

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

Name of Division	Quality & Patient Safety, RRC-NE
Reporting to	Director, RRC-NE, Guwahati, Assam
Name of Position	Senior Consultant, Quality & Patient Safety
Number of Position	One
Location	RRC-NE Office, Guwahati

NHSRC is seeking applications from eligible candidates for the position of Senior 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 programme of the Ministry of Health and Family Welfare, 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 aim 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 organisation under the National Health Mission, Ministry of Health & Family Welfare. NHSRC channelizes required technical assistance for the MoHFW and the States for various tasks. Such requirements are dynamic in nature. For meeting the specific needs of eight NE States, Regional Resource Centre – 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 NHSRC/RRC-NE is organised around seven divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Human Resources for Health, Public Health Planning, Public Health Administration and Quality & Patient Safety.

For improving Quality of care of services, delivered at the public health facilities, National Quality Assurance 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 HWCs 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 committee and district quality assurance committees.

The QPS cluster at RRC NE also supports the states in implementation of Mera-Aspataal (ICT based Patient feedback system) Kayakalp Initiative and LaQshya.

For supporting above mentioned tasks, RRC NE intends to induct a Senior 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 Senior Consultant, Quality & Patient Safety at Regional level, the objective is to strengthen and support the Quality & Patient Safety activities in the North East 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 at different levels of Public health facilities.
- c. Liasoning with the States for improving Quality of Care in Public Health System and improved Patient Satisfaction.

3. Scope of Work

i) Key Responsibilities

The incumbent would be expected to lead the QPS team at RRC-NE and undertake multiple tasks for effective roll out of National Quality Assurance Programme, Kayakalp, LaQshya, and Swachh Swasth and Sarvatra. Trainings and advocacy would be his/her major tasks. Apart from this s/he will help in customization of the check-lists for meeting needs of states in adapting the Quality Standards& its measurement system, conduct of workshops & seminars, assisting the health facilities with gap-closure actions, and facilitating the certification process, as & when required.

The envisaged task for the incumbent is intellectually challenging and stimulating, as none of two situations are same. S/he should be a self-starter and motivated, have capacity to work un-supervised and a team player.

ii) Expected role of the incumbent is multi-dimensional and are summarized below:

- a. Support the states with implementation of National Quality Assurance Standards and other endeavours for improving the Quality of Care at Public Health Facilities primarily, but not limited to, in eight NE states.
- b. One of the major responsibilities of the incumbent would be to travel to States and districts and impart QA trainings. Thus, the candidate should possess skills for imparting trainings, including excellent command over language (Hindi & English) – spoken & written both.
- c. Development and review of training modules and training resource material.
- d. Willingness to travel to States, districts and health facilities, which may be located in 'hard to reach' areas.
- e. Drafting & Report writing of field visits, trainings/meetings/workshops, Programme implementation status report etc.
- f. Technical Assistance to states & districts in operationalization of States and Districts Quality Assurance Units
- g. Facilitate conduct of the Internal and External Audits
- h. Facilitate empanelment of NQAS External Assessors and Quality trainers in the States with RRC-NE/NHSRC
- i. Should facilitate the NE States in getting National Certification of their identified health facilities.
- j. Review of drugs & logistics procurement system and supply chain management system, etc.
- k. Should be able to guide the state on updated evidence-based practices and latest GOI initiatives & guidelines
- l. Liasoning with Quality team at NHSRC
- m. Any other function, as allotted by Director – RRC-NE.

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/Dental/AYUSH degree from a recognised institute with post graduate degree/diploma (2-3 years regular full time course) in Preventive and Social Medicine, Public Health, Hospital Management/Administration from a recognised institute.
- b. At least **5 (Five) years post qualification experience** 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
- b. Certified Internal/External NQAS/NABH/NABL Assessors
- c. Recognised Qualification in a Quality System, which may be waived off in case of deserving candidates, who have robust field experience
- d. 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 Senior 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 Senior Consultant shall be reimbursed for travel as per NHSRC rules.

7. Reporting Requirements

The Senior Consultant will submit monthly/applicable updated report to the Director, RRC- NE.

8. Workstation:

The workstation of Senior 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, 2026. 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 Senior Consultant will be paid a consolidated monthly fee as per NHSRC HR policy (ranging from Rs.90,000/- to Rs.1,50,000/-). The Senior Consultant shall not be entitled to any other benefits, payments, subsidy, compensation or pension except as expressly provided in the consultancy agreement. The Senior consultant shall not be exempt 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. Age Limit: Not above 50 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. The last date for receiving applications is **17th July 2024**.

Note:

1. ***Please ensure to mention post applied for correctly on the application form, without which the application form will not be accepted.***
2. ***Please mention the full form of all the post graduate qualifications in the application form.***
3. ***Please refrain from using abbreviations in the application form.***