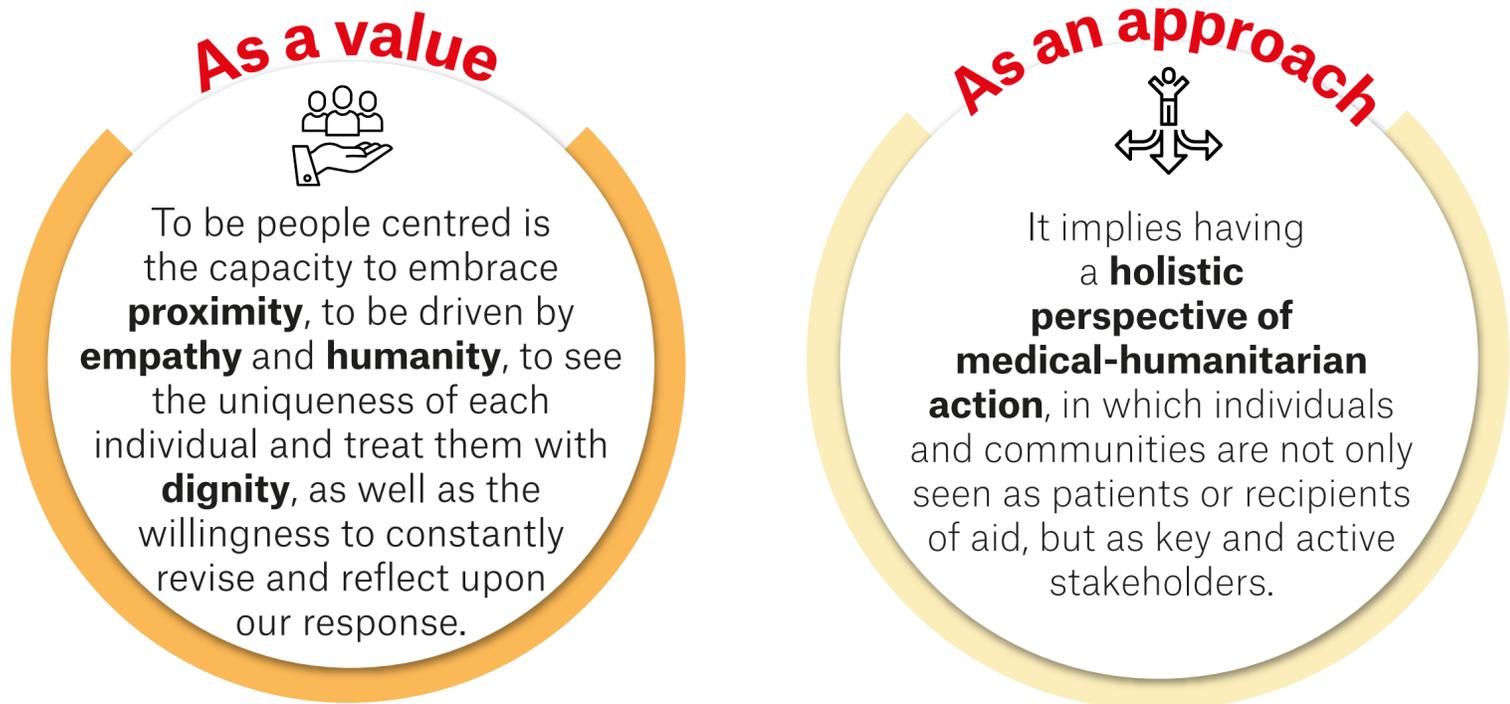


Defining People Centred Approach

To be people centred is both a core value and an approach.



In practice, **it has two key dimensions**: one relates to **overall project relevance** and the other to the **experience of those we work with** (e.g., patients, caregivers, community members, group representatives):

01

Ensuring that our operational response is adjusted to the evolving needs of the population, that we see the bigger picture and understand the dynamics of the crisis and how the patterns of violence, displacement and abuse are affecting the population so that we can adapt our response timely and effectively. For this, it is essential to actively involve the community in the diagnosis of the problem and the identification of priorities as well as the implementation of possible solutions. This is a permanent lens (not limited to assessments and project definition).

The key operative concepts are **relevance, adaptiveness, multidirectional engagement, active** and **empathetic listening** and **participation**.

02

Working towards a holistic approach in the treatment of our patients and factor in their individual experience and circumstances as much as possible.

The key operative concepts are **patient safety** and **dignity, patient engagement, interdisciplinary care** and **deep respect** (to their culture, their past experiences, their needs, their time to heal...).

It is a **continuous multidirectional communication loop** between MSF and the community that constantly informs the operational response.

