

# Network Movement for Democracy & Human Rights (NMDHR)

[www.nmdhr.org](http://www.nmdhr.org) | [nmdhr1@gmail.com](mailto:nmdhr1@gmail.com)



## Improving Quality Service Delivery Through Increasing The Ability and Capacity of Local Communities to Access Affordable Quality Healthcare Services

As part of NMDHR's **OSIWA** funded project **EMPOWERMENT AND ACCOUNTABILITY FOR EFFECTIVE PRIMARY HEALTH CARE DELIVERY IN LUAWA CHIEFDOM KAILAHUN DISTRICT** with general objective to institutionalize responsive, accountable, credible, and financially secure system of community-based justice services that offer legal advice and assistance nationwide, with a stronger focus on reaching the poor and marginalized groups, NMDHR paralegals engage in a community negotiation between facility staff and member of the community in order to help the community stakeholders themselves improve the health facility. In **Kpandebu, Talia, Dodokortuma, Nyandehun, Konjo, Sandeyallu, Manosewalu and Gbewobu** etc, the paralegals are bringing together key health care stakeholders including the Facility Management Committee (FMC), Incharges, Traditional Birth Attendants (TBAs) to address common health care challenges within those communities.

However, Quality health care service delivery is challenging in those communities identified above as a result of the little or no understanding of national

Communities' take up little or no responsibility with regards to their roles in managing the community health facility structure i.e. health centres which is an approach towards building health accountability that basically relies on citizen's engagement directly in demanding accountability from Health service providers, and also Health Service providers be held accountable and aware of their responsibilities towards citizens and health beneficiaries.

In their engagements, the paralegals held initial meetings with stakeholders including in-charges at PHUs and with other community representatives; youth leaders, FMCs, TBAs, and chiefs.

Interrelated problems (no electricity, no accommodation, no performance based finance, lack of water in facility, unavailability of cost recovery drugs, etc) were identified and recommendations provided to help improve the health facilities by the paralegals.