

CONVERGENCE OF SERVICES

Facilitating Integration of Services at the Community Level Among All Relevant Departments

Why use this approach?

Convergence ensures that each community level worker is supported by others in his/her activities and responsibilities. It is important to assist frontline workers to understand that their overlapping responsibilities provide many opportunities for joint work and mutual support.



City-Level Collaboration

form a city coordination committee among urban health stakeholders (e.g., departments of Health, ICDS, Livelihood, Education and Municipal Corporation/Urban Local Bodies as well as FOGSI, private providers, IMA and development partners) and organize an initial meeting to facilitate collective work of departments to increase the demand and utilization of health services.



Ward-Level Collaboration

convene a ward coordination meeting by the MoIC/ANM monthly to review the progress and plans for the coming month. Key decisions and proceedings will be recorded and maintained.



Slum-Level Collaboration

led by the City Coordination Committee. Slum-level collaboration will ensure that all frontline workers understand their roles and responsibilities, their areas of overlapping interests and the need for mutual support. Frontline workers should be supported to create robust community maps and household lists by sharing data with one another.

Frontline workers include: Accredited Social Health activists (ASHA), Auxiliary Nurse Midwife (ANM), Anganwadi Worker (AWW), Mahila Arogya Samiti (MAS). Collectively, these community-level workers are called AAAM.

For more information, refer to <http://tciurbanhealth.org/lessons/convergence-of-services/>.