Terms of Reference

Short term IT Consultant-B, Certification Unit, Quality & Patient Safety

National Health Systems Resource Centre (NHSRC) is a technical support institution under the National Health Mission (NHM), Ministry of Health & Family Welfare. NHSRC works closely with the MoHFW and the States for Health Systems strengthening and supporting the implementation of other interventions under the NHM. Work at the NHSRC is organized around eight divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Human Resources for Health, Knowledge Management Division, Public Health Administration ,Quality & Patient Safety and IT Division.

If you have a commitment to health equity and excellence, here is a unique chance to work with a team committed to shaping the public health landscape in India. The position offers you to work with a transdisciplinary team, you can discover, adapt, co-create and disseminate solutions to multiple challenges related to service delivery systems, universal primary health care, human resources for health, community processes, health financing, quality of care, public health planning and health promotion. This is an opportunity to support health systems strengthening at scale, learn from district and sub-district implementation, undertake knowledge translation, and enable the realization of the vision of universal health coverage.

For improving the Quality of care of services, delivered at the public health facilities, National Quality Assurance Standards were developed under the National Health Mission. In the year 2013, QA Operational Guidelines and Quality Standards for District Hospitals were launched by the Ministry of Health and Family Welfare. This was followed by the development and launch of Quality Standards for Community Health Centres (CHC) and Primary Health Centres (PHC), followed by Quality Standards for Urban PHCs in the subsequent years. There is an explicit system of measurement of the extent of compliance against each of the National Quality Assurance Standards (NQAS). Each Quality standard had measurable elements and checkpoints.

Quality and Patient Safety Division (QPS), NHSRC performs tasks of the secretariat on behalf of the Ministry of Health & Family Welfare in implementation of National Quality Assurance Standards at Public Health Facilities in States/UTs. Under this mandate, the QPS division performs two major roles, the first being setting the standards for different levels of health facilities as per need and supporting the states in its implementation through capacity building and handholding and second function is of verification of attainment of standards at the health facilities through a robust system of Quality certification.

An independent certification unit has been developed under NHSRC for managing Quality Assessments of public health facilities under NQAS. All the assessments at the Certification Unit are managed through IT portals i.e., SaQsham and GUNAK app. Also, the Certification Unit is starting with the Virtual assessments of the AAM -SC w.e.f 1st June 2024. Thus, the tasks require a full-time commitment from their consultants.

To support the above-mentioned tasks, NHSRC intends to induct an IT Consultant in the Certification Unit, QPS Division. The incumbent is expected to have good IT knowledge and understanding of the healthcare/ hospital system in India.

The Position reports to the Advisor- Quality & Patient Safety and is on a Contractual basis.

This position requires strong moral and ethical code of conduct with the essence of integrity, and confidentiality while undertaking the responsibility.

Roles & Responsibilities:

The expected roles of the incumbent are summarised below –

1. Support in the development and maintenance of existing software to undertake NQAS certification.
2. To resolve the bugs in the system and undertake quality checks at defined intervals.
3. Manage the data generated for the preparation of fact sheets/data sets for analysis and putting up for review.
4. Impart training to the professionals on usage of the existing portals.
5. Updation of the assessment tools on the existing NQAS portals.
6. Coordinate with the team members and resolve their queries about the portals.
7. Any other responsibility as allocated by Advisor – QPS (CU).

Qualification & Experience:

To achieve the above-mentioned deliverables, the applicant is expected to possess the following qualifications & experience –

Essential Qualification –

- Possess a full-time B tech/ MCA degree from a reputed institute.
- Experience in Software development Programming Languages i.e. Java and JavaScript.
- At least five years of work experience in the hospital / healthcare IT system.
- Knowledge of database management.

Note:

- Please note that fulfilling the eligibility criteria does not result into short-listing of the candidates for the interview.
- Initial contract would be for three months, which may be extended for a limited period. Please note that above-mentioned eligibility criteria may be relaxed for deserving candidates.
- Preference will be given to candidates residing within Delhi/NCR region.
- The selected candidate will be required to join within 7 days.

Age Limit: 45 years & below (As on last date of application)

Location: New Delhi with Willingness to travel on need basis

Contract tenure: Three months and extendable

Remuneration Range: Between Rs. 60,000/- to Rs. 1,20,000/- per month
***Fee offered within the band will be commensurate qualification and experience**

How to apply: Candidates are requested to fill the online application correctly which is available on the NHSRC website (http://nhsrcindia.org). Applications will be accepted in the prescribed online application format only. Last date for receiving applications is **27th June 2024.**