

**From Birth Registration till his last immunization shot at 15 months, this ISD Site is the “Go To” place for my daughter and all other family members to receive packaged health services under one roof: *Integrated Services Delivery (ISD) Model, indeed, proves to be a success in Pakistan!***

“It is like a Humongous Super Store in DHA Karachi, that I once saw in my life where all basic human consumption commodities are available, similarly when it comes to the health of my family, be it emergency or routine health care, the Integrated Service Delivery (ISD) model has proved to be a life saver”. The analogy & other interesting thoughts were shared by Mr. Ghaus Baksh, a 43 year old Baloch community leader and a father of 7 children from B Area, Old Muzzafarabad in Landhi, Karachi.

The ISD idea originated when the feedback & statistics from communities of Polio Super High Risk Union Council (SHRUCS) suggested to do more in these vicinities.

As the World Health Organization (WHO) gives a working definition for integrated service delivery as: "The management and delivery of health services so that clients receive a continuum of preventive and curative services, according to their needs over time and across different levels of the health system".

On these lines, a score of stakeholders sat together and the initiative of Integrated Service Delivery (ISD) Model came into existence that not only enhanced the polio coverage but parallel to that initiated service delivery in the thematic areas of Mother, Newborn and Child Health (MNCH), Water Sanitation & Hygiene (WASH), Nutrition, Birth Registration, Immunization, OPD and others.

Mr. Ghaus while talking to EPI Rep Mr. Zia ur Rehman, a TSV who was sent on the special directives of Dr. Irshad Memon, Project Director, EPI Sindh to record and amplify the voices of communities, further stated that “ISD proves to be a game changer as now in the community we have a trusted health facility that is next door with having onboard qualified Male Doctor, Female Doctor, Lady Health Worker, Nutritionist, WASH Expert, Vaccinator, Technician, Nurse, LHC and a few more members of the workforce providing free of costs services with free OPD, medicines and soap provision.

ISD works with push and pull strategy, hence in the outskirts, a connected team of CBC and CommNet staff works on awareness creation interventions while providing Referral Slips to the community members to ensure a traceable future visit to the ISD Site.



Mr. Ghaus Baksh highlights the Unique Selling Propositions of the ISD Site

FDI believes that Integration is an ongoing process; it must evolve with a patient centered approach taking into account population needs, and a focus on improved outcomes of health and enhanced quality of care.

Therefore, to foster the ISD Model, currently FDI in collaboration with Provincial EPIs, UNICEF and Momentum Venture Pvt. Ltd. is carrying out an Impact Assessment Intervention in accordance with Integrated Service Delivery Model in Super High Risk Union Council (SHRUCS).

Under this ongoing initiative, dedicated workforce comprising of joint stakeholder teams at one level is extensively interacting with the service providers to extract quality service delivery data in lines with the EPI approved set of data collection/monitoring tools in hard and soft form. Whereas, on the other hand, at service recipient level the teams are conducting Focus Group Discussions (FGDs) with community representatives inclusive of mothers and other influential in order to complement, match and draw comparative analysis with the feedback/data on papers.

Mr. Ghaus Baksh in his concluding comment sent a thank you note to the Ministry of National Health Services Regulations & Coordination (MoNHSR&C), Federal Directorate of Immunization (FDI), Expanded Programme on Immunization Sindh, Polio Programme, WHO, UNICEF, BMGF, ACASUS and all other for this Govt Health Franchise that serves as a Centre of Excellence point in which all member of society can put their faith in. He also requested his fellow community members to visit the facility.