

Key community eye health messages

Community health workers in eye care delivery



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- Community health workers are health care providers who live in the community they serve.
- They have enormous potential to extend health care services to communities living in remote areas and to marginalised and vulnerable populations.
- They can encourage uptake of eye health services by creating awareness, providing health education, delivering diagnostic or clinical care, and collecting data and maintaining records.

Community-based monitoring of healthcare



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- includes a set of activities or processes conducted by communities to understand the availability, accessibility, quality, and effectiveness of the services
- provides an efficient feedback mechanism and ensures that service providers are accountable to the service users
- includes tools such as community scorecards, patient satisfaction surveys, social audits, resources and budget tracking, and complaint and grievance mechanisms.

Engaging the community in eye care planning calls for



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- building trust with the community, establishing rapport, and meeting community groups – formally and informally
- understanding the needs of the community, the issues faced, and gaps in services
- involving the community in planning agenda and pursuing meaningful strategies to address those needs.