

Improving quality of WASH services in five countries during a pandemic: Deep dive on Ghana

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FEBRUARY 1, 2022



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BRIEF PROJECT INTRODUCTION

- Focused on helping 25 facilities in the Christian Health Association of Ghana (CHAG) network — particularly during an intense phase of the COVID-19 pandemic — improve the quality and performance of the healthcare environment.

Langbisi Presbyterian Hospital



BEFORE



AFTER

Presbyterian Hospital, Bawku



BEFORE



AFTER

Team building

WHAT DID WE DO?

- Adapted strategies for team building
- Training
- Using data
- Infrastructure improvements



Staff training

Education for clients



ACHIEVEMENTS AND SUCCESSES

- Facilities increased the level of hand hygiene practices and improved quality of cleaning services.
- **IPC** and **QI** teams acquired knowledge and techniques that they have used to support the facilities in trainings and supervising staff.
- Staff and customer satisfaction surveys done quarterly.
- Management involvement increased.
- Facility infrastructure has been repaired.

Clients adhering to hand hygiene protocols



OUR SUCCESS STORIES

In general, all facilities that were part of the training have seen massive improvement. Most of our facilities' staff and clients infection rate has reduced drastically, especially at the maternal health unit. Below are a few exceptional cases, particularly in the area of maternal and child health.

- **Asamang SDA Hospital** recording ZERO maternal deaths in 2021 after battling with it three consecutive years.
- **St. Gregory Hospital** reduced rates of maternal death and improved neonatal health.
- **Pentecost Hospital, Madina**, reduced caesarean section wound infection.
- **Langbisi Presby, West Gonja Hospital, Damango**, among others now have 24/7 water supply to the maternal and child health unit.



Water tank installation @ Holy Child, Fijai

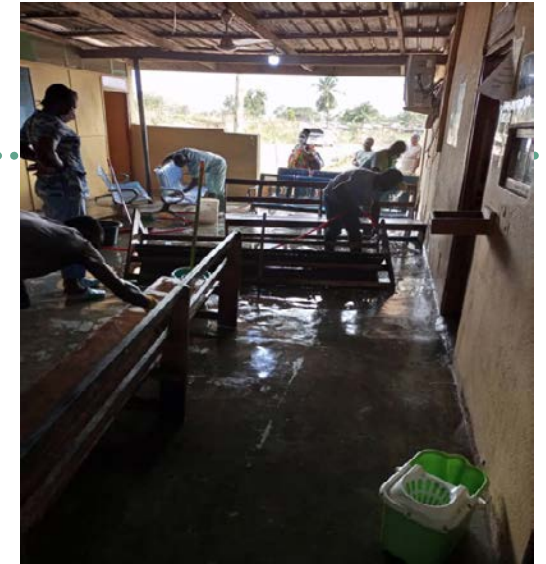


CHALLENGES

- Funding: Although funds were sent to facilities, accessing it to support the various projects they wanted to undertake was a challenge that contributed to delays.
- Initial resistance to change by the cleaning staff due to increased workload.
- Poor attitude of staff and clients on environmental cleanliness.
- Unreliable water supply systems in some of the facilities.
- Inadequate logistics for the cleaning staff to work.

SUSTAINABILITY

- Routine maintenance culture
- Continuous supportive supervision
- Management commitment
- Annual budgetary allocations
- Develop a tool for performance assessment
- Develop a tool for performance indicators
- Ensure functional QI teams at all times
- Solicit for funding from stakeholders
- Periodic reports
- Continuous refresher training



THANK YOU



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