**Citizen Voice AND ACTION**

Begin in more stable areas of a country. Build towards more fragile areas and focus on improving immediate access to health services.

The CVA process: simple and effective

What should my school, clinic, or other facility have according to local law?
What does it actually have?

**RESULTS**

Study of a similar approach found:

- 33 percent drop in child mortality
- 58 percent increase in patients seeking prenatal care
- 19 percent increase in birth with midwife

600 programmes in 45 countries

![Map of countries with Citizen Voice and Action initiatives](Image)

**UGANDA**

6,172 additional health workers deployed

1. How happy am I with this service?
2. Greater investment to identify, cultivate and leverage relationships with well-intentioned government officials.
3. Include extra support for local government capacity building.
4. Citizens and government improve service
5. Citizens and government decide on an action plan

At every stage conduct Do No Harm contexts assessments regarding security risks, conflict, appropriate messaging, safe citizen participation. Create contingency plans for every stage.

Townhall meeting to discuss what community has found with government reps