
Terms of Reference

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District Hospital Quality Improvement Consultant for Mizoram Health Systems Strengthening Project

Background

The Department of Health and Family Welfare, Government of Mizoram is implementing a project titled 'Mizoram Health Systems Strengthening Project' with financial and technical assistance from the World Bank. The proposed project aims to improve the management, quality, accessibility and delivery of health services in the state of Mizoram. The project will target investments towards health facilities and locations across the state over the five-year project duration where the demand for health services is high and required capacities are in place to maximize the impact of the project. The project will accomplish these objectives through implementation of four components:

- I- Strengthen management and accountability through Internal Performance Agreements (IPAs)
- II- Improve the design and management of the state health insurance programs
- III- Enhance the quality of health services and support innovations
- IV- Contingent Emergency Response Component

Project Duration: 5 years

Consultancy duration: 48 months

Objective:

The objective of the assignment is to provide technical support to the project to improve the quality index in the state.

Scope of work:

The Consultant will support the district health administration in implementation of quality index system, capacity building health facilities, and monitoring of the quality index system including clinical vignettes.

Job Responsibilities:

The responsibilities of the district hospital quality improvement consultant will be as follows:

- i. Implement quality index program for the district hospital;

- ii. Training of hospital department staff on implementation of quality index;
- iii. Undertake training of peer quality assurance reviewers;
- iv. Monitor the implementation of quality index in each department;
- v. Verification of the reported data on quarterly basis and reporting to the state;
- vi. Support the district hospital in all the actions required for achieving national quality accreditation certificate

Key Skills:

A. Qualification(s):

- i. Applicants must possess a bachelor's degree in either MBBS/BHMS (Homeopathy) /BDS (Dental Sciences), and/or a bachelor's degree with a Master's in Hospital Administration/Public Health.

B. Experience:

- i. Essential: Applicant must possess a minimum three years of experience in Hospital Administration in hospital with minimum of 50 beds
- ii. At least one years' experience in Health Care Quality or Formal Quality of a quality system like NQAS/NABH/ISO 9001:2008/Six Sigma/Lean/Kaizen.
- iii. 2 years' experience in developing and implementing monitoring systems for quality improvement in hospitals
- iv. Experience of working in the public sector will be added advantage

C. Skills and Competencies:

- i. Knowledge of English
- ii. Effective communication skills, with demonstrated ability to talk and listen to people and build rapport with them
- iii. Computer proficiency and familiarity with MS Word, Excel, PowerPoint.

D. Age limit:

Up to 35 years as on date of advertisement with five years' relaxation for reserved (SC/ST/OBC) category.

Emoluments:

Consolidated Pay of Rs. 50,000/- (Rupees Fifty thousand) per month with 5 % increment annually on extension of contract.

Reporting:

The District Hospital quality improvement consultant will report to District Medical Superintendents and Quality consultant at the state level.

Contract Term:

The assignment is on purely contractual basis. The tenure will be 48 months duration. The

initial contract will be for one year at a time and extended based on satisfactory performance.

General Information:

Engagement of the District Hospital Quality Improvement Consultant will be on a full-time basis. However, frequent travelling within the State and may be required. TA / DA for such travelling shall be paid/ reimbursed as admissible as per project operation manual agreed between Bank and State government.