

Terms of Reference
Consultant-Quality Improvement (HQ - RRC-NE)

Name of Cluster	Quality Improvement, RRCNE HQ
Reporting to	Director, RRC-NE, Guwahati, Assam
Name of Position	Consultant, Quality Improvement
Number of position	One
Location	RRCNE, Guwahati

NHSRC is seeking applications from eligible candidates for the position of Consultant, Quality Improvement for its branch office – Regional Resource Centre for North Eastern States (RRC-NE) at Guwahati, Assam.

1. Background

National Health Mission (NHM) is the umbrella programme of the Ministry of Health & Family Welfare, Govt. Of India to provide universal access to equitable, affordable and quality health care which is accountable at the same time responsive to the needs of the people, reduction of child and maternal deaths as well as population stabilization, gender and demographic balance.

2. Objective

As Consultant, Quality Improvement at regional level, the objective is to strengthen and support the Quality Improvement and Kayakalp activities in the North East States.

National Quality Assurance Program was launched in November 2013 to improve the Quality of services provided by public health facilities. Since then considerable improvement has been made at states/UTs. SQUA, SQAC, DQAC and DQAU are in place. With support from NHSRC and RRC NE, states have resource pool in form of trained and certified assessors. Facilities are applying for certification and some facilities have been certified at national level.

Another flagship program that has gained momentum in short span of time is –KAYAKLP launched in 2015 to promote cleanliness, hygiene and infection control practices. Initially limited to DH, Kayakalp has now expanded to PHC, CHC/SDH level as well.

Recently Ministry of Health & Family Welfare and Ministry of Drinking Water & Sanitation, have launched a joint initiative - *SwachhSwasthSarvatra* build on and leverage achievements of complementary initiatives under Swachh Bharat Mission and Kayakalp implemented by the MDWS and MoHFW respectively.

3. Scope of Work

Key Responsibilities

The incumbent will be responsible for implementing 'National Quality Assurance Program', Kayakalp, 'SwachhSwastha, Sarvatra; at Public Health Facilities of NE-States. He /she has to take actions at various levels – Advocacy, customisation of the check-lists for meeting needs of states in adapting the Quality Standards & its measurement system, conduct of workshops & seminars, assisting the health facilities with gap closure action, and facilitating the certification process at identified health facilities in states.

1. Coordinating and promoting Quality related activities and advocacy across NE-States including Kayakalp and "Swachh, Swastha, Sarvatra" related activities.

2. To assist, support and conduct assessments under NQAP and Kayakalp.
3. Review of status of QA activities in NE-states and reporting to MD NHM and ED NERRC.
4. Function as a resource in QA trainings
5. Drafting & Report writing
6. Development & review of check-lists for quality assessment of various types of health facilities – The check-lists would be in alignment with the guidelines of National Health Programmes and National Health Mission
7. Technical Assistance to NE-states & districts in Operationalisation of States and Districts Quality Assurance Units, including conduct of the trainings
8. Development of training modules and training material, for the participants
9. Facilitate empanelment of External Assessors by the States and RRCNE/NHSRC
10. Facilitate conduct of the Internal and External Assessments
11. Should facilitate the states in identifying health facilities for State and national certification and helpin them getting these identified health facilities certified at state and national level.
12. There should be at least 5 – 10 % incremental improvement in last scoring every quarter till certification.
13. Should be able to guide the state on updated evidence based practices and latest GOI initiatives & guidelines.
14. To support NE-states in capturing, reporting and monitoring of KPIs.
15. To support NE-states in conduct of Patient and employee’s satisfaction surveys and review them when submitted by states.
16. Any other function, as allotted by Director – RRC-NE.

4. Output

Timely accomplishment of task and responsibilities and regular reporting to the Director, RRCNE at the end of every month with focus being on Number of health facilities certified at state and national level vis-à-vis proposed in PIP.

5. Qualifications and experience

Essential:

1. MBBS/ Dental/ AYUSH/ Pharmacy/ Nursing /paramedical graduatewith Masters (Degree/Diploma) in Hospital/Health Management from a recognised institute.
2. At least 2 years of post-qualification experience of working on Quality Assurance Projects in Hospital/Health.
3. Excellent Communication skills -Verbal & Written
4. Proficiency in MS Office package.
5. Willingness to travel extensively in difficult terrain. He/she is expected to travel 50% of the total working days.

Desirable:

1. Advance Qualification in Hospital/ Health Management from a recognised institute
2. Recognised Qualification in a Quality Management System, which may be waived off in case of deserving candidates, who have robust field experience
3. Experience of working in a hospital’s administration department
4. Preference may be given to those applicants, who have directly worked on the assignments, resulting into certification / accreditation of hospitals to a recognised quality system such as ISO 9001:2008/ NABH/ JCI/ NABL/NQAS.

6. Travel and subsistence

The Consultant should be ready to travel extensively to State/District/Block/village levels. All travels must be authorized in advance by Director, RRCNE. The Consultant shall be reimbursed for travel as per NHSRC rules.

7. Reporting Requirements

The Consultant will submit monthly updated report to the Director, RRCNE

8. Workstation:

The workstation of Consultant is at RRC,NE ,Guwahati. However, he/she may be required to relocate at any of the stations in any NE States on requirement of organization.

9. Consultancy Period

Initially, it will be for a period of one year. The first 3 months will be on a trial basis. Subject to satisfactory performance, the consultancy will continue for the full one year. The consultancy can be terminated by either part giving a notice of one month in writing.

The validity of the contract beyond 31st March, 2018 is subject to continuation of NHM/NHSRC/RRC-NE beyond 31st March, 2018. In case NHSRC/RRC, NE does not continue beyond 31st March, 2018, the contract shall be treated as withdrawn.

10. Remuneration

The Consultant will be paid a consolidated monthly remuneration ranging between Rs. 40,000/- to Rs. 90,000/-.

The Consultant shall not be entitled to any other benefits, payments, subsidy, compensation or pension, except as expressly provided in the consultancy agreement. The consultant shall not be exempt from taxation and shall not be entitled to reimbursement of any taxes which may be levied as per existing rules on the remuneration received.

Age Limit: 50 years & below.

To Apply:

Candidates are requested to download the application form attached with the TOR, which is uploaded on the websites of NHSRC & RRC-NE and email the duly filled application form to rrcne.recruitment@gmail.com by **4 p.m. on 19-Dec-2017**. 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.