

CHARTER CHRISTIAN HEALTH ASSOCIATION OF GHANA (CHAG)
(DRAFT)

INTRODUCTION

We are the Christian Health Association of Ghana (CHAG). CHAG was officially founded in 1967 as a Voluntary Professional Association and subsequently registered as a Corporate Body in 1968 under the Trustees (Incorporation) Act, 1962 Act 106.

SUPERVISORY BODIES

Church Leaders, Board of Directors and Ministry of Health

VISION

“A HEALTHY NATION, CHRIST’S HEALING MINISTRY FULFILLED”

MISSION STATEMENT

To bring together churches involved in the provision of health services to provide support to members and also serve as a link between the Government, other development partners and members through capacity strengthening, coordination of activities, lobbying, advocacy and public relations, using professionals and well motivated /honest staff.

FUNCTIONS

- * To Maintain the Christian Health Service Providers Membership
- * To Provide and facilitate capacity and resource support to Member Institutions
- * To undertake Lobbying and Advocacy support on behalf of members
- * To undertake resource Mobilization for the Association
- * To undertake networking and Public Relations activities
- * To contribute to and Translate Health and Public Policies to members
- * To monitor and evaluate the Association’s Activities

WE ARE RESPONSIBLE FOR

- * Facilitating the activities of the Association and to ensure that they are kept in tune with the national health objectives
- * Influencing the development of Government Policies that are favorable to the objectives of the network
- * Facilitate equitable distribution of Resources to members of the Association
- * Facilitate service provision and delivery capacity-improvement for members of the Association
- * Facilitate the enhancement of good public image for the Association
- * Facilitate and ensure the adherence to national health and public policies
- * Monitor achievement of targets and identify best practices for dissemination.

SERVICE STANDARDS:

Internal Clients (Board of Directors, Health Coordinators, Member-Institutions and Employees

Service	Timeframe
Development of Annual Work Plans and budgets	End of June each year
Admission of new members	Three (3) months from date of application
Feedback on monitoring	Two (2) weeks from end date of monitoring
Circulation of quarterly technical and financial reports	Two (2) weeks from end of each quarter
Circulation of Annual technical and financial reports	End of February each year
Circulation of relevant information to members	Three (3) days from receipt
Collection and collation of views for position paper on national health issues	By end of November
Development of position paper on national health issues (at least one each year)	By June each year
100% participation in policy formulation meetings	Through out the year
Release of mobilized resources to members	Within two (2) weeks from date of receipt
Production, Publication and circulation of quarterly bulletins	By the 15th of the ensuing month after the quarter

SERVICE STANDARDS:

External Clients (MoH), GHS Development Partners

Service	Timeframe
Submission of Annual Work Plans and budgets to Development partners and MoH	End of July each year
Feedback on monitoring	Two (2) weeks from end date
Submission of quarterly technical and financial reports	Two (2) weeks from end of each quarter
Submission of Annual technical and financial reports	End of February each year
Submission of at least 1 position paper on health policy	By November each year
Participation in policy formulation meetings	100% participation
Mobilization of resources for members	Throughout the year
Distribute published quarterly bulletins to Development partners and other external stakeholders	By the 20th of the ensuing month after the quarter

WE STRIVE FOR

- ❖ Honesty
- ❖ Professionalism
- ❖ Accountability
- ❖ Transparency
- ❖ Commitment
- ❖ Respect for diverse views and opinion
- ❖ Respect for churches' philosophy
- ❖ Respect for the dignity of the human being

COURTESY AND COOPERATION

We shall ensure:

- * Provision of conspicuous directional sign post at vantage points to give direction to our offices to our clients and the public;
- * That all offices at the secretariat will be labeled for easy identification
- * Provision of a comfortable waiting room for our clients
- * A well trained desk officer to handle all complains including National health insurance issues
- * Provision of a notice board to facilitate internal flow of communication

WHAT WE EXPECT FROM

Internal clients

- * We expect Health Coordinators to contribute towards the development of the Annual Work Plan and budget
- * Provision of timely and accurate financial and programs reports
- * Church Health Coordinators are expected to disseminate policies and decision as well as other information from the Secretariat and from the ministry to their respective church health units
- * Commitment and adequate professional skills in discharging their duties
- * Provide complete, adequate and up-to-date information on the various service delivery activities in their facilities

External clients

We expect our external clients to

- * Have a good understanding and respect for the structure and operations of CHAG
- * Fulfill their obligation of the signed MoUs and Contract and Sub-contract Agreements

INFORMATION TRANSPARENCY AND CONVENIENCE

To facilitate an unimpeded information flow to and from our stakeholders

We shall:

- * Maintain a website
- * Provide a platform for FBO (Faith Based Organization) discussion of health- and health-policy issues
- * Invite contributions and productive criticisms and suggestions from all stakeholders for publication in CHAG bulletin
- * Undertake regular peer reviews and client satisfaction surveys to evaluate the quality of our services

COMPLAINTS AND COMMENTS

If you have a complaint or a comment, you may submit it to:

The Executive Director
Christian health Association of Ghana
21 Jubilee Wells Street Labone (La-Mamprobi)
P. O. Box AN7316
Accra-North Tel: 021 777815 Telefax 021 772226

If you are still not satisfied you may submit to:

The Minister of Health
Ministry Post Office
P. O. Box MB24
Accra

As a final resort, to:

The New Charter Office
C/O Office of the President
Ministry of Public Sector Reform
PMB Stadium Post Office
Accra Tel. 021 672333, 684086, 671359 Fax 021 671358

Our collaborators:

- * GHS
- * MoH
- * Development partners (DANIDA, CORDAID/ICCO UNFPA FHI, Population Council etc)