee

"We explained what is needed to the government authority and asked them to provide us all the facilities needed for the smooth running of this clinic.

Belly, Year 9 student

IMPROVED SERVICES

"As an immediate result of our meetings, we now have a tube well inside the clinic and we are getting very good treatment from here."

Belly, Year 9 student

"Every day about 150 patients get treatment from this clinic now. There is a trained health worker in the clinic giving full-time service to all. We are getting on time treatment and all types of medicine free of cost. The promises have been kept and we are enjoying the health facilities in a true sense now."

MD Nayeab Ali, Assistant Chairman of the Montola Community Clinic Committee

ONGOING MONITORING

Ongoing monitoring is an important part of Citizen Voice in Action, to ensure that the services continue to improve.

"Through a sense of ownership, people, especially the youth, are detecting the existing problems in their community. They're formulating action plans of how to find the best possible ways of solving the problems, and then monitoring the action plans on a regular basis. By monitoring the action plans regularly, they have achieved success."

Raju William Rozario, World Vision Manager

"At present there are no chairs for the waiting patients at my community clinic. Limited supply of medicines is a regular problem there, and no connection of electricity and bad communications system prevent patients getting help during urgent need. So we will continue to advocate to the government that we want to see an ideal community clinic in true sense with all facilities including medicines. We don't want to see any more patients returning home without receiving treatment."

Habibullah, Year 10 student

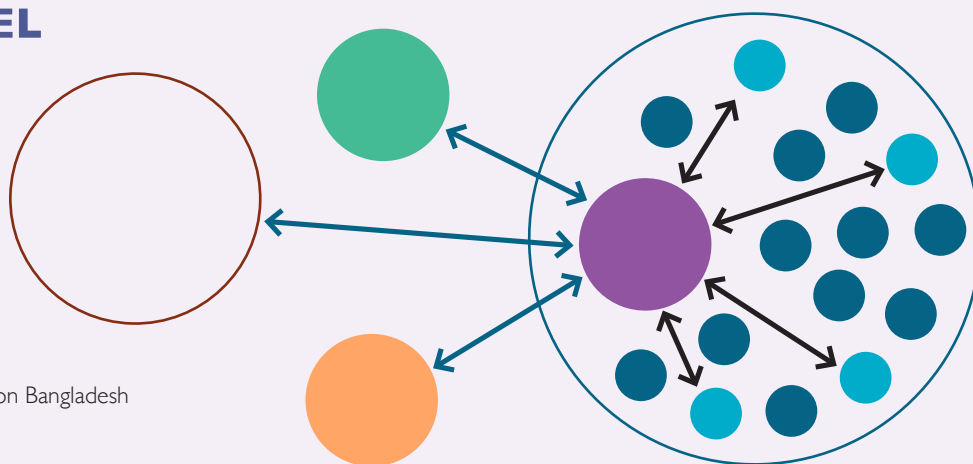
The health clinic now provides a better standard of service for the people of Kumargata village. Photos: Gloria Das / World Vision



ACTION MODEL

KEY

- CVA team
- participants
- community
- health clinic staff
- development staff, World Vision Bangladesh
- local government authority



More about Citizen Voice and Action

CASE STUDY

7

Citizen Voice and Action (CVA) was developed in Africa and has spread across the globe. World Vision trains communities to use CVA to find out how well they experience government services like schools, water supplies and health clinics. It helps community members (citizens) to communicate with government and service providers for improved services. CVA empowers citizens to tackle poverty, inequality and poor governance.

A. ENABLING CITIZEN ENGAGEMENT

1. Identify a service which is not functioning as well as it should and identify the official standards for monitoring outcomes of the service, found in the service provider's official documentation.
2. Teach community members about the CVA process.
3. Connect with the service managers, inspire them about connecting with users, and ask them to commit to this process.



CVA materials are in the local language and illustrated with cartoons for younger participants and people who can't read.
Photo: Daniel Mung / World Vision

B. CITIZEN ENGAGEMENT IN ACTION

4. Arrange for users to visit the service with the managers to find out how the actual experience compares to the official monitoring standards.
5. Set up user groups for Score Card Workshops, and ask them to:
 - (i) Identify performance measures based upon their opinions of the ideal service;
 - (ii) Score the service according to these measures;
 - (iii) Analyse the scores and come up with an average score;
 - (iv) Propose solutions related to each performance measure.
6. Hold an Interface Meeting where users and service managers interface to discuss, review the proposals, and develop a shared action plan including SMART objectives (specific, measurable, achievable, realistic and time-bound).

Access a step-by-step guide to the process here:
https://www.wvi.org/sites/default/files/CVA_Field_Guide_0.pdf

C. IMPROVING STANDARDS AND INFLUENCING POLICY

7. Carry out the agreed shared action plan to improve the service.
8. Support the implementation of the action plan and ensure there is ongoing monitoring.
9. Build networks and cooperate with others to connect with higher levels of management or government.
10. Advocate and influence at higher levels of management or government.



CVA meetings are held at places and times that are convenient for community members.
Photo: Daniel Mung / World Vision