

Terms of Reference

Senior Consultant – Certification Cell

(Quality Improvement Division)

National Health Systems Resource Centre (NHSRC) is a technical support organisation under the National Health Mission, Ministry of Health & Family Welfare. NHSRC channelizes required technical assistance for the MoHFW and the States for various tasks. Such requirements are of a dynamic nature. Work at the NHSRC is organised around seven divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Planning, Public Health Administration and Quality Improvement.

If you have a commitment to health equity and excellence, here is a unique chance to work with a team committed to shaping the public health landscape in India. The position offers you an opportunity to participate in the process of strengthening health systems, improving health service delivery and enabling positive health outcomes. Working with a trans disciplinary team, you can discover, adapt, co- create and disseminate solutions to multiple challenges related to service delivery systems, universal primary health care, human resources for health, community processes, health financing, quality of care, public health planning and health promotion.

For improving Quality of care of services, delivered at the public health facilities, National Quality Assurance Standards were developed under the National Health Mission. For this initiative, NHSRC performs task of the secretariat on behalf of the Ministry of Health & Family Welfare. In the year 2013, QA Operational Guidelines and Quality Standards for District Hospitals were launched by the Ministry of Health & Family Welfare. This was followed by development and launch of Quality Standards for Community Health Centres (CHCs) and Primary Health Centres (PHCs), followed by Quality Standards for Urban PHCs in the subsequent years. There is an explicit system of measurement of extent of compliance against each of the National Quality Assurance Standard (NQAS). Each Quality standard has measurable elements and checkpoints.

For implementation of the NQAS, an independent Certification Cell has been created within the Quality Improvement Division for managing NQAS and LaQshya Certification Programmes with the aim of following objectives:

1. To plan the National Assessment of Public Health Facilities under NQAS & LaQshya
2. To review the assessment report for accuracy and completeness
3. To finalize the draft report of assessed health facilities as per the award criteria and provide recommendation to the MoHFW
4. To liaison with MoHFW for assessment findings and certifications.
5. To ensure timely dispatch of all NQAS and LaQshya certificates to the certified facilities.
6. To collect and analyse assessment feedbacks of assessors from the assessed facilities and ensure timely corrective and preventive actions through appeal committee.
7. To share the gap report with the health facility for improving Quality through closing gaps and identifying opportunities for Improvement
8. To monitor the health facility's continued compliance with standards through annual review of Surveillance audit report of the facility

For supporting above mentioned tasks, NHSRC intends to induct a senior consultant in the Certification Cell, QI Division. The incumbent is expected to have good clinical background and excellent writing skills.

The position requires strong moral and ethical code of conduct with essence of integrity, confidentiality

while undertaking the responsibility.

Roles & Responsibilities:

- To provide technical support to Certification Cell in developing Policy and Guidelines for Certification of Health Facilities for implementation of National Quality Assurance Programmes (NQAP) and LaQshya.
- To liaison with IT cells/Vendors for developing and updating of IT enabled process for certification activities.
- To monitor & supervise all certification related activities and ensure completion of activities on timely manner.
- To liaison with MoHFW officials, empanelled assessors, QI consultants NHSRC and State Quality Assurance units for effective management of certification cell.
- To provide up to date information about the NQAS and LaQshya certification status as and when required.
- To manage all conflicts and issues pertaining to the certification process and if required raise these conflicts and issues to the appeal committee.
- To supervise all interns, fellows, junior consultants and consultants of certification cell and mentor them to perform the task efficiently.
- To take decisions independently for all certification related process with minimal supervision.
- All other tasks provided by Advisor QI NHSRC.

Qualification & Experience*:

For achieving above-mentioned deliverables, the applicant is expected to possess following qualifications & experience –

Essential Qualification –

- Possess a Medical/Dental/ Ayush degree from a recognized University
- Two years full-time Masters' Degree (or Equivalent) in Hospital/Health Management/ Public Health from a reputed institute
- 5 Years of post-qualification experience (after MHA) including two years' experience of implementation of Quality Management System (like NQAS, NABH, ISO etc.) in public health facilities at district/State/National level.

Desirable – Preference would be given to following applicants

- MBBS from a MCI recognised Medical College with valid registration
- NQAS External Assessors
- Robust experience of implementation of National Quality Assurance Standards at Districts/State/National level with tangible results
- Published papers (as main author) in Journals of repute

Incumbent is expected to have excellent writing skills, for which a screening test may be administered.

**Qualification & Experience may be relaxed for deserving candidates.*

Note-

- Only shortlisted candidates will be called for an interview
- The candidates may be subjected to written test and presentation to judge their writing skills and language proficiency

Age Limit: 50 Years* (As on last date of receiving applications)

**Can be relaxed for suitable candidate*

Location: New Delhi with extensive travel to states and districts.

Remuneration Range: 99,000/- to Rs. 1, 43,000/- per month

**Fee offered within the band will be commensurate with qualification and experience*

To Apply: Candidates are requested to download the application form attached with the TOR, which is uploaded on the NHSRC website and email the duly filled application form to recruitment.qi.nhsrc@gmail.com by **27th January 2020**. Application submitted in other format will not be accepted. Please ensure that the post applied for is clearly mentioned on the application form, without which the application form will not be accepted.