

OLDER BOLIVIAN CITIZEN MONITOR ACCESS TO HEALTH SERVICES



HelpAge International/Tom Weller

- Older Citizen Monitors **negotiate** with local authorities and service providers to secure their right to health.
- Older Citizen Monitors **scrutinize** health service delivery to improve health outcomes for poor vulnerable older people in Bolivia.
- Older Citizen Monitors **ensure** access to health services for vulnerable rural communities.

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OBJECTIVE

To improve access and quality of health care for vulnerable older people in Bolivia

Why older people?

- Older people over 60 represent 7 % of the Bolivian population
- 59 % of Bolivian older people live on less than \$US 1 per day
- 80% of older people's illnesses are preventable and treatable with primary health care
- Only 37% of eligible older people are enrolled in the national health insurance scheme.

This project scales up a pilot experience of 5 urban Older Citizen Monitoring (OCM) groups to 20 new rural municipalities in the departments of La Paz, Potosi, Chuquisaca and Tarija of Bolivia.

The project will...

- **Train 50 older citizen monitors as trainers for 400 older people in rural communities** to monitor the implementation of the national health insurance scheme.
- **Support 4000 older people** to increase their knowledge of the national health insurance for older people and how to access it (60% rural and 50% women).
- **Work with 20 rural municipal governments** to ensure the national health insurance for older people reaches the poorest and most vulnerable.
- **Improve treatment** for poor, rural, indigenous older people by health service providers and local government.
- **Disseminate and replicate the OCM model** with other Older Peoples Associations in Bolivia and HAI partners in Latin America.

The project is innovative because...

- **It reaches old, indigenous and rural people.**
- **Empowers older citizens to be agents of change** through rights education and popular participation in the implementation of government policy and programmes.
- **Employs participatory methodologies and training of trainers** using local languages, visual and oral techniques.
- **Promotes transparency and downward accountability** of governments and service providers to their client base.

"We are the protagonists of this project. HAI could have chosen young people to have undertaken the monitoring, but they chose us. It is our reality and they have empowered us to change this and make a difference in the lives of older people. When we give information to people, it's like seeing someone wake up from a dream. We, the monitors feel like this too. Its like taking off a blindfold and we feel liberated, like we are capable of doing something for others".

Doña Mery, La Paz Bolivia