



Quality, Equity, Dignity  
A Network for Improving Quality of Care  
for Maternal, Newborn and Child Health

# NETWORK NATIONAL FORUM SERIES

## 2021– 2022

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# Network National Forum Series:

## GHANA: Lessons during the National Learning Forum for Quality of Care for Maternal and Newborn Health

**Introduction:** Martin Dohlsten, Technical Officer, WHO Geneva

### **Part 1: Presentations:**

- Dr Ernest Konadu-Asiedu, Head of Quality Management Unit, Ministry of Health, Ghana
- Dr Mary Ashinyo, Deputy Director, Quality and Safety Management Institutional Care Division, Ghana Health Service

### **Part 2: Question and Answers facilitated by:**

- Dr Roseline Doe (WHO Ghana)
- Dr Priscilla Wobil (UNICEF Ghana)



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# The Network for Improving Quality of Care for Maternal, Newborn and Child Health

Bangladesh, Côte d'Ivoire, Ethiopia, Ghana, India, Kenya, Malawi, Nigeria, Sierra Leone, Tanzania, Uganda

## Goals

- 1** Halve maternal and newborn mortality in health facilities in Network countries, as well as stillbirths, by 2022
- 2** Improve the experience of care

## Strategic Objectives



# National Forum Webinar Series Objectives

## DOCUMENTING AND SHARING LEARNING WITHIN AND BETWEEN COUNTRIES

- One key objective of the Network is to document and share learning within and between countries.
- The National Forums on QoC for MNCH provide a venue for sharing experience in adapting and implementing the MNCH QOC Standards and the QoC Network Strategic Objectives to progress towards achieving the SDG MNCH goals, and their application during the COVID-19 pandemic.



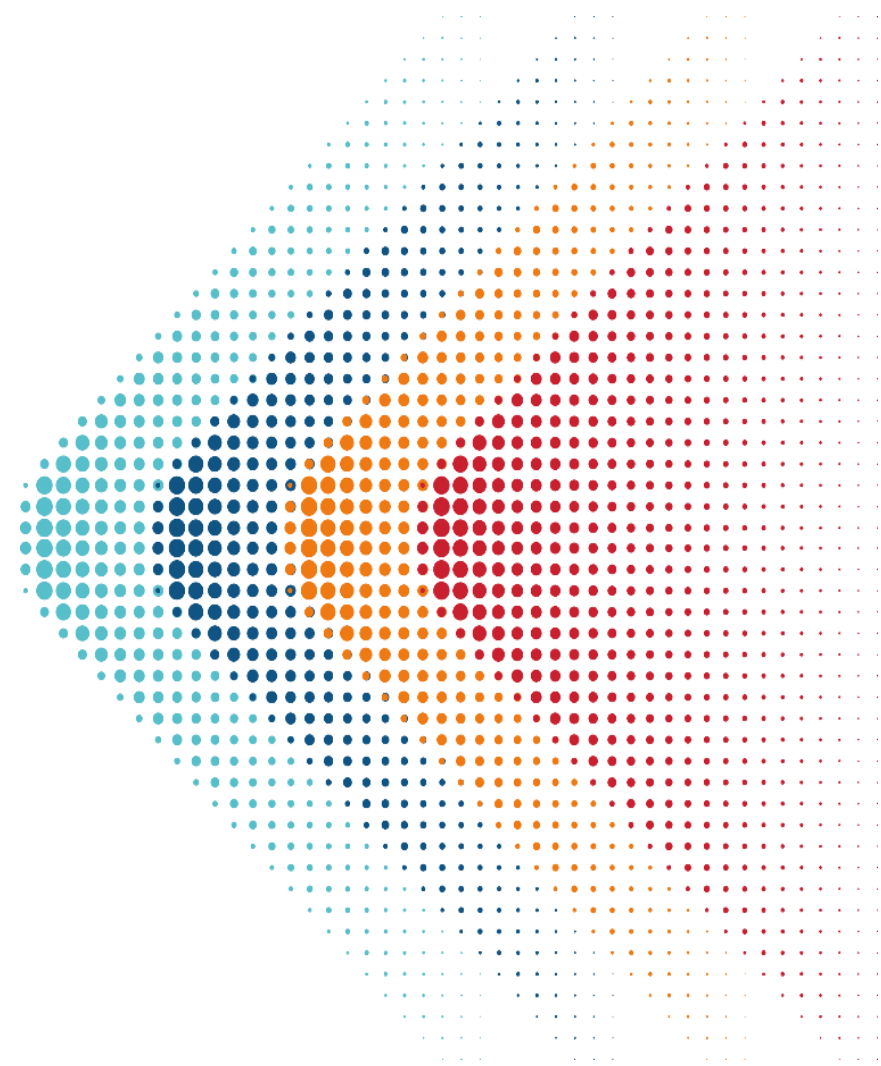
# Objectives of the National Forums

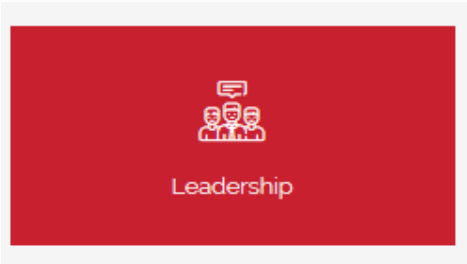
1. Discuss how the 4 Network Strategic Objectives have facilitated the acceleration of the implementation of the national strategic directions for QoC, and of the MNCH strategies and plans in the pre-COVID-19 and COVID-19 pandemic context.
2. Share examples and experiences in implementation of QOC for MNCH standards, quality statements and measurements, and related QoC interventions by learning districts, and to discuss implications for scaling up at the subnational and national levels.
3. Document best practices that will be shared at the global level through the intra-country/global Network Forum (in late 2022) and other global learning events
4. Acknowledge and honour country-level actors and actions that have advanced Network milestones, objectives and improved quality of care for mothers, newborns and children.





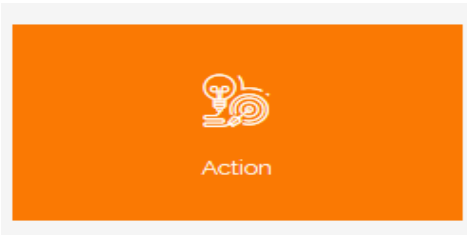
*What lessons should be prioritized  
for documentation and learning  
by the QoC National Forums of the  
Network countries?*



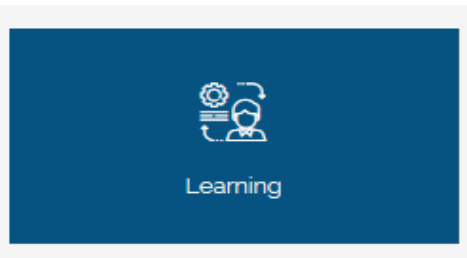


Strengthen or build QoC health governance and management structures at national & subnational levels to sustain MNH QoC actions including linking health system-wide interventions that sustain and institutionalize implementation of quality of care for MNH at scale

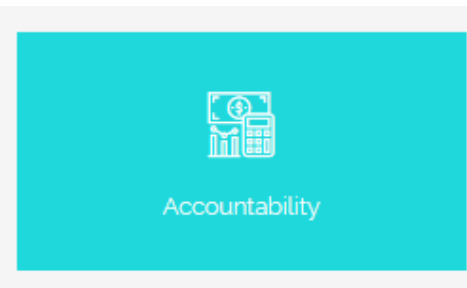
*(essential package of interventions, professional regulation, pre-service curriculum update, regulation, results-based financing, health insurance etc.)*



Linking learning from MNH QI implementation sites with management and decision-making process at the facility and district level and aligning with local health systems governance to advance QoC governance and QI processes



Establish a learning system to support sharing of QoC knowledge within and across districts, and scale up QoC practices from learning districts to other districts in the country



- Strengthen routine measurement systems to collect, report and use QOC indicators to help improve and sustain quality MNH care
- Develop and implement accountability mechanisms that integrate community and stakeholder perspectives



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**Dr Ernest Konadu-Asiedu**  
Head, Quality Management Unit  
Ministry of Health, Ghana



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# Presentation Outline

1. Structure of Ghana's National Learning Forum
2. Lessons learned from the Forum
3. Next Steps



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Ghana Health Service @Eric Asaana (2021)

# Part 1: Structure of Ghana's National Learning Forum



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# Conference Organization

- This was Ghana's first National Learning Forum under the Quality of Care for Maternal, Newborn and Child Health Initiative
- It was integrated into the National Patient Safety and Healthcare Quality Conference as part of the strategy to institutionalize it
- The conference was co-hosted by the Ministry of Health and the Ghana Health Service (Institutional Care Division and Family Health Division)
- The conference was held from 15-17<sup>th</sup> September 2021. The first 2 days featured the activities of the National Learning Forum, and the 3<sup>rd</sup> day observed Patient Safety Day 2021



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# Conference Participation

- The theme for the conference was “**No Quality, No Coverage. Safe Maternal and Newborn care now**”, in-line with the global theme
- The National Learning Forum brought together representatives of all 16 regions in Ghana
- Learning districts and facilities demonstrated several interventions and innovations in quality improvement in MNCH
- The platform allowed a wide level of knowledge sharing among quality improvement teams, healthcare policy makers, participants from the academia, representatives of the community and international health partners



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# Conference Participation

## Director General of the Ghana Health Service



## Community representation by the Queen mothers' group



# Conference Participation

**WHO Country Representative giving a keynote message**



**Discussion led by representatives of WHO/AFRO and IHI**





Conference Participation encompassed leadership at all levels of the health system including health partners

# Themes for Discussions

1. Quality improvement interventions, including WASH, for improved clinical care and patient safety at the point of care
2. Community approaches for patient care
3. Accountability for improving experience of care
4. Exploring mechanisms for engaging the private sector in delivering maternal and newborn health services with quality





# Format of knowledge sharing

## Panel Discussions



## Participant participation in plenaries



# Format of knowledge sharing

## Poster presentations



## Oral Presentations



# Format of knowledge sharing

## Photo Exhibition (Winner)



## Photo exhibition awards





Ghana Health Service @Eric Asaana (2021)

## Part 2: Lessons learned during the forum

- Leadership
- Action
- Learning
- Accountability



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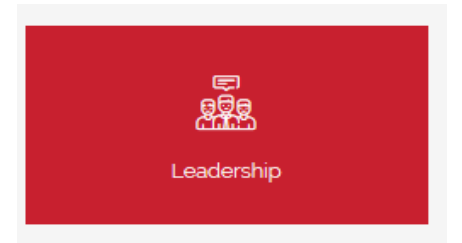
# LEADERSHIP

The conference brought together actors in Ghana's health care governance and management from national & subnational levels.

This put into context national level interventions and institutional implementation of the Quality of Care Standards for Maternal and Newborn Health



# Building on Progress



- Ghana's National Healthcare Quality Strategy (2017-2021) at its end-line and the Quality Management Unit of the Ministry of Health is working at reviewing the Strategy
- Adaptation of the WHO Quality of Care Standards for Paediatrics, as well as the Small and Sick Newborn Standards
- Strengthening sub-national Quality Management Teams in-line with the Guidelines for Implementing the National Healthcare Quality Strategy



Leadership

- The Forum created the platform for the Ministry of Health to demonstrate the operations of the National Healthcare Quality Strategy (2017-2021) and to advocate for partners to support with the review of the strategy
- Presentations from the point of care projects raised conversations at the National Learning Forum to inform health system governance to advance QoC governance and QI processes
- The involvement of district and regional level leadership in preparing facility teams for the forum showed the need to keep empowering sub-national leadership as a backbone of implementation of quality improvement interventions inline with the WHO standards

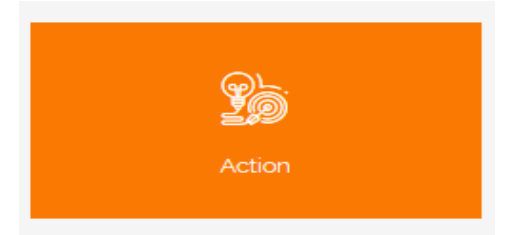
# ACTION

Presentations from quality improvement teams projected the impact of clinical interventions through application of quality improvement principles





# Building on Progress



- Strengthening clinical mentoring of primary health care facilities through the support of specialist pediatricians and obstetricians, especially to establish strong referral linkages
- On-going coaching visits to strengthening health facility QI teams with skills to implement quality improvement principles



Action

- Building the capacity of health care workers and ensuring specialists for newborn and paediatric care. This comes in the context of Ghana's adaptation of WHO's Paediatric, as well as Small and Sick Newborn Quality of Care Standards
- Safe maternal care can be achieved with limited resources using quality improvement principles
- Strengthening referral linkages among primary health care facilities and regional hospitals
- QI teams demonstrated the importance of connecting clinical practice to community practice
- Highlight on the need to strengthen Ghana's clinical mentoring systems to improve maternal and newborn care



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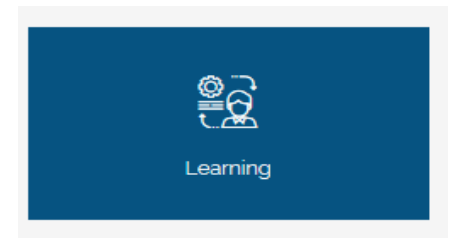
Lessons from Ghana's National Learning Forum for  
Quality of Care for Maternal and Newborn Health

# LEARNING

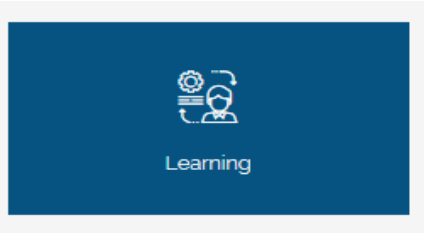
The forum highlighted innovations that support sharing of QoC knowledge within and across regions and districts



# Building on Progress



- Strengthening Regional Level Review Meetings and Learning Forums for sharing knowledge at sub-national level
- Supporting Publishing of projects and works in Ghana's Network with the support of the Research and Development Division of the Ghana Health Service
- Developing QOC/MNCH News Bulletin



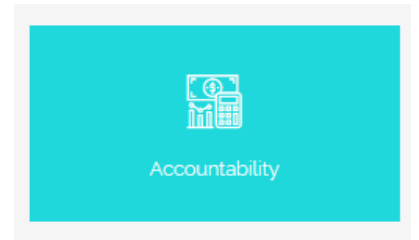
- Support district and facility level coaching to strengthen Quality Management Structures in-line with Ghana's Implementation Guideline for the National Healthcare Quality Strategy
- Practices shown by learning facilities will form the backbone for Ghana's continual scale-up of the initiative in other regions and districts
- The forum highlighted the benefits of sub-national level learning forums in facilitating knowledge sharing among quality improvement teams, and the need to strengthen them

# ACCOUNTABILITY

1. There was evidence of use of point of care data to help improve and sustain quality MNH care
2. Ghana's strategies for accountability through community engagement was a major highlight



# Building on Progress



- Quarterly data review meetings with Regional Quality Managers
- Administration of post-natal exit interview questionnaires to measure experience of care in all network facilities
- Scale-up of the implementation of Ghana's Community Scorecard to strengthen community participation for healthcare accountability. Ghana intends to do a cost-analysis research to value community contributions to QoC in maternal and newborn health



Accountability

- Presentations revealed the benefits of Ghana's community scorecard as a social accountability tool, and how useful it is for resource mobilization for improving quality of MNH care
- The use of post-natal exit interview questionnaires was shown to be a useful tool for improving experience of care
- QI teams demonstrated how effective data monitoring translates to improvement of quality of care in health facilities



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Lessons from Ghana's National Learning Forum for  
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# CROSS- CUTTING

1. Participation of multiple agencies and partners right from the conference planning stage ensured stakeholders buy-in
2. Involvement of Regional Quality Management Teams in submitting competitive abstracts from learning facilities ensured engagement of all levels of the health system
3. Immediate post conference assessment helped in identifying gaps for improvement and developing action plans





## Part 3: Next steps

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# Next Steps

- Follow-up on action points from the recommendations that emanated from the conference for implementation
- Support the Network regions to hold regional level QOC/MNCH review and learning forums to share learning from the conference and from facilities that were not able to participate in the conference
- Institutionalize this as an annual event



# Questions & Answers

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Facilitation: Dr Roseline Doe & Dr Priscilla Wobil

Please type your questions in the CHATBOX



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# STAY ENGAGED

- Upcoming webinars in this series:
  - Ethiopia: Lessons from implementing & scaling up quality of care for maternal and newborn health
- Learn more about the series: [bit.ly/NationalForumseries](http://bit.ly/NationalForumseries)
- Visit website: <https://www.qualityofcarenetwork.org/about>