

# The Ghana Telemedicine Program

## Learning from sustainable healthcare models

At least half of the world's 7.3 billion people do not receive all of the essential health services they need.<sup>i</sup>

To make progress in achieving goals like Universal Health Coverage, partners from public and private sectors need to work together to build and embed innovative healthcare models into policy.

The Ghana telemedicine program is a great example. It connects community health workers with specialists via a 24-hour teleconsultation center. This improves quality of care by avoiding unnecessary referrals and reducing transport times and costs for patients.

**2010**

Incorporated into Ghana's national eHealth strategy.

**2011**

Started as a pilot project in the Amansie West District of the Ashanti Region with the support of the Novartis Foundation; Millenium Promise Alliance; Earth Institute, Columbia University; and government and private sector partners.

**2015**

Scaled up across the entire Amansie West District by the Ghana Health Service.

**2018**

The sixth and final teleconsultation center set up. National telemedicine services are expected to be possible by 2019.

## Through the Ghana telemedicine program

**31%**

Avoided referrals through teleconsultations in 2016

**110** Ghana cedis

(31 USD) Average savings per avoided referral

**6 million**

People currently reached by telemedicine services

### Learnings from Ghana

The Ghana telemedicine program demonstrates some core principles for success:



From the start, models must be designed with the **ability to scale** and be **translated into policy**.



**Multisector collaboration** is vital to ensure models are sustainable and meet the community's needs.



**Digital health** has an unmatched potential to reduce costs and increase efficiency of healthcare delivery models, especially in low- and middle-income countries.

<sup>i</sup> WHO. Tracking Universal Health Coverage: 2017 Global Monitoring Report. Available at: <http://documents.worldbank.org/curated/en/640121513095868125/pdf/122029-WP-REVISED-PUBLIC.pdf>