

# Enhancing Maternal and Child Health Services and Reporting Through Digital Tools: USAID Health Systems Strengthening Accelerator's Contribution to the Ghana Health Service

## Authors and Affiliations

James ASAFO-ADJEI<sup>1</sup>, Kwame Bimpeh<sup>2</sup>, Dr. Maame Amo-Addae<sup>1</sup>, Dr. Linda Vantoo<sup>1</sup>, Dr. Stephen Duku<sup>3</sup>, Stephen Dubik<sup>1</sup>

<sup>1</sup> Results for Development (R4D)

<sup>2</sup> Ghana Health Service

<sup>3</sup> USAID

## Introduction

The Ghana Health Service (GHS) has significantly invested in digitizing and enhancing digital tools and solutions to address healthcare access, information, and administrative challenges. This support contributes to the digital and eHealth of the GHS's digital health policy and strategy for 2023-2027.

To support this goal, Accelerator has partnered with GHS to introduce and implement e-Tracker, a digital tool for Maternal and Child Health in health facilities in Ghana's **Bono East** and **Upper West** regions from 2022-2023.

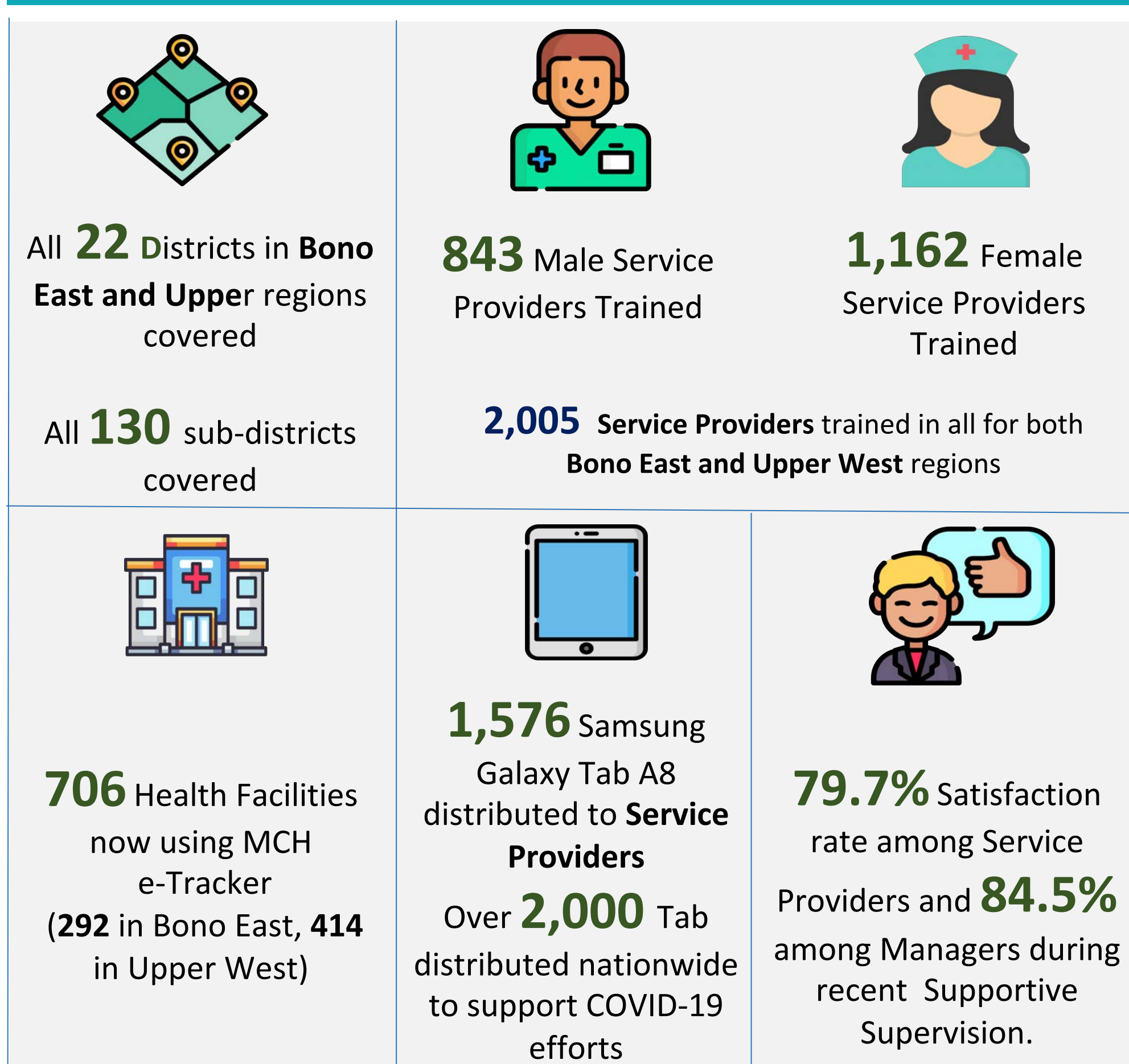
## Objectives

- Enhance Service Delivery:** Ensure seamless access to electronic client transactional data across multiple facilities and locations, enabling a continuum of care
- Minimize Human Errors:** Improve documentation & accuracy and strengthen data management and reporting processes to support informed decision-making
- Introduce an Automated System:** Implement a paperless data system to streamline workflows, increase efficiency, and reduce the workload associated with manual data entry, eliminating the need to first record information on paper before transferring it into the system

## Approach

- INITIAL ENGAGEMENT MEETING:** A strategic meeting was held with the Regional Directors of Health Services and key stakeholders to discuss the planned deployment of the MCH E-tracker system. This initial engagement set the stage for the project, clarifying objectives, timelines, and the roles of various stakeholders.
- ORIENTATION AT REGIONAL AND DISTRICT LEVELS:** Orientation sessions were conducted for both regional and district-level health management teams to introduce the MCH e-tracker model. These sessions were crucial for aligning the different administrative levels on the goals and implementation strategy of the new system (e-Tracker).
- BASELINE DATA COLLECTION:** Data collection was undertaken to gather key information from service provider facilities across the two (2) regions. This data provided a starting point for tracking progress and assessing the impact of the E-tracker system over time.
- NOTIFICATION AND SCHEDULING OF DISTRICT-LEVEL TRAINING:** Planning and scheduling were done to ensure district-level training sessions were well-organized. Notifications were sent out to the relevant facilities and provided them with details on when and where the training would take place.
- TRAINING AND TABLET DISTRIBUTION:** Training sessions were conducted for Service Providers. During this period, tablet devices were distributed to them to facilitate the use of the MCH e-tracker system across the regions. The training focused on equipping Service Providers with the skills needed to effectively use the devices and the system (e-Tracker).
- SUPPORTIVE SUPERVISION:** Follow-up supervision was conducted by the technical team across all districts, sub-districts and health facilities. This supervision ensured that the MCH e-tracker system was being used effectively and served as the channel for addressing challenges faced by the users in real-time and documenting implementation observations for corrective actions.

## Results



## Recommendations

To ensure the successful implementation and long-term viability of the e-tracker system, Budget Management Centre Heads must allocate adequate resources for internet subscriptions. In addition, facility and subdistrict heads should actively oversee the system usage to address challenges. Integrating regular feedback from regional and district Health Management Teams into monthly data validation processes is important for facilitating continuous improvement.

Providers should promptly report any encountered challenges and ensure daily data synchronization. Furthermore, regular supportive supervision from higher-level authorities is essential to promptly address any emerging issues.

## Conclusions

The importance of electronic data capture in healthcare service delivery in Ghana cannot be overstated. It plays a vital role in improving the efficiency, accuracy, and accessibility of health information. By switching from traditional paper-based systems to electronic data capture, healthcare providers can streamline their operations, minimize errors, and enhance the quality of patient care. This approach facilitates real-time data collection, improves health outcome monitoring, and enables more informed decision-making. These factors are crucial in tackling public health issues and allocating resources efficiently.



**1:** MCH e-Tracker Training: Service Providers performing hands-on demonstration during the Bono East region MCH e-Tracker rollout in **Nkoranza South Municipal**



**2:** USAID, R4D/Accelerator, and Ghana Health Service: Piloting the MCH e-Tracker Supportive Supervision checklist in **Babator CHPS, Bono East**



**3:** Supportive Supervision: Ghana Health Service Team conducting Supportive Supervision in **Holy Family Hospital, Techiman**