

## 02. Preparing frontline health workers for community-led change

Thursday, 30 October 2014, 08:00 - 10:00

Room 117



**Type** Symposium

**Track** Nurses and Allied Professionals (TB, HIV, Tobacco and Lung Health)

**Topic** Human capacity development, education and training

**Description** If care for people affected by TB is going to be truly patient-centred, TB services will have to be demand driven and communities will need to be actively involved in the planning and implementation of care. While there has been a significant acknowledgement and discussion about this at a strategic level, it is necessary to consider how front-line healthcare workers need to be prepared, in practical terms, for this fundamental change in approach. This symposium will consider issues which need to be addressed across health and community organisations to achieve this change.

**Target audience** Programme managers, donors, community representatives, civil society representatives, health care workers.

**Objectives**

1. To highlight working conditions required for healthcare workers to provide demand-driven services
2. To explore how front-line services can identify and work with different resources in the local community
3. To present best practice examples of collaborative working across health and community services
4. To appreciate the perspective of community groups and patients who can contribute to care provision

**Keywords** Community, patient-centred care, healthcare workers, demand-driven services

**Coordinator(s)** Netty Kamp (Netherlands)

**Chair(s)** Lynette Mabote (South Africa), Christine Whalen (Netherlands)

**Presentations**

**08:00 - 08:15** The link between working conditions and the quality of care  
Kedibone Mdolo (South Africa)

**08:20 - 08:35** Improving TB services through local health teams at district and health centre level  
Jose Antonio Martinez (Mexico)

**08:40 - 08:55** Using innovative means to improve communication between communities and providers  
Chris Lunch (UK)

**09:00 - 09:15** Empowered Community Health Care Workers for improved Results  
Steven Neri (Namibia)

**09:20 - 09:35** Teaching health care workers a patient-centred mindset in a technical world  
Tatiana Fedotkina (Russian Federation)

**09:40 - 10:00** Discussion