

10 KEY DRIVERS OF GOOD HANDOVERS

(as emerged from the Kiambu experience)



Pinpointing what matters

Identifying what makes the MSF-run clinic excellent and what needs to be preserved is crucial for maintaining quality care post-handover.



Reality check

An honest assessment of achievable standards - measured against reality (contextual challenges, different capacities, priorities, perspectives).



Strategic Foresight and Phasing

Looking ahead to future transitions while planning a gradual handover process helps ensure continuity and prepares for long-term sustainability.



Adaptiveness

Building flexibility into the handover process allows for necessary adjustments as circumstances change.



Stakeholder Engagement and Ownership Transition

Transferring ownership and responsibility to local stakeholders is essential for the long-term success of the MAT clinic.



Cultural and Operational Alignment

Addressing the challenges of aligning MSF's culture and management/operational style with those of the receiving organizations, is crucial for a smooth transition.



Performance Monitoring for Handover

Setting up clear targets and indicators specific to the handover process improves accountability and helps track progress.



Knowledge Management and Learning

Capturing and sharing key learnings from the project safeguards knowledge and can inform future MAT clinic operations and handovers.



Post-Handover Influence and Support Strategies

Defining MSF's ongoing role after the handover ensures continued support and maintenance of standards.



Clarity of Commitments and accountability mechanisms (with PWUDs at the centre)

Establishing clear expectations and agreements helps guide the handover process and sets the foundation for future accountability, and for systems that empower PWUDs to hold service providers accountable.