

ABSTRACT BOOK

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**FROM PEOPLE TO SYSTEMS:
LEADERSHIP FOR A SUSTAINABLE FUTURE**

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85 - From community empowerment to better primary healthcare. Implementation of community empowerment and engagement framework at primary health care facility in rural Kazakhstan

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Abstract

Context

After introducing healthcare reform and accepting Astana Declaration in 2018 Kazakhstan has started rethinking and reforming primary healthcare (PHC). In 2020 Kazakhstan also introduced new national mandatory social health insurance (MSHI) which included results-driven payment mechanisms and incentives for PHC services. This created need to better understanding of local needs. National association of PHC, health department and mayor office of Zhambyl region and experts from Kazakh National University together created a framework for incorporating centres of PHC excellence at rural and urban facilities of Zhambyl region. As a part of this program starting October 2021 we started implementing community engagement and empowerment framework developed in accordance with WHO European framework of integrated healthcare service delivery at Merke regional hospital.

Methods

This framework was developed and piloted by National association of PHC at 17 health facilities in Kazakhstan under World Bank and Kazakhstan Ministry of Health project for implementing MSHI in 2020, which we called MIOMOS. We implemented focus group discussions with different local population groups for engagement. Each month we gather 5-10 people at primary healthcare conference hall and discuss issues and barriers to health, as well as suggestions for improvement after we have focus group discussion with PHC teams that serve this population. In order to empower local community, we created a committee which includes local activists, hospital administration and patients. In Merke regional hospital this committee consist of 9 people. Each 2 months we have round table discussions with committee to create action plan on suggestions and issues indicated during focus group discussions. We plan to measure success by the number of complaints.

Results

Starting October 2021 we have held 6 focus group discussions with local population groups and PHC teams, and 2 round tables with committee. Focus group discussions resulted in identification of 30 suggestions for improvement of hospital services, rehabilitation services, infrastructure, understanding of MSHI, drug supply and healthcare workforce shortage. 8 action points on hospital services and infrastructure were implemented during 3 months of 2021, 22 action points are in progress under committee monitoring.

Discussion

Introducing community engagement and empowerment framework will help build trust for primary healthcare and public health which was not in place because of different reforms during 30 years of independency of Kazakhstan . Since Kazakhstan is developing a model of socially oriented primary healthcare and is shifting focus on health and people centred model having local community empowered to take actions towards community health and having clear pathways is important for achieving highest attainable standard of health in local communities.

