Governance Innovation Unit

SUCCESS STORY
One Stop Service - Health, Nutrition & Population

Caring For Citizens in Community Health Clinics Close to Home.

Relatives taking patient to the Hospital

Community Health Care Centers complement the existing health system. They have reduced the burden on hospitals by providing basic services and serving as a referral center for patients needing specialized care in hospitals. Their services are continually evaluated to determine what citizens are requesting and now 224 have successfully delivered 3,400 babies.

Charged with delivering one-stop service to mothers and children as well as the poor, marginalized and vulnerable groups the Health Ministry realized it had to use innovation to provide service to the 70% of Bangladesh's 160,000 million people residing in rural areas.

Civil servants looked to existing resources and international best practices and realized they needed a model that served the most pressing needs locally.

They decided to refurbish the over 1000 health care centers that had been closed by previous governments, then based on population growth they determined where else they needed centers and added more than 2000 more. In addition they identified basic supplies and the 29 medicines required to treat common diseases.

They also looked at how best to staff the Centers round the clock and decided that they should use local staff. They designed a 12 week course for Community Health Care Workers who now provide basic services.

Ministry employees also realized that support and involvement by community leaders was essential to good service. As a result they formed a Community Group to oversee each Center; it is made up of community representatives and headed by local government leaders.

These Groups are the eyes and ears of the Ministry in the field they provide feedback on how well the centers are functioning and offer ideas for improvements. Most importantly citizens throughout Bangladesh know that the government is listening to them and designing programs that they need.