

Terms of Reference

Short Term Consultant - Quality Improvement

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 dynamic in nature. Work at the NHSRC is organised around seven divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing and Healthcare Technology, Human Resources for Health, Public Health Planning, Public Health Administration and Quality Improvement.

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 check-points.

During last 5-6 years, few of the check-points have become obsolete and newer treatment modalities have been introduced. National Health Programme guidelines have also been revised. Besides this, now we have good 'hands-on' experience and learning of the NQAS implementation. Therefore, a need is felt to revisit each of the ME and check-points and undertake the required changes to make the measurement system relevant and contextual. About two years back, such changes have only been undertaken for the NQAS assessment under the LaQshya. However, check-lists for the remaining sixteen departments are yet to be revised. In the beginning, NQAS check-lists for District Hospitals are expected to be revised because these were developed in first half of 2013 and launched in Nov 2013.

For supporting above-mentioned task, the QI Division requires a support, who besides having clinical background, should have overall experience of hospital functioning and also conversant with the NQAS and its assessment protocol.

Therefore, NHSRC intends inducting a short-term consultant to the QI Division as a resource augmentation for the above-mentioned task.

Summary of the Position

He/she is expected to work with the QI Division and revise the measurement system (ME & Check-lists) under the NQAS. Initially, revision of check-lists for DH (except Labour Room & OT) is planned. Later, revision of CHC, PHCs and U-PHCs would be undertaken. Such draft revisions would also be examined by the expert groups. Incumbent is expected to facilitate the process of expert consultation as well.

Roles & Responsibilities:

Expected roles of the incumbent are summarised below –

- Review the contemporary literature and programme guidelines, and examine the existing measurement system (ME & check-points) under the NQAS
- Prepare the draft changes
- Consultation with domain experts
- Finalisation of such tools

Qualification & Experience:

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

- MBBS or equivalent (recognised by MCI)
- Full-time PG degree (MHA/MD/DNB) in Hospital Administration/ Hospital Management
- Empanelled NQAS External Assessors

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 to judge their writing skills and language proficiency
- Since the requirement is immediate, the incumbent would be expected to join within 15 days of the selection.
- Initial contract would be for three months, which would be extended as per work and candidate's satisfactory performance.

Duration: For three months

Age Limit: 50 years & below. Age can be relaxed for a suitable candidate.

Remuneration: Rs. 44,000/- to 99,000/- per month (Tax deduction – as applicable)

**Fee mentioned above will commensurate qualification and experience.*

Location: New Delhi with requirement of extensive travel (at least 50% of time) to the states & UTs. Travel time may increase depending upon the task

How 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 shortterm.nhsrc@gmail.com by **8th July 2019**. Application submitted in other format will not be accepted. Please ensure to mention post applied for on the application form, without which the application form will not be accepted.