



GHANA HEALTH SERVICE INSTITUTE

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**GHSI** Building Transformative Health  
Leaders for a Healthier Nation

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# **Building Transformative Health Leaders for a Healthier Nation**

# BACKGROUND

With a mandate to “provide and prudently manage comprehensive and accessible health service with special emphasis on primary health care at regional, district and sub-district levels in accordance with approved national policies”, the Ghana Health Service (GHS) has over the past decades grown from strength to strength and impacted significantly on health outcomes in the country.

For instance, over these decades, the GHS has improved access to healthcare, registering out-patient department (OPD) Per Capita of 1.0, significant declines in institutional infant mortality, neonatal and under-five mortalities, and strengthening epidemiological surveillance on priority diseases.

On general health systems strengthening, some inroads have been made on the health workforce, supply chain and logistics management, and evidence-based decision-making landscapes.

Despite these inroads, a number of health system challenges persist. The capacity of health workforce leaders and managers, at the respective levels of service delivery, to adapt to the ever-evolving roles needed to meet the healthcare needs of Ghanaians have been questioned. In several internal reviews, weak leadership at the district and sub-district levels has been identified as the topmost mitigating factor against the attainment of the GHS’ mandate.

# KGROIND

To address these challenges, and reposition the health workforce to deliver efficiently, the GHS in the past collaborated with the Ministry of Health and its other agencies, as well as Development Partners, to institute several training programmes to upgrade the leadership competencies and capacities of its workforce.

While these training programmes have largely been successful in imparting theoretical and factual forms of knowledge, an assessment of the application of these forms of knowledge, from the perspective of cognitive apprenticeship, reveal transitional gaps from the knowledge acquisition (apprenticeship) to the application of the acquired leadership and management knowledge and its application on the job.

To improve leadership and management within the GHS, the Governing Council of the GHS acceded to Management's request for the creation of a Special

Purpose Vehicle (SPV), i.e., the Ghana Health Service Institute (GHSI) to provide the best institutional opportunity to actualise and maintain productive leadership connections between and amongst the workforce.







## 2. THE GHANA HEALTH SERVICE INSTITUTE | GHSI | A GAME CHANGER

Essentially, the Institute will leverage in-house capacity and industry best to collaboratively work to create rich, service teaching and learning experiences.

It will be led by experienced/accomplished staff and industry experts, who will integrate learning, coaching, and mentoring with engagement into in-service learning and associated capacity building initiatives in leadership and management.

## 2.1 PEDAGOGICAL STRATEGIES AND SCOPE

GHSI will employ contemporary teaching and learning strategies to engage, explore, explain, and elaborate leadership principles and experiences.

The Institute shall leverage technology through blended learning approaches to reach the unreached and remove both financial and geographical barriers to best practices in leadership.

Pedagogically, GHSI shall shift the paradigm towards leadership expertise where transformative leaders demonstrate exemplary leadership through the observe-and-build concept (model-

ling), supporting trainee leaders to functions (coaching and scaffolding), and providing avenues for trainee leaders to benchmark their acquired skills and competencies against industry experts.

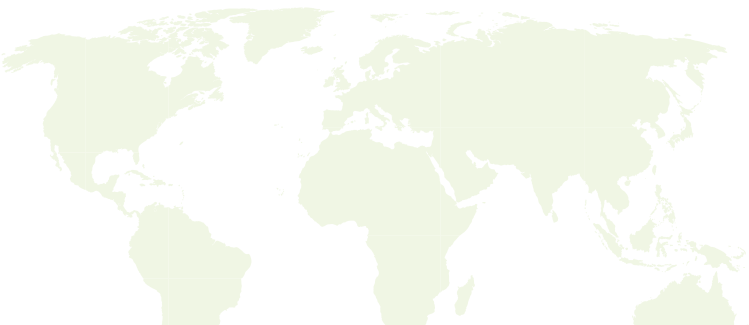
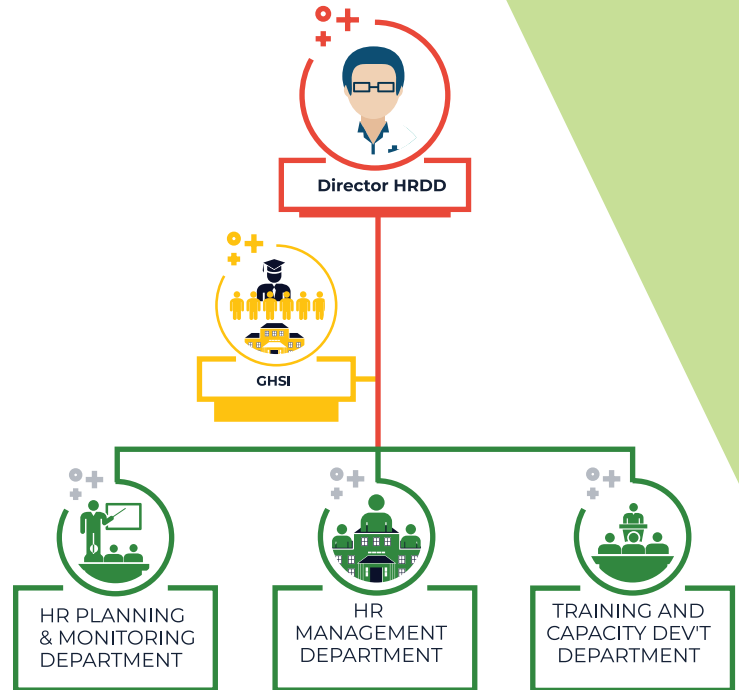
In the short term to medium term, GHS shall focus on becoming the go-to-centre for the training of transformative health leaders and managers but extend its scope over the medium to long term to become the centre for building an intellectually diverse, active learning organisation for improved performance and health outcomes.



## 2.2 MANAGEMENT, ADMINISTRATION AND FACULTY OF GHSI

As a special purpose vehicle, the Ghana Health Service Institute shall operate under the Human Resource Development Division (HRDD) with the traditional mandate of ensuring the availability of optimum knowledge, skills, and competencies for service delivery.

Experienced practitioners shall oversee the day-to-day administration and management of the institute and supervised over by the Divisional Director.





By way of faculty, GHSI shall bring together and enlist the services of eminent former managers and experts of the Service. These former managers—many of whom will serve as mentors and role models—will blend theory with their extensive practical experience to create a delivery method that is ultimately distinct from what pertains elsewhere. These former Ghana Health Service executives, managers, and professionals have been chosen to serve as teachers and instructors at the GHSI on the basis of their strong performance credentials in a variety of leadership and management roles.

On need-to- basis, the services of industry experts shall be procured to complement the in-house capacities and make the GHSI experience whole.







# VISION

To collaboratively create rich, engaging, and transformative leadership experiences within an intellectually diverse health workforce for improved performance and health outcomes.



## 2.3 TRAINING PROGRAMS

Soft skills are essential to an individual's continuous growth. These are the non-technical, people-oriented, and communication abilities that support productive teamwork, strong leadership, and general success in the workplace.

The primary goal of the Ghana Health Service Training Institutes is to improve employees' soft skills in order to further their professional and personal growth. A variety of soft skills courses will be offered by the GHSI. Here are some common soft skills courses and modules that will be offered.



### ■ Managerial, Leadership & Governance Skills

- Leadership styles and strategies.
- Decision-making and problem-solving.
- Time management and organizational skills.

### ■ Communication Skills

- Effective verbal and written communication.
- Active listening.
- Presentation skills.



## ■ Inter-personal Skills

- Building and maintaining relationships.
- Team collaboration and cooperation.
- Conflict resolution

## ■ Critical Thinking & Innovation

- Analytical thinking and innovation.
- Problem-solving techniques.
- Decision-making skills

## ■ Stress Management

- Identifying sources of stress.
- Coping mechanisms for stress management.
- Balancing work and personal life.

## ■ Financial Management in Health Institutions

## ■ Operational Research and Information Management

## ■ Basic Human Resource Management in a Labour-Intensive Institution

## ■ Emotional Intelligence

- Self-awareness and self-regulation.
- Empathy and understanding others' emotions.
- Relationship management.

## ■ Negotiation and Conflict Resolution

- Negotiation skills.
- Conflict resolution techniques.
- Assertiveness and diplomacy.

## ■ Ethics and Professionalism

- Professional conduct and ethics.
- Integrity and accountability.
- Workplace etiquette.

### 3. KEY MILESTONES TO LOOK OUT FOR



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TASK	PERIOD	1st Quarter			2nd Quarter			3rd Quarter			4th Quarter		
		JAN	FEB	MAR	APRIL	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC
1. Development and of Five-Year Strategic Plan	6 Weeks												
1.1 Development of Draft Five-Year Strategic Plan	3 Weeks												
1.2. Stakeholder Validation of Strategic Plan	1Week												
1.3. Finalisation of Validated Strategic Plan	1 Week												
1.4 Launch of Five-Year Strategic Plan	1 Dav												
2. Development and Launch of Leadership Module	Various												
2.1 Development of Draft Leadership Modules	2 Weeks												
2.2. Stakeholder Validation of Draft Leadership Modules	3 Dats												
2.3. Developement of E-Lessons from Leadership Modules	3 Weeks												
2.4. Pretest/Finalisation of Developed E-Lessons on Leadership	1 Week												
2.5. Launch of E-Lessons on Leadership	2 Dats												
2.6. Intake of First Cohort of Participants	4 Weeks												
2.6. Intake of Second Cohost of Participants	5 Weeks												
26 Intake of Third Cohort of Participants	6 Weeks												



## Contact Information

For inquiries,  
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## Social media handles:



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[www.ghs.gov.gh](http://www.ghs.gov.gh)



# Call-to-action:

- Ready to embark on a journey of knowledge, growth, and endless possibilities? Your future starts here!
- Explore Your Future at the Ghana Health Service Institute.
- Discover a well-fashioned and thought-out tuition that nurtures your passion and equips you for success.
- Don't miss the chance to be part of something extraordinary.
- Inquire or apply today, and let GHSI be the canvas for your success story.



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