Assessing Health Facility Performance and Outcomes

A contextual model for local level application based on the WHO ‘Health Systems’ Concept

Background
In 2006, CHAG established a Public-Private-Partnership with the Ministry of Health agreeing on strict performance criteria. This necessitated the development of a comprehensive M&E system, providing an objective analysis of performance and -outcomes both, for the individual health facility as well as for the network at large.

CHAG
The Christian Health Association of Ghana (CHAG) is the 2nd largest health service provider in Ghana. CHAG is a network comprising 183 health facilities, of which 59 are major hospitals. CHAG accounts for 30% of all in-patients and 20% of all out-patients in Ghana’s health sector.

Formulation of 29 organisational performance indicators and 18 outcome indicators, most suitable for the health facility and beneficial to induce organisational development...

Performance indicators are periodically scored using well-defined qualification criteria and systematic methodology and tools...

Outcome indicators are calculated using (inter) nationally accepted measures...

Lessons learnt & Results

The model focuses on results:  
- The model is designed for self-assessment and self-monitoring;  
- Assessment methodology induces local ownership, initiative and innovation;  
- The model encourages teamwork and collaboration across disciplines and departments;  
- The model is suitable to monitor and report performance at aggregate levels; individual health facilities and departments; CHAG network; national health sector.