

Ghana's Management Strengthening Intervention - testimonials

How useful was the MSI?



"The MSI to me was very useful because it is easy to understand and then easy to implement. Yes, it also helps you as a manager to be able to identify key challenges within your unit of work and through that, after identification, you are able to do a root cause analysis and then develop strategies and interventions to address those challenges."

Barikisu Mensah - Principal Nursing Officer

"The MSI has actually helped us to improve our service indicators - most especially with some key indicators that we were assessed on during the year. It also helped us to identify the root causes of some problems and indicators. Through the problem tree analysis we were able to get to know the real causes and possibly design strategies to arrest these problems."

Isaac Noble Mensah - Health Information Officer



What skills have you developed using the MSI?



"I have acquired management skills and monitoring and evaluation skills. I also have knowledge on problem analysis and how to identify the root cause of your challenge - that will help you to address that challenge"

Christiana Obeng - Health Information Officer

"The MSI makes you think beyond the box, so you may have to digest everything before you use it to start coming up with solutions. In terms of analyzing challenges or situations I see the MSI has improved my skills and knowledge. And when it comes to finding solutions or analyzing challenges that we are facing as a district, and personally in terms of personal stuff, you can also apply the MSI as well."

Enoch Omame Agyei - Principal Nursing Officer



Is the MSI important to your work?



"When you look at the MSI you see that we are able to analyze the results we have after collecting our indicators, looking at our targets and the forms of analysis that we have. At the end of the day, it is quite in line with my work, very much, so I really appreciate being part of the PERFORM2Scale team."

Ethel Henyo - Health Information Officer

"It's very, very, useful. It helps you to know exactly what you want to achieve because you don't pick a lot of activities but the salient ones. When you pick the salient ones and work on them, you see that the other indicators' activities will also improve. Without the MSI, we would have thought that we needed to do all the activities or we need all the resources to carry them out, and we wouldn't achieve even the main list of activities. Then you'll think 'I did not achieve my target'. But with the MSI, it tunes you towards one target and its effects push into other activities and that was very useful."

Manford Isaac - Health Information Officer



Will you use the MSI in future?



"Definitely, and as a district we have even adapted it as one of the main tools that we use in all program activities, helping us come out with the best strategy amidst the challenges, and with our limited resources - both human and capital intensive - to solve every problem that comes our way. And each mandatory program that we may have to run, it would be the main tool to use to plan and inculcate it in our day-to-day activities as a district."

Margaret Donkye - Health Information Officer

"Sure, I will apply it (even though the officers in the region I'm working with have not been taken through the MSI approach to try to meet performance objectives). For me as an officer, directly or indirectly, I apply it on routine basis because it has some clear cut guidelines which I now use to set my objectives. It ensures that I achieve those objectives and the strategies, and maybe give feedback, engaging officers on phone calls and periodically, when there are resources, we also visit them. I know all these activities are embedded in PERFORM2Scale and I think I have been able to have the benefit of them through my participation in PERFORM2Scale."

Paul Twene - Regional Disease Surveillance Officer



Are there challenges using the MSI?

"We are always being involved with other programs that come along - you are driven by these programs but sometimes you lose focus as to what you are doing. But with PERFORM2Scale there are monitors who come in to check what you are doing so you are always on your toes. Another issue is funding. We are saying we use the available resources but some sort of funding is needed in everything. MSI is a good project but it needs some sort of funding to help it grow."

Patience T. Dorhjie - Principle Nursing Officer



"Yes, not during the training but during the implementation phase. One was staff attrition. Only five of us were trained so during transfers, study leave and the like, when the trained staff leave you would see that the activity begins to collapse. That is one challenge we realized. But the CRT came to train almost all the DHMT and the sub-district staff leaders so that challenge was addressed. The other challenge now is conflicting activities. Also, in implementing our strategies, we needed yaws test kits to actually confirm our yaws cases before treatment, but we were not able to get test kits from region."

Rachel Addo - Disease Control Officer



Will you recommend the MSI to colleagues?

"Yes, I will recommend it to other colleagues. One-on-one I can take other colleagues through the implementation and the success stories and I think it will be another opportunity for them to also adopt it, if not even within the entire district, then within their units of work. Then they can also start somewhere and then other units and finally the whole district can then come on board and implement it."

Annette Asraku - Disease Control Officer



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Learn more

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