

WEB NOTICE

Expression of Interest

Selection of a Local expert – Specialist in Healthcare Quality and Safety to undertake a gap analysis of the National Quality and Safety Management System

Activity No: GF/Qua/Y1/2022/BL32 /01

Application along with the CV and a Technical and Financial proposal are invited from the eligible candidates for the above consultancy by the Deputy Director General (Medical Services-1), Ministry of Health. Duly filled application with the Technical and Financial proposals should be submitted in two separate sealed envelopes to, **Directorate of Healthcare, Quality & Safety, Castle Street, Hospital for Women, Premises of Castle Street, Colombo -8, by post/hand on or before 04.00 pm, 23rd March 2022.**

“Selection of a Local expert – Specialist in Healthcare Quality and Safety to undertake a gap analysis of the National Quality and Safety Management System” shall be indicated on the top left-hand corner of the envelope.

For any clarifications, please contact Dr. N.R. De Silva (Medical Officer, Directorate of Healthcare, Quality & Safety).

Telephone number: 0112678598; e mail- dhqualitys@gmail.com

Terms of Reference and the criteria for selection for the above consultancy are published below.

Technical Support to undertake a gap analysis of the National Quality and Safety Management System

Terms of Reference (TOR) for Local Expert –Specialist in Healthcare Quality and Safety with expertise/experience in evaluation of the Quality and Safety Management Systems

1. Purpose of the technical assistance

Under the Global fund the “Health Information and Quality Improvement Project” (Grant Name: LKA-S-MOH) is approved and is to be initiated in Sri Lanka from July 2021 onwards. One of the main activities in this project is to restructure and upgrade the national healthcare quality management system and one sub activity is to undertake a gap analysis of the National Quality and Safety Management System.

The purpose of this consultancy is to undertake a gap analysis of the National Quality and Safety Management System at selected government hospitals and Regional Director of Health Services (RDHS) offices giving especial attention to the quality indicators and the indicators related to three diseases (Tuberculosis, Malaria and HIV/AIDS) to further improve the quality and safety of Health Care Services.

2. Background

The government sector is the leading healthcare provider of the country, and by the end of 2019, there were 643 curative care hospitals in government health services, providing in ward treatments and OPD care is delivered by all hospitals and Primary Medical Care Units.

Sri Lanka is in the developing phase of Healthcare Quality and Patient Safety and Ministry of Health, Nutrition and Indigenous Medicine has put a great effort on this. Directorate of Healthcare, Quality & Safety (DHQS) as the focal point of the National Quality Assurance Programme, has initiated many interventions to improve the quality of healthcare since its commission in 2012. DHQS uses a standardized template for assessing the performance at institutional level which includes quality related indicators, clinical indicators and microbiological indicators. By monitoring these indicators, the institution itself can get an idea of the progress of quality related activities. Data is presented at the performance review meetings

held at the Directorate of Healthcare Quality & Safety. Key interventions implemented by the country in order to ensure patient safety include implementation of an incident reporting mechanism, surgical safety check list, infection control activities and conducting clinical audits. DHQS also has prepared a supervisory tool and indicators that could evaluate the quality of care provided by the primary care institution at the provincial and RDHS levels.

Evaluating the implementation of these quality interventions at hospitals and RDHS offices, under the main themes of structure, process, knowledge and practices and identifying gaps, is a timely need to improve the quality of healthcare services.

3. Objectives

To undertake a gap analysis of the National Quality and Safety Management System at selected hospitals & Regional Offices of Health Services, emphasizing issues pertaining to the three diseases (Tuberculosis, Malaria and HIV/AIDS).

Specifically;

1. To briefly assess the implementation of the National Healthcare Quality and Safety Program as per the mandate of the Directorate of Healthcare Quality and Safety, Ministry of Health, since its inception.
2. To assess the organizational performance of Quality Management Units and conduct a gap analysis in selected hospitals and Regional Offices of Health Services
3. To assess process of data collection, analysis and feedback related to healthcare quality & safety indicators used in performance reviews of DHQS.
4. To assess the knowledge and skills of Health Care Workers related to health care quality and safety.
5. To identify priority areas for fund allocation to health institutions to rectify identified gaps in Quality and Safety Management System
6. To submit recommendations to support the health care institutions to strengthen the Quality Management system, based on the gap analysis.
7. To conduct workshops for the management staff of the selected hospitals and Regional Offices of Health Services, to obtain funding for Quality Management activities based on the report of gap analysis.

4. Work to be performed

The work is to undertake a gap analysis of the National Quality and Safety Management System at selected hospitals and RDHS offices emphasizing issues pertaining to the three diseases.

A national expert will be selected through an independent selection procedure who will undertake the gap analysis using a suitable methodology. This will include, desk reviews, document reviews and qualitative approaches by conducting focus group discussions and in-depth interviews with service providers and service users. The experts will conduct field visits in selected hospitals and RDHS offices in order to conduct a comprehensive review. A survey of other selected hospitals and RDHS offices will also be done by using distant communication methods. The activity will start with an initial briefing meeting, followed by field visits and adaptations of different review mechanisms and a debriefing meeting will be conducted to present the final report with the findings to the officials at Ministry of Health and relevant stakeholders.

5. Deliverables:

5.1 Comprehensive report with identified gaps and recommendations to improve the National Quality and Safety Management System

5.2 Advocacy brief – highlighting the major gaps and strategic recommendations to address the gaps to improve the National Quality and Safety Management System at hospitals

5.3. Final technical report as per the WHO requirements by 05th May 2022.

5.4. Recommendations on priority areas for allocation of funds to health institutions for improvement of quality and safety.

5.5 Statement of Expenditure

6. Specific requirement

6.1 Postgraduate degree (MSc/MD or equivalent) in the area of medical administration or health organizational development /management or any other domain relevant to the nature of consultancy

6.2 Working experience at least 10 years in hospital/healthcare institution specially in institutions having successful quality improvement programme (e.g., institutions which obtained productivity/quality awards).

6.3 At least one professional experience in evaluating health care quality programme.

6.4 Experience at international level in related domains and/or experience in project management will be added advantages.

6.5 Experience of working and collaborating with stakeholders including governments and foreign funding agencies.

6.6 Demonstrated ability in analytical & report writing work and excellent communication skills

Type of assignments

Coordinate with Ministry of Health, WHO and other relevant stakeholders

8. Timelines (dates subject to confirmation) Start date: 31.03.2022 End date: 05.05.2022 (25 working days)

The piece of work should be completed within the specified timeline.

Budget

Payments will be paid for 25 working days.

The applicant should quote payment for the entire piece of work.

Mechanism of releasing of funds

• 25% will be released after submitting the draft report • Balance 75% will be released after submission of final report and other deliverables.

Activity Manager

Name:

Designation:

Date:

A.G. Ludovick
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Dr. Alan Ludovick
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Director - DHQS
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14.03.2022
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Criteria for Selection of the Local expert – Specialist in Healthcare Quality and Safety to undertake a gap analysis of the National Quality and Safety Management System

Item No	Description	Marks
1	Postgraduate degree (MSc/MD or equivalent) in the area of medical administration or health organizational development /management or any other domain relevant to the nature of consultancy	20
2	Working experience at least 10 years in hospital/healthcare institution especially in institutions having successful quality improvement programme.	Maximum 25 marks
3	At least one professional experience in evaluating health care quality programme.	10
4	Experience at international level in related domains and/or experience in project management will be added advantages.	10
5	Experience of working and collaborating with stakeholders including governments and foreign funding agencies.	05
6	Demonstrated ability in analytical & report writing work and excellent communication skills -includes research and publications	15
7.	Submitted methodology for achieving the objectives mentioned in the TOR	15

Application for Selection of a Local expert – Specialist in Healthcare Quality and Safety to undertake a gap analysis of the National Quality and Safety Management System

NAME:
AGE:
QUALIFICATIONS:
CURRENT WORKING PLACE (IF RELEVANT):
CONTACT NUMBER:
MAILING ADDRESS:
EMAIL ADDRESS:

Please check the attached documents

1. Technical proposal	
2. Financial proposal	
3. CV	
4. Other	

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Signature of the applicant

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Date