
Terms of Reference

State 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 implement the quality index in the state

Scope of work:

The Consultant will be a part of state quality assurance team and will support the Project Management Unit (PMU) in providing design, development of quality index system, capacity building of staff and health facilities, developing system for sustainability for quality index system, and monitoring of the quality index system including clinical vignettes

Job Responsibilities:

The responsibilities of the procurement consultant will be as follows:

- i. Design and implement quality index program for the targeted hospitals
- ii. Develop program roll out manual and training materials
- iii. Undertake training of trainers and quality improvement staff
- iv. Undertake training of peer quality assurance reviewers
- v. Contribute to development of clinical vignettes and training of doctors and nurses
- vi. Field visit to monitor the implementation of quality index
- vii. Coordination with external verification agency
- viii. Coordination with the quality improvement team members in the department

Key Skills:

A. Qualification(s):

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 five years of experience in Hospital Administration.
- ii. At least three years' experience in Health Care Quality or Formal Quality of a quality system like NQAS/NABH/ISO 9001:2008/Six Sigma/Lean/Kaizen.
- iii. 5 years' experience in developing and implementing monitoring systems for quality improvement in hospitals
- iv. Experience in developing/implementing clinical case studies
- v. Experience of monitoring at least 10 staff
- vi. 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: Upto 45 years as on date of advertisement with five years' relaxation for reserved category.

Emoluments (negotiable):

Consolidated Pay of Rs. 60,000/- (Rupees Sixty thousand lakh only) per month with 5 % increment annually on extension of contract.

Reporting:

The state quality improvement consultant will report to the Additional Project Director

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 State 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 operations manual.