

Executive Summary

This administrative report is for the period January – December, 2020 and has been structured to cover the operational activities undertaken by the Hospital on the objectives set for the year.

The hospital continued to sustain Institutional and Organizational Development and supported professional education of professional staff categories to solidify health service provision and improve quality of care.

There is a functional governing Board chaired by the Bishop of the Wenchi Diocese, a Management team responsible for the day-to-day administration which is also chaired by the Chief Executive Officer and Head of departments chaired by an elected staff who sits on Management as Staff representative.

The hospital continued to serve as the Municipal referral centre for forty-five (45) public and private hospitals, clinics, CHP compounds and health centers within the Wenchi Municipality, Tain and Banda administrative districts as well as others in parts of the Savanna Region that share border with Bono Region.

The facility made progress in the Healthcare Delivery to the public during the year under review guided by a functional Board and Management team with enlightened leadership and capable managers.

Management also ensured that all professionals whose practices are regulated by law were in good standing with their respective regulatory bodies.

All legal requirements such as meeting standards of operation by regulatory bodies were also met and certificates were issued to the hospital.

The hospital's workforce stood at Four Hundred and Forty (440) covering all categories of staff. Among them were eighteen (18) permanent prescribers, made up of *Thirteen Doctors and Five Physician Assistants (Medical Assistants)*.

Notwithstanding the improvement, the hospital continued to struggle with the lack of some key specialists; Internal Medicine and Obstetrics and Gynecology. Though significant increase in the recruitment of Nurses was achieved, it was not sufficient to realize the acceptable nurse-client's ratios due to the creation of specialized units. Five medical doctors were still progressing in their specialization programmes under the sponsorship of the hospital in areas of Obstetrics and Gynecology in South Africa, Orthopedic Surgery in Uganda, General Surgery, Internal Medicine and Paediatrics in Ghana.

The hospital continued to provide general curative services in Surgery, Internal Medicine, Pediatrics, and Specialized services in Eye, NICU, ENT, Dental, Mental Health, Urology and Orthopedics. Public Health activities including preventive and rehabilitative services were also provided through immunization, education, nutrition, family planning, ante-natal and post-natal services. Diagnostic services were also provided during the year.

The above- mentioned services were rendered through the following departments and wards in the hospital; Males', females', children's and Maternity wards, emergency unit, surgical operating theatres, OPD, Medical laboratory, X-ray, Pharmacy, Procurement, Stores, Administration, Accounts, Health Information Department, etc.

HIV/AIDS, C.T, PMTCT, and "know your status" campaign activities were vigorously carried out. The ART clinic continued to operate very successfully but with limited space when the chronic care center was converted to an isolation center for COVID-19.

Noticeably, the hospital achieved a slightly higher service output compared to the previous year's OPD.

The OPD recorded **Eighty-Four Thousand Nine Hundred and Ninety-Three (84993)** attendance as against last year's attendance of **Eighty-Four Thousand, Six Hundred and Eighty-Two (84682)**.

With 82.4% of the hospital clients being NHIS card bearers, the usual delays in getting reimbursement from the Insurance Authority meant that the hospital had a fragile financial base, which negatively affected the implementation of most of its plans and programmes. In addition, the relatively low NHIA tariff levels for services and commodities made it even more difficult for the hospital to recover full cost. Support received from partners abroad came specifically for designated projects.

The world experienced COVID-19 pandemic during the year. Ghana recorded its first two cases of on 12th March, 2020. The President of the Nation then announced restrictions to help stop the spread of the virus which brought in some new normal.

Management was not able to procure all the essential drugs and medicines needed for continuous quality Care due to financial challenges rooted in the irregular and delayed payments by the Insurance Authority.

The need for more residential accommodation for staff remained a concern during the period and Management continues to make strenuous efforts at addressing it by contact and network. The present poor state of ventilation at the males' ward makes it unbearable for clients especially during afternoons in the harmattan seasons.

Through regular participation in various forums, the Hospital interacted and engaged other key stakeholders at all levels, giving technical inputs and sharing best practices, all aimed at enhancing the quality of care and strengthening our health systems.

To be able to further develop the institution through networking and collaboration to improve service output, the hospital maintained strategic partnerships with the MoH, CHAG Secretariat, the Ghana Health Service, and some friends in the Netherlands, Great Britain, Northern Ireland and the Unites States of America.

At the local front, the hospital partnered effectively with the management of a local Radio stations to reach the community with health education programmes at discounted charges.