Ho Teaching Hospital Leads International Healthcare Digitalisation Impact Research with Loughborough University

HO TEACHING HOSPITAL

Hospital develops first Healthcare Digitalisation Policy and delivers measurable improvements in patient care for the Volta Region and beyond

The Ho Teaching Hospital (HTH) has led an international healthcare digitalisation impact research programme in partnership with Loughborough University, United Kingdom. The collaboration has produced the Hospital's first Healthcare Digitalisation Policy and is transforming the way care is delivered to patients across the Volta Region and beyond.

The partnership was led by Dr Albert Attom of Loughborough Business School, working alongside Prof. Noble Kumawu of the Organisation Development Institute (ODI), Accra. Together with Management and staff of the Hospital, the team combined research, impact-focused training and policy development to advance HTH's digital transformation agenda.

HTH Selected to Lead the Impact Phase

The research examined how health workers in four African countries – Ethiopia, Ghana, Kenya and Tanzania – experience the digitalisation of patient records, hospital practices and communication systems. More than 2,500 people took part in the study.

Following this initial research, HTH was selected to develop the policy framework and deliver impact-focused training. The Hospital thereby became the first institution in the programme to undertake the impact activities.

Training at HTH brought together hospital leaders, managers, clinicians and support staff. Across Ghana, the programme delivered free training to 15 healthcare organisations, reaching over 650 healthcare workers.



Prof. Noble Kumawu conducting impact training with healthcare professionals at Ho Teaching Hospital.

This initial impact training formed part of the research itself, generating the evidence that would later shape the Hospital's co-created Healthcare Digitalisation Policy.



Dr Albert Attom and Prof. Noble Kumawu with healthcare professionals after the initial impact training, which formed part of the research behind the co-created policy.

The training led to the establishment of a multidisciplinary Policy Development Unit at HTH. Under the guidance of Dr Attom, the Unit co-created the Hospital's first Healthcare Digitalisation Policy to modernise clinical, administrative and support services.

The policy development process was overseen by Mr Simon Yao Dzokoto, Director of Research, Policy Planning, Monitoring and Evaluation at HTH.



Mr Simon Yao Dzokoto, Director of Research, Policy Planning, Monitoring and Evaluation, overseeing the development of the Healthcare Digitalisation Policy.

The Policy pursues five strategic objectives, with targets running to December 2030:

1. Improved clinical processes to enhance patient care and experience
2. Improved administrative, financial and human resource management systems
3. Improved physical and data security
4. Improved teaching, learning, research, innovation and collaboration
5. Established monitoring and evaluation systems



Members of the Policy Development team who co-created the Hospital's Healthcare Digitalisation Policy.

Measurable Impact for Patients and Staff

The Hospital's 2025 Implementation Report on the Healthcare Digitalisation Policy, prepared by the Directorate of Research, Policy Planning, Monitoring and Evaluation, records significant progress. Key achievements include:

- **Electronic patient records:** full rollout of the Ghana Health Information Management System (GHIMS) in 2025, with 100% of clinical-area staff trained and application uptime of 99.8%.
- **Wider reach:** the Hospital Call Centre now links 200 peripheral healthcare facilities across the Volta, Oti and Eastern Regions, up from 10 in 2024.
- **Reliable ICT:** overall ICT availability rose from 99.0% in 2024 to 99.7% in 2025, supported by enterprise Wi-Fi across all clinical wards and the OPD.
- **Staff development:** a Learning Management System is now in use for staff training and continuing professional development, well ahead of its 2030 target.
- **Medicines and beds:** the GHIMS Inventory Module has been activated, and the Hospital is implementing the Ministry of Health's National Digital Bed Management System to address "No Bed Syndrome".

The Chief Executive Officer of HTH, Dr Hintermann K. K. Mbroh, described the Policy as a turning point for the Hospital.

“One of the most significant outcomes arising from this collaboration was the development of Ho Teaching Hospital’s first Healthcare Digitalisation Policy. This represented a major strategic milestone for the organisation and provided a clear framework for digital transformation across clinical, administrative, operational, and managerial functions,” he stated.

Dr Mbroh noted that, as the principal tertiary facility serving the Volta Region, the benefits of these initiatives have the potential to reach a regional population of approximately 1.6 million people.

The Director of Research, Policy Planning, Monitoring and Evaluation, Mr Simon Yao Dzokoto, said: “In my view, many of these developments would not have occurred in the same way or within the same timeframe without the support, expertise and engagement provided by Dr Albert Attom and Loughborough University.”

Worlase Dotse, a Nurse Specialist in Emergency Care, also shared how the project had changed daily practice: “The combination of participating in the research, contributing to policy development and undertaking the training has changed the way I work. I have observed positive changes through improved access to patient information, better communication between departments and more efficient processes.”

Partners Reflect on the Collaboration

Prof. Noble Kumawu, who co-led the partnership activities, said the project drew on many years of international practice.

“As an international consultant, I have worked with many organisations across different sectors and countries. It was a pleasure to bring that long experience to this project and to work alongside the dedicated staff of Ho Teaching Hospital. Together, we turned research into measurable results – the Hospital’s first Healthcare Digitalisation Policy, every clinical-area staff member trained on GHIMS, and a call centre that now links 200 healthcare facilities across three regions,” he said.

Dr Albert Attom explained that the project was built on the connection between research, practice and impact.

“Our aim was never simply to introduce new technology. It was to help healthcare professionals spend less time dealing with administrative processes and more time caring for patients,” he said.

“Underpinned by my philosophy of impact research, which recognises that meaningful and sustainable change is achieved through interconnectivity, we’ve combined research, policy development, and training to help build the foundations for a healthcare system that is more connected, more efficient, and better equipped to meet the needs of the people it serves.”



Dr Albert Attom receiving an award in recognition of the impact research conducted with Ho Teaching Hospital, Ghana.

Government of Ghana Engagement and MoU

The achievements recorded at HTH formed the centrepiece of a high-level visit by a Government of Ghana delegation to Loughborough University on Friday, 23 May 2025. The delegation was led by Hon. George Opare Addo Esq., Minister for Youth Development and Empowerment.

Discussions centred on the research and its impact, as well as youth unemployment and digitalisation. The Minister commended the project and stressed the importance of health to national development.

“Healthcare should be at the centre of our priorities. We believe Dr. Attom’s work in healthcare will have a significant effect if we collaborate effectively,” he said.



Representatives of the Government of Ghana at Loughborough University to discuss future healthcare research in Ghana.

During the visit, a Memorandum of Understanding (MoU) was signed between the Ministry of Youth Development and Empowerment and Loughborough University. The MoU aims to strengthen research and international engagement between the two institutions.

The MoU was signed by the Minister and, on behalf of the University, by Prof. Rachel Thomson, Deputy Vice-Chancellor and Provost, and Prof. Sam Grogan, Pro Vice-Chancellor for Education and Student Experience.

The President of the Republic of Ghana, H.E. John Dramani Mahama, also welcomed the collaboration: “International partnerships with key stakeholders, including academic institutions like Loughborough University, are vital in achieving sustainable development and shared prosperity.”

Looking Ahead

Loughborough University has expressed its desire to work more closely with HTH in the future. The University described the Hospital as an excellent research partner, in line with its Strategy 2030, *Creating Better Futures. Together.*, which commits it to developing meaningful partnerships locally, regionally, nationally and internationally.

“We look forward to working on future impact projects together,” the University stated.

The Management of HTH has reaffirmed its commitment to the partnership. Building on this foundation, the Hospital will continue work on telemedicine, electronic medication administration and artificial

intelligence, in pursuit of its vision to be the Premium Hospital in Innovative Tertiary Healthcare, Medical Education and Research.

“We look forward to more of these collaborative projects to help achieve our vision and mission to ensure quality of care and patient safety,” Dr Mbroh added.

Read more: https://youtu.be/ne7GW4fXzWM?si=dI99sSB7QwZrHnma

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Notes to Editors

About Ho Teaching Hospital

Ho Teaching Hospital is one of the six tertiary healthcare facilities in Ghana and the premier referral and teaching hospital in the Volta Region. The Hospital attends to over 200,000 clients annually on an outpatient basis and provides specialist services to a regional population of approximately 1.6 million people.

Vision: The Premium Hospital in Innovative Tertiary Healthcare, Medical Education and Research.

Core Values: Commitment, Accountability, Dedication, Integrity, Professionalism, Innovation, Teamwork and Safe Care.

Motto: Save a Life, Save the World.

About Loughborough University

Loughborough University is among the UK’s leading universities, internationally recognised for research that matters, excellence in teaching and strong links with industry. Over 90% of its research was rated world-leading or internationally excellent in the Research Excellence Framework (REF) 2021.

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