

Promotion of rehabilitation in the community-based integrated care system in Lao PDR

MINISTRY OF HEALTH

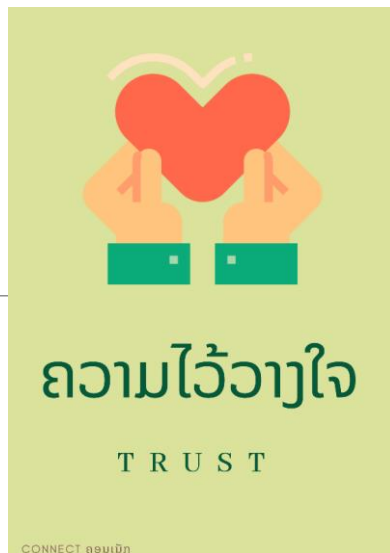
DEPARTMENT OF HYGIENE AND HEALTH PROMOTION

Community
Network
eNgagement for
Essential Healthcare and
COVID-19 Responses through
Trust

“ CONNECT ”

Positive Approach

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engagement for
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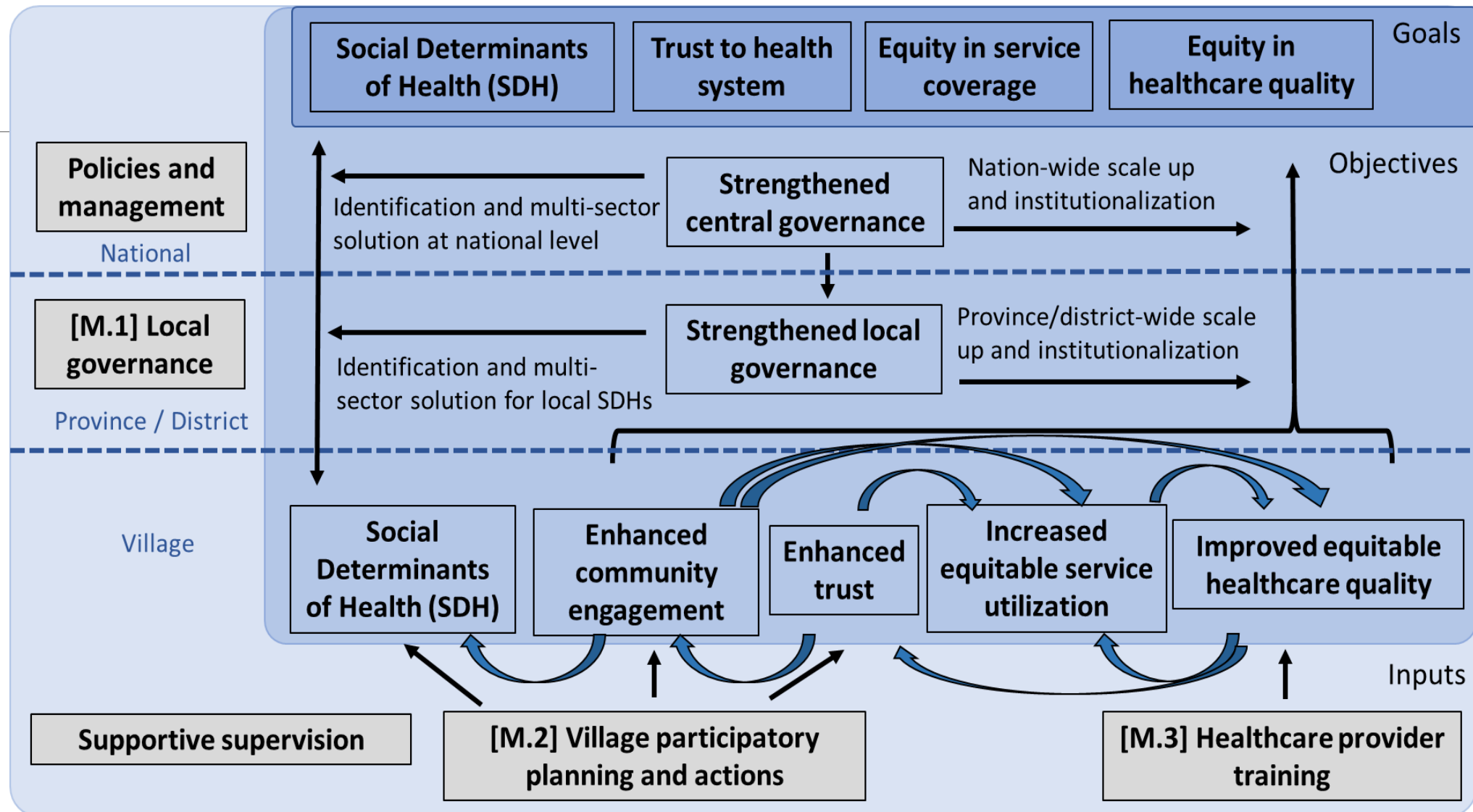


Positive Approach

- Approach the village authorities and villagers in the way by using lens to look into positivity (good things)
- Committed to improving such things themselves in the future with less reliance on outsiders or *Khan Theung* (higher level government).
- Use traditional and solve the problems and challenges things in many ways

Health equity and wellbeing for all

Impact



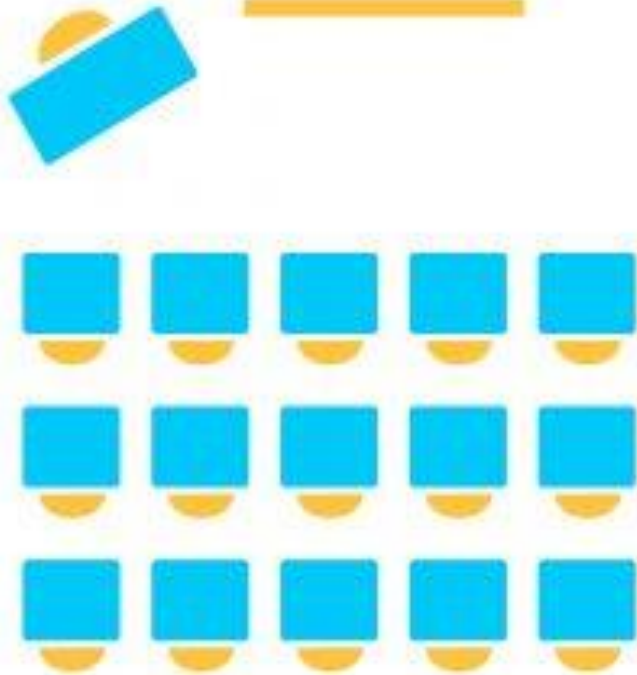
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CONNECT JOURNEY



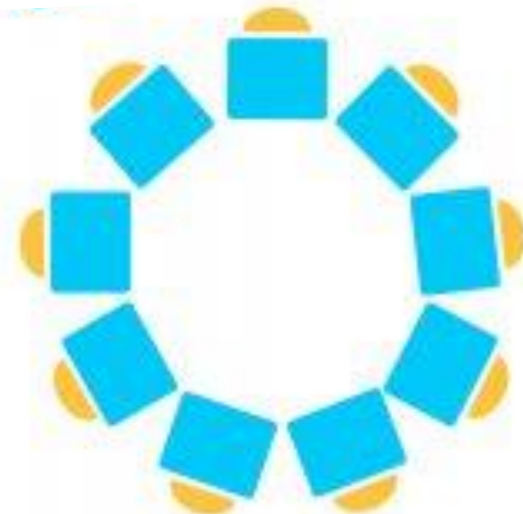
Break the hierarchical seating/culture in the meeting

Traditional



Changed

Circle



Learning through scenario role plays engaging ourselves to learn from and engaging with the community to take action

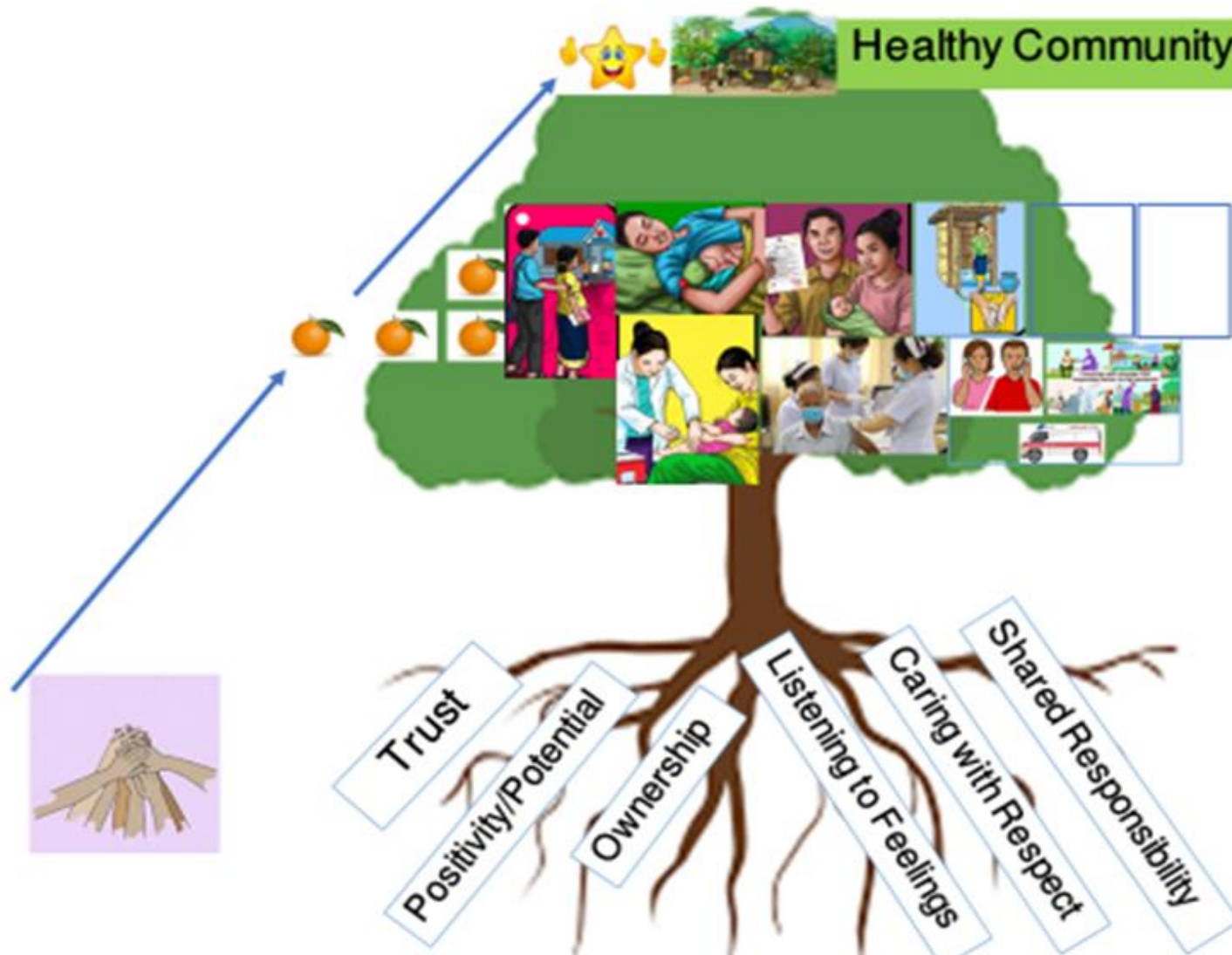


Workshops



Community participatory planning and Action

Community participatory planning and action



Community participatory planning and action



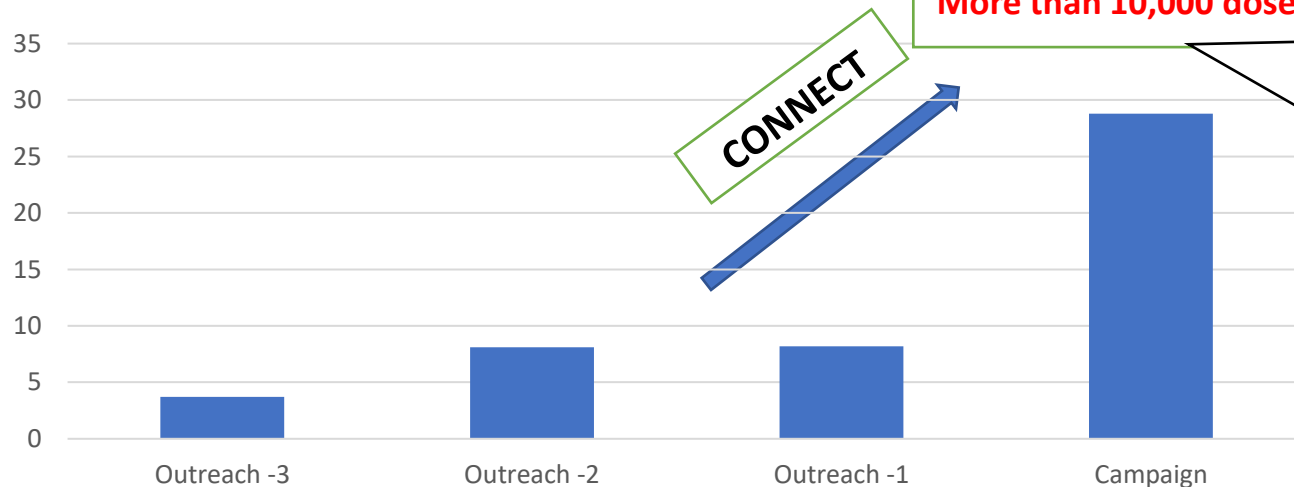
What are the results from CONNECT?

The CONNECT approach increase vaccination of those who have never vaccinated compared to previous approaches.



Comparison increased uptake of the 1st dose by 3.5

times



What made these changes?

- ❖ Trust building through listening, respecting, genuinely caring, finding and working with influencers, close communication with close collaboration between MOH and MoHA.

What were success factors?



“The main reason why I agreed to be vaccinated is because people from high positions came to visit and talk with me, and it made me feel valued.”

-Villager, Phaxai district

1. **Good communication** and **planning with village authorities in advance**, so that people will be in the village and prepared and not go to the rice fields.
2. **Strong support from district and province**



“After talking with the Talumbon team and learning about the benefits of vaccines, I explained to people in the church that they will get better more quickly. Almost all agreed to be vaccinated. It was good that they came on Sunday when we were at church.”

- Christian church leader, Pek district

3. **Identifying the influential people** in the village, like involving ethnic and religious leaders, **gaining their trust and asking them to advocate** to their community.

“We really want clear information so we can make an informed decision. People in the village trust me because I’ve explained the science and evidence of vaccines to them.”

- Village chief, Khoun district



4. **Clear information and explanation**, especially in Hmong language to explain the benefits and effects of vaccination



“I saw on Facebook that people with a chronic disease might get really sick after vaccination, so I was very frightened.

What changed my mind was talking one-on-one with someone that listened.”

- Disabled woman, Phaxai district

5. Health staff **visiting houses, especially for older or disabled people**

6. **Listening to people’s reasons** and taking time to discuss and address their concerns by talking to them face to face, and always be sincere and straightforward.



“The team allowed me to check the vaccine myself, and promised that they would take responsibility to help if I had any bad effects after”

- Singsao leader,
Pek district



7. **Creating confidence** by telling people what to do if they have side effects. Tell them who they can call if they have a problem.

8. **Positive motivation** like “this will help you take care of your family’s health”, not saying “you have to do this”.



“The turning point is when I saw many other people in the village getting vaccinated and they told me they were fine, so I was not afraid any more.”
- Villager, Pek district

9. Ask other people in the community **who already got vaccinated to share their experiences** and give them confidence



“Since the CONNECT workshop in August 2021, I feel the relationship between the community and health centre has improved a lot. Many more people use services. I think if we can do CONNECT in every village it will be easy to work together – the most important thing is trust between HC and community.”
- HC director, Khoun district

10. Improving the relationship between the village authorities, health centre and community

Improved relationship between health center, village authorities and community



Joint inclusive planning between HC & village



Improved two ways communication



Improved respectful care



Applied positive approaches to encourage villagers



Trusted TBA working collaboratively with healthcare providers supports pregnant women to get ANC and delivery services at HC in Phalai village.

Essential healthcare for pregnant women



Essential Health Services

Sangthong district

- Increased antenatal Care ANC (22%)
- Decreased home delivery (12%)



Bolikhhan district, Bolikhamxay

- Decreased home delivery (49%)



Birth registry

- Villagers in target provinces gained knowledge of birth registry **benefits**
- Village authorities and health center staff learned new approaches to **encourage** villagers of birth registry
- Mobile birth registry in many districts in provinces right after the CONNECT workshop such as Phaoudom district (208 people), Mahaxay (202 people) and other villages



Bokeo



Mobile birth registry in community right after CONENCT workshop



Mobile birth registry in community right after CONENCT workshop

Birth registry in the village total 127 persons



CONNECT expansion by district and village authorities



In XK, VTP, BLX,
CPS, and KM
provinces.



CONNECT Plan

1. Roll out across the country, including utilizing the champions to support
2. Supportive supervision (both online and onsite)
3. Institutionalization
 - Link CONNECT as an implementation tool to the PHC Policy & Law and Sam Sang (3-Build) Policy
 - Integrate CONNECT as an approach into the routine at the provincial, district and village level.
 - Integrate CONNECT as a part of the pre-service training programs at universities and colleges