

Terms of Reference
Consultant-Quality & Patient Safety (RRC-NE)

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

NHSRC is seeking applications from eligible candidates for the position of Consultant, Quality & Patient Safety 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 program of the Ministry of Health and Family Welfare (MoH&FW), Government of India to ensure provisioning of universal health coverage for providing access to equitable, affordable and quality health care services which is accountable and at the same time responsive to the needs of the people. The Mission also aims for reduction of children and maternal mortality as well as population stabilization, gender and demographic balance.

National Health Systems Resource Centre (NHSRC) is a technical support organization under the National Health Mission, Ministry of Health & Family Welfare. NHSRC channelizes required technical assistance for the MoH&FW and the States for various tasks. Such requirements are dynamic in nature. For meeting the specific needs of eight NE States, Regional Resource Centre for NE (RRC-NE) at Guwahati functions as branch office of NHSRC. The team at RRC-NE is headed by the Director with technical teams for each area.

Work at the RRC-NE is organized around seven divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Public Health Planning & Evidence (including HRH and Knowledge Management Division) and Quality & Patient Safety.

For improving Quality of care of services, delivered at the public health facilities, National Quality Assurance (QA) 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 and HWC-SCs 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 checkpoints.

For implementation of the NQAS, substantial efforts are undertaken for building capacity of the states to understand the nuances of each quality standards, followed by hand- holding support through State Quality Assurance Unit and District Quality Assurance Unit.

The Q&PS division at RRC NE also supports the NE states in implementation of Mera-Aspataal (ICT based Patient feedback system), Kayakalp Initiative, SSS and LaQshya.

For supporting above mentioned tasks, RRC NE intends to induct a Consultant (Quality & Patient Safety) at its Guwahati office. The incumbent is expected to have good health-quality background and excellent communication skills.

Support to the NE States, at times difficult locations, require extensive travel to the states, which may be about half of the total time.

Location: Guwahati with requirement of extensive travel

2. Objective

As Consultant, Quality & Patient Safety at regional level, the objective is to strengthen and support the Quality & Patient Safety activities in the North-Eastern States.

- a. To provide technical assistance and capacity building support to the NE States for strengthening the Public Health System.
- b. To support the implementation of National Quality Assurance Program (NQAP) at different levels of Public health facilities.
- c. Liaisoning with the States/UTs for improving Quality of Care in Public Health System and improved Patient Safety and Satisfaction.

3. Scope of Work

a. Key Responsibilities

The incumbent will be responsible for roll out of 'Operational Guidelines for Quality Assurance in Public Health Facilities. S/he has to take actions at various levels – Advocacy, customisation of the checklists 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 public health facilities in states.

Expected role of the incumbent is multi-dimensional and are summarised below –

- i. S/he should be a team player.
- ii. One of the major responsibilities of the incumbent will be to travel to states and districts and impart QA trainings. Thus, the candidate should possess the skills for imparting trainings, including excellent command over language (Hindi & English) – spoken & written both.
- iii. Willingness to travel to states, districts, and health facilities, which may be located in 'hard to reach' areas.
- iv. Development & review of resource material for trainings
- v. Technical Assistance to states & districts in Operationalization of States and Districts Quality Assurance Units
- vi. Follow up with NE States for various updates related to National Quality Assurance Program. Facilitate conducting of the Internal and External Assessments of health facilities and mentoring of the same for certification under NQAP.
- vii. Review of drugs & logistics procurement system, etc.
- viii. Appraisal of State PIP & various documents shared by Ministry.
- ix. Drafting & Report writing
- x. Any other function, as allotted by Director – RRC-NE & Sr. Consultant- Q&PS

4. Output

Timely accomplishment of task and responsibilities and regular reporting to

the Director, RRC-NE at the end of every month.

5. Qualifications and experience

A. Essential:

- a. MBBS/BDS/Bachelors in any stream of AYUSH/Bachelor's in pharmacy/ B. Sc. Nursing degree from a recognised institute with post graduate degree/diploma (2-3 years regular full-time course) in Community Medicine, Public Health, Community Nursing, Hospital Management/Administration from a recognised institute.
- b. At least **2 (Two) years' experience after post-graduation** of working in Quality Assurance/Health System/Public Health.
- c. Excellent communication skills – writing and verbal.
- d. Proficiency in MS Office package, any computerised data analytical package is highly desirable.

B. Desirable:

- a. 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 NQAS, LaQshya, ISO 9001/ NABH/ JCI/ NABL. Etc. and/or Certified External NQAS/Internal NQAS/NABH/NABL Assessors
- b. Recognised Qualification in a Quality System, which may be waived off in case of deserving candidates, who have robust field experiences
- c. Experience of working in hospital administration department of a certified facilities, mentioned under para B (a) above.

6. Travel and subsistence – As per NHSRC/RRC-NE norms

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

7. Reporting Requirements

The Consultant will submit monthly/applicable updated report to the Director, RRC-NE through Senior Consultant-Q&PS and Lead Consultant.

8. Workstation:

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

9. Consultancy Period and Consultancy fees

Initially, it will be till **31st March, 2025**. The first 3 months will be on probation. Subject to satisfactory performance, the consultancy will continue for the full tenure. The consultancy can be terminated by either part giving a notice of one month in writing.

The Consultant will be paid a consolidated monthly fee as per NHSRC HR policy (**-ranging from Rs.60,000/- to Rs.1,20,000/-**). 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 exempted from taxation and shall not be entitled to

reimbursement of any taxes which may be levied as per existing rules on the remuneration received.

** Fee offered within the band will be commensurate to qualification and experience.*

10. Other benefits:

In addition to the remuneration mentioned above, Consultants of NHSRC are entitled to Free Accidental insurance, Subsidized Medical insurance, Mobile bills reimbursement, Laptop reimbursement (As per NHSRC Policy), 30 days Consolidated leave, fully paid Maternity leave (For Female Consultants) as per Government of India policy, performance linked increments, TA/ DA and per diem for on-duty visits.

Age Limit: Not above 45 years (as on last date of receiving of applications).

Note: *Short listing shall be done based on relevant experience and educational qualification. However, educational qualification & age may be relaxed for experienced candidates working in the relevant field. Only shortlisted candidates shall be informed and called for the interview.*

How to apply: Candidates are requested to fill the online application correctly which is available on the NHSRC website (<http://nhsrcindia.org>) & RRC-NE website (www.rrcnes.gov.in). Applications will be accepted in the prescribed online application format only. Last date for receiving applications is **31st October 2023**.

Note:

- 1. Please mention the full form of all the post graduate qualifications in the application form to avoid rejection.**
- 2. Please refrain from using abbreviations in the application form.**