DR.

Elom Hillary Otchi

Technical Director, Africa Institute of Healthcare Quality, Safety & Accreditation (AfIHQSA)

PHD · MPH · MA (ORG DEVT) · MA (HEALTH LAW & ETHICS) · MSC (QUALITY & PATIENT SAFETY)

Capability statement

Dr. Otchi works at the intersection of healthcare quality, patient safety, organization development, governance and health systems strengthening, helping healthcare leaders, governments and global partners build safer, more effective and accountable health systems. He is an ISQua Lucian Leape Fellow (2024–2026) and has worked with WHO, UNICEF, USAID, GIZ, Last Mile Health, ISQua and Korle Bu Teaching Hospital. He serves hospitals and clinics, health ministries and agencies, and development partners, on site across Africa and online.

15+	250+	25+	10
years leading quality and patient safety	health facilities covered across Africa	peer-reviewed journal articles	countries of consulting and technical work

Advisory and training services

Healthcare quality consulting. Quality policy, strategy and measurement for ministries, WHO, UNICEF and NGOs.

Accreditation readiness. Preparing hospitals against national and international standards. Certified Hospital Surveyor, ISQua-trained external evaluator, ISO 9001:2015 Lead Auditor.

Healthcare law and ethics advisory. Backed by an MA in Health Law and Ethics and published work on accountability in quality and safe healthcare.

Research and technical advisory. Evaluation of the Ghana Heart Initiative with the Heidelberg Institute of Global Health, and the UNICEF SPRINT assessment; technical and operational feasibility studies for the Ghana Education Service Occupation Pension Scheme (GESOPS) and the Ghana Medical Association (GMA); research and collaboration with Swiss TPH and the Center for Integration Science (CIS) in Global Health Equity; supported the development of the proposal, with the PI, for a lung cancer early detection project that won a grant of USD 849,590 (October 2025 to April 2026).

Patient safety and risk management. Built on doctoral research on adverse events and a national patient safety situational analysis for Ghana.

Clinical governance advisory. Quality and patient safety structures at Korle Bu Teaching Hospital; principal investigator of a Pfizer-funded improvement project at the Greater Accra Regional Hospital.

Training and capacity development. More than 800 health workers trained; field teams of up to 36 data collectors recruited and trained.

Keynote speaking. ISQua conferences in Rio de Janeiro, Doha, Cape Town, Seoul, São Paulo and Dublin, and the IHI Africa Forum in Durban.

Digital health and AI support

Certified AI Officer who prepares health facilities to be AI-ready and implements digitally sound solutions to improve patient outcomes: generative AI services, chatbot development, mobile and PC application development, website building, AI training and cybersecurity training. Scope, deliverables, duration and fee are confirmed in a written proposal.

Request a proposal
elomotchi@gmail.com
Phone / WhatsApp +233 24 476 8976

Location
UA 92 Apolonia Rd, GK-0753-6493, Accra, Ghana

Credentials and recognition

- Fellow, ISQua (FISQua); ISQua Lucian Leape Fellow, 2024–2026
- Certified Hospital Surveyor (CHS), American Institute of Healthcare Quality
- Specialist Certificate, Fundamentals of External Evaluation Surveying, ISQua
- ISO 9001:2015 Quality Management Systems Lead Auditor
- Certified Manager of Quality
- World Bank Flagship Course on Primary Health Care (2022)
- Barcelona Institute of Global Health courses on implementation science and on infectious diseases (2022)
- Best Worker awards: Bibiani Government Hospital (2004); Korle Bu Teaching Hospital (2014, 2020)

Selected results

Obstetric emergency unit, Korle Bu Teaching Hospital. An obstetric triage system, implemented in phases from December 2016, cut the average wait to be seen from 4.2 hours to 2.3 hours, about 45% lower, measured one year after implementation.

Patient feedback system, Korle Bu Teaching Hospital. An electronic system for complaints, compliments and suggestions now holds more than 15,000 entries in one database.

Ghana Heart Initiative and UNICEF SPRINT. Coordinated improvement and evaluation across more than 100 facilities; led a team of 15 data collectors who assessed about 122 facilities in under 12 days, leading UNICEF to supply oxygen concentrators and train facilities in IMNCI.

Private health facilities. Supported selected private health facilities in staff training and capacity building and in establishing their quality management structures.

Selected assignments

- **Technical Director,** AfIHQSA; Head of Quality & Patient Safety, Korle Bu Teaching Hospital (since August 2012).
- **International Consultant, WHO.** Headquarters, Geneva (2019–2020): engaging the private sector in quality maternal, newborn and child health services in Ghana. Sierra Leone (2018–2019): National Quality Policy and Strategy and quality governance structures. Further work in Liberia, Malawi, the Republic of the Congo and Namibia.
- **Project Coordinator, UNICEF SPRINT Project,** University of Ghana School of Medicine and Dentistry (2020–2021).
- **Project Coordinator, Ghana Heart Initiative** (2020–2021).
- **National Consultant, UNICEF** (2017–2019): Mother-Baby Friendly Health Facility Initiative in 24 Upper East Region facilities.

Contributions to national and international documents

- WHO: Quality health services: a planning guide (2020); Step safely: strategies for preventing and managing falls across the life-course (2021)
- Sierra Leone Ministry of Health and Sanitation: National Health Care Quality and Patient Safety Policy (2020); Quality of Care Strategic Road Map 2020–2024
- Ghana Ministry of Health: National Health Policy, Revised Edition (2020) and National Health Quality Strategy 2024–2030 (member of the consultant team and Technical Working Group); Ghana Burden of Disease Study (2016); National Health Care Quality Strategy 2016–2021

How an engagement starts

1. A short conversation to understand your goals.
2. A written proposal setting out scope, deliverables, timeline and fee.
3. Agreement and a start date.

Countries of work

Botswana, Ghana, Liberia, Malawi, Namibia, Nigeria, Republic of the Congo, Sierra Leone, Zambia and Zimbabwe.

Figures are explained on the website under ‘How these figures are counted’.

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