

Community Engaged Supportive Supervision

Grassroots Models and Lessons

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"Development means good change. Participation is the key to good change, ensuring that people are not just recipients but active contributors to the development process." - **Robert Chambers:**

Policy Proposes – ‘X’ Disposes

Policy Proposes: Policies, in most cases, emphasize the need for community engagement in both the implementation and monitoring phases. This intention is rooted in the belief that community participation leads to more effective and sustainable outcomes.

'X' Disposes: Despite policy intent / directives, the actual community engagement often falls short. The 'X' represents various actors or factors—**bureaucratic inertia, lack of capacity, political interests, or systemic inefficiencies**—that impede the policy's intent from being realized on the ground.

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**Social
Accountability/
Audit is not just
holding service
provider
accountable, but
ensuring
accountability
of each
stakeholder!**



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Community Monitoring and Social Accountability through Jan Arogya Samitis

(PROJECT JAS)

Transforming Comprehensive Healthcare in India

Community Monitoring and Accountability Mechanism (Project JAS)

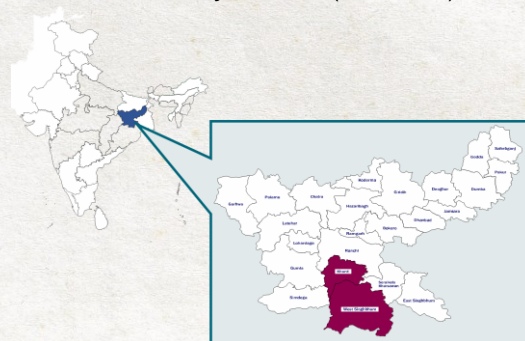
Goal: Community participation, ownership and monitoring mechanism demonstrated at HWC level to improve health service delivery and health outcomes

Aims to:

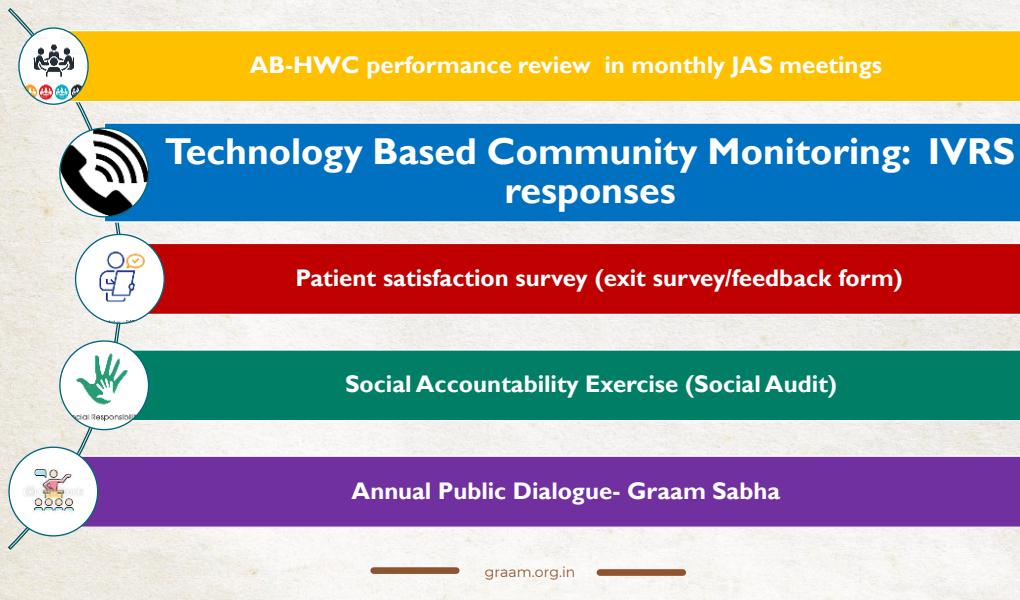
- Demonstrate Gol's Jan Arogya Samiti (JAS) guidelines and processes for community participation to drive healthcare services at SC-HWCs
- Demonstrate community engagement and monitoring through community structures such as JAS.
- Establish and demonstrate a framework of community accountability/ social accountability of AB-HWCs in line with Gol guidance

Geography:

- Two Districts of Jharkhand (35 HWCs)



Community Monitoring Platforms @ Project JAS



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Dashboard- IVRS and PSS

DEMONSTRATING COMMUNITY MONITORING & SOCIAL AUDIT MECHANISM FOR HEALTH & WELLNESS CENTRES THROUGH JAS IN JHARKHAND

JAN AROGYA SHRENI
COMMUNITY RANKING CARD
Monitoring of HWCs in Khunti District - June 2022

RANKING TABLE					THEMATIC SCORE (AVERAGE) TABLE						
BLOCK	HWC	OVER ALL	INFRA	HR	OPD	BLOCK	HWC	INFRA	HR	OPD	OVER ALL
Khunti Sadar	Takra	1	1	2	6	Khunti Sadar	Takra	90.00	45.54	32.78	98.22
Torpa	Angrabari	2	5	1	3	Torpa	Angrabari	83.64	44.43	35.44	95.41
Khunti Sadar	Khatanga	3	4	4	4	Torpa	Dorma	87.75	43.31	32.22	93.11
Torpa	Dorma	4	3	7	7	Khunti Sadar	Khatanga	80.00	43.75	33.75	97.50
Murhu	Saiko	5	2	12	7	Murhu	Saiko	88.89	35.00	32.22	98.47
Khunti Sadar	Cudjora	6	9	5	1	Khunti Sadar	Cudjora	76.54	42.78	38.33	95.56
Khunti Sadar	Sapanam	7	6	10	8	Murhu	Sapanam	81.25	38.33	31.66	93.25
Murhu	Burja	8	8	8	9	Murhu	Burja	75.94	40.00	30.98	94.11
Torpa	Barkuli	9	11	2	6	Torpa	Barkuli	85.75	45.54	32.78	94.11
Khunti Sadar	Bhandia	10	7	11	10	Khunti Sadar	Bhandia	77.75	39.00	35.00	90.00
Khunti Sadar	Murhi	11	10	3	2	Khunti Sadar	Murhi	84.41	42.00	37.50	95.75
Khunti Sadar	Sonepahu	12	13	6	5	Murhu	Murhi	78.00	42.00	35.50	93.50
Khunti Sadar	Mahil	13	12	14	11	Khunti Sadar	Sonepahu	87.50	39.58	35.00	93.69
Murhu	Sanwada	14	15	13	13	Murhu	Mahil	87.50	39.50	33.33	93.75
Khunti Sadar	Sarwada	15	14	11	11	Khunti Sadar	Sanwada	84.25	33.50	23.75	92.50
Murhu						Murhu	Sarwada	80.00	30.00	40.00	90.00
								100.00	60.00	40.00	90.00

ABOUT THE PROJECT JAN AROGYASHRENI

- Project Jan Arogyashreni is aimed at demonstrating community monitoring of Health and Wellness Centres (HWCs). It is expected to improve health service delivery and enhance health outcomes through active participation and ownership of the community. The project is being implemented in selected HWCs of Khunti and five Singhpuram divisions of Jharkhand state.
- The project endeavor to establish an effective community monitoring mechanism using IVRS based technology platform for community monitoring.
- The rankings presented here are based on the response received from the non-health functionary (JAS) members, as assessed by them for the month of June 2022. The ranking card is a feedback mechanism for effective functioning of HWCs. The JAS members and other stakeholders are expected to review the feedback and make efforts for improving their HWCs. It is also expected to develop a spirit of healthy competition among the HWCs.

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HWC KEY FACILITIES AND SERVICES SCORING (AVERAGE) TABLE

Block	HWC	HWC Cleanliness	Separate toilets (M/F)	Usable toilets	Continuous water supply	CHD's Availability in HWC	Staff behavior	Treatment effectiveness	Overall
Khunti Sadar	Takra	20.00	17.78	15.54	17.78	17.78	18.89	17.78	188.33
Torpa	Angrabari	17.97	16.38	16.38	11.73	20.00	18.75	17.27	185.93
Torpa	Dorma	18.49	19.56	20.00	19.56	15.54	20.00	17.78	181.11
Khunti Sadar	Khatanga	20.00	12.80	17.50	12.80	15.84	18.75	16.10	197.50
Murhu	Saiko	18.89	17.78	20.00	17.78	15.54	14.33	15.54	184.47
Khunti Sadar	Cudjora	17.78	18.56	16.33	8.89	19.34	17.78	20.00	193.34
Murhu	Sapanam	18.75	19.00	18.00	17.50	18.00	16.25	17.50	191.25
Khunti Sadar	Burja	18.89	17.78	15.54	18.54	15.54	18.75	17.50	184.11
Torpa	Barkuli	17.78	19.11	18.33	13.33	17.78	18.89	15.54	184.00
Khunti Sadar	Bhandia	18.87	19.56	17.78	13.33	13.33	18.89	15.54	184.00
Khunti Sadar	Murhi	20.00	2.00	12.80	8.89	18.00	20.00	20.00	189.75
Murhu	Murhi	20.00	20.00	16.80	8.45	14.00	17.00	19.00	187.80
Khunti Sadar	Sonepahu	17.50	16.00	12.50	19.50	18.00	16.25	18.75	181.84
Khunti Sadar	Angara	16.25	12.80	18.00	10.00	16.00	13.75	11.25	184.75
Murhu	Sarwada	16.25	7.60	2.60	10.00	15.00	8.75	11.75	182.80
Maximum score		20.00	20.00	20.00	20.00	20.00	20.00	20.00	190.00

PATIENT SATISFACTION SURVEY SCORES (AVERAGE) OF HWCs IN KHUNTI DISTRICT - APRIL AND MAY 2022

PATIENT SATISFACTION SURVEY SCORES (AVERAGE) OF HWCs IN KHUNTI DISTRICT - APRIL 2022

PATIENT SATISFACTION SURVEY SCORES (AVERAGE) OF HWCs IN KHUNTI DISTRICT - MAY 2022

COMMUNITY RANKING CARD KHUNTI

Social Accountability and Annual Public Dialogue



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ICAN – Information, Care And Network Youth Initiative under Project COVIREACH of GRAAM



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PROJECT COVI REACH: PANCHA TANTRA-GRAMA MANTRA

1

STRENGTHENING THE
GRAMA PANCHAYAT

- Training and Activating Grama Panchayat and Village Task Force
- All activities advised by the government
- Emotional and Moral Support to the families
- Village Isolation/ Quarantine Centres
- GP Care (Isolation) Centres
- Intensifying vaccination drive

2

BUILDING TEAM OF
YOUTH VOLUNTEERSTeam ICAN
(Information- Care and Network)

- Right information dissemination
- Vigilance on home isolation and support
- COVID + Needs information to the care giver
- Information on Hospital – Services – Network to people in the village

3

ENGAGING COMMUNITY
BASED ORGANISATIONS

SHG for SHG

- Self Help Group for Social Hygiene / Harmony / Hope Group
- Ensuring COVID resilient behaviour change
- Community support / Home isolation support

4

SUPPORTING COMMUNITY
HEALTH PERSONNEL

working with PHC

- Personal safety kits
- Incentives
- Handholding with right information
- Community mask distribution
- Home isolation medical kit
- Home isolation grocery kit
- Awareness drive on vaccination

5

MOBILISING CIVIL
SOCIETY SUPPORTGRAAM
SAMVEDANA & SPANDANA

- SAMVEDANA – On the field team
- SPANDANA - Telephonic support to COVID patients + families
- Monitoring home isolation
- Provision of necessary food + medical + transport support
- IEC Activities

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Major Learnings

- Participation does not happen automatically; Facilitation is the KEY!
Purpose of Participation Requires to be communicated
- Leveraging Technology for Mobilisation and Facilitation
- Engaging Local Self Government - has positive payoffs for community participation and also for resolving problems
- Building the capacity of Community Oversight / Monitoring Committees (JAS / SDMC / FRC / FSC etc)
- Redefined definition of accountability/monitoring, going beyond audits, focused on **stakeholdership and problem-solving**
- Simplification, localization and visualization of capacity-building content helps

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Outcome

- Ownership and Sense of Belongingness
- Increased Information – Knowledge
- Sense of Empowerment
- Network and Fraternity
- Accountable Government and Governance
- Inclusive Society

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Concerns to Address for Effective Community-Engaged Monitoring and Evaluation:

- Building Trust and Transparency
- Enhancing Capacity and Empowerment
- Ensuring Inclusivity and Equity - Inclusive Platforms / Addressing Power Dynamics
- Designing Accessible and Convenient Processes: User-Friendly Procedures / Convenient Scheduling
- Providing Tangible Benefits: Both immediate and long time gains
- Time and Opportunity Costs

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