

# Lessons from Ghana

Building systems to scale up and sustain implementation of quality of care for mothers and newborn

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# Strategic Actions taken 1/2

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- Strong national leadership / National dialogues / summits on quality healthcare involving stakeholders and Partners/ TWG
- Development of a National Healthcare Quality Strategy and National Operational Plan for MNH QoC and Roadmap
- Development of Operational Guidelines for Service delivery by the GHS for the NHQS
- Adaptation of the WHO Standards for improving quality of care in facilities to country context – Implementation guide, tools, guidelines etc
- Development of a National RMNCAH Strategic Plan with Quality of Care as the pivot

## Strategic Actions taken 2/2

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Inclusion of newborn care standards in the National Health Insurance Authority credentialing tool & Health Facility Regulatory Agency assessment tool

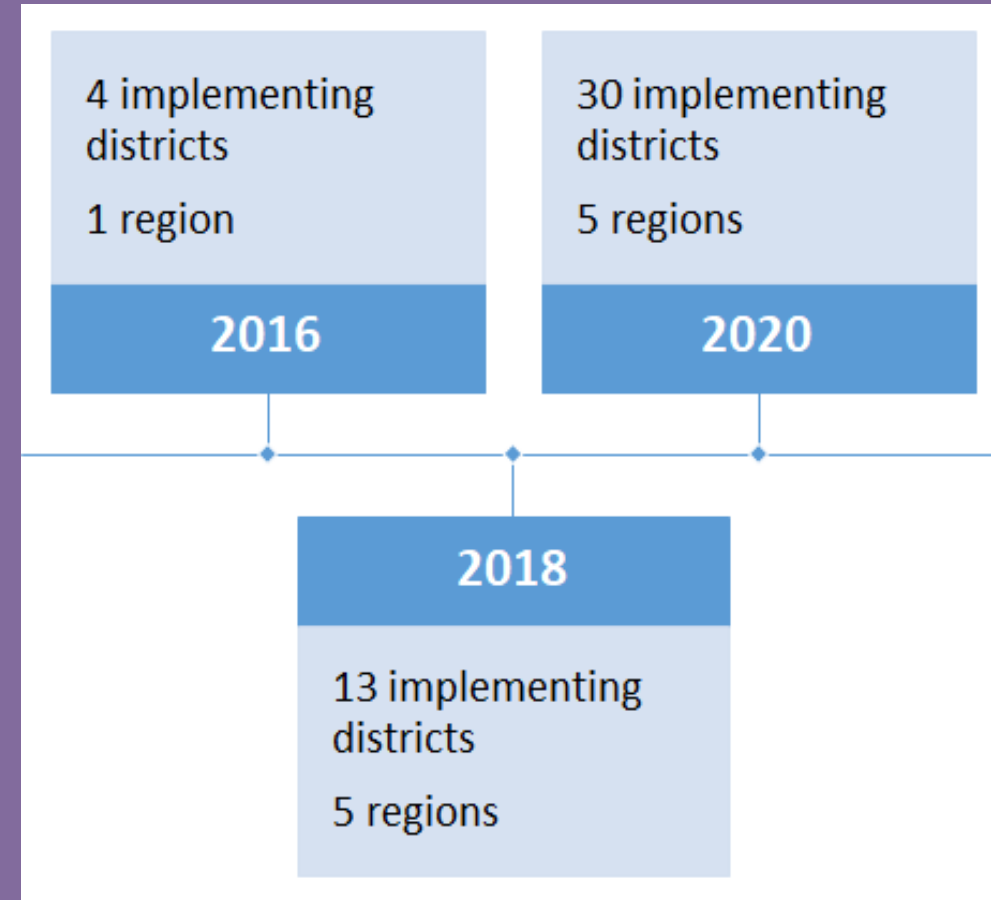
Involvement of Regulatory Bodies and Professional associations  
e.g Nursing and Midwifery Council, Medical and Dental Council,  
Paediatric Society of Ghana, Society of OBGYNS

Community involvement using the Community Score-Card system  
and Community Health Management Committees

# Implementation scale-up

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- UNICEF and WHO jointly supporting GHS in the 5 network regions and 110 Health facilities
- Other partners supporting QOC interventions in other regions of Ghana
  - JHPIEGO
  - PATH
  - JICA
  - USAID
  - UBORA
  - UNFPA



# Interventions and practices



## Infrastructure

- Establishment of KMC and newborn units and corners
- Procurement of emergency obstetric equipment
- Motorbikes for community outreach and home visits
- Mechanization of boreholes & construction of washrooms for maternity units



## Institutionalization of QI

- QI teams in facilities
- Training, mentorship, coaching
- Death audits and response



## Implementation

- Infection prevention
- Water, sanitation, hygiene
- Labour monitoring, postnatal & newborn care
- Community engagement
- Privacy
- Triaging
- Referrals

# Lessons learned

- QI interventions save lives and should be the thrust for achieving sustainable reductions in mortality
- Leadership at national and sub-national levels must work synergistically
- Fully integrated QI coaching models will allow support care at all levels, critical for settings with access challenges
- Data quality improves with QI and early improvements in care may be masked by improvements in data capture of mortality
- Community engagement is key to establish accountability of patient experience of care