

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

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

The National Health Systems Resource Centre (NHSRC) has been set up under the National Health Mission (NHM) as an autonomous registered society, to channelize technical assistance and capacity building support to the states for strengthening the public health system. The NHSRC is also mandated to contribute to health policy / programme design and evaluation.

Since its inception in 2006, NHSRC has been a repository of knowledge and a centre of excellence for its agenda. The goal of this organization is to improve health outcomes by facilitating governance reform, health systems innovations and improved information sharing among all stake holders at the national, state, district and sub-district levels through specific capacity development and convergence models.

NHSRC has professional links with a plethora of domestic and international bodies involved in the field of Public Health. There have been a number of personnel who have served with NHSRC and gained invaluable experience enabling them to graduate to the next rung of their professional ladder. Vast exposure to the Ministry of Health & Family Welfare, and its processes are a unique feature of NHSRC.

For meeting the specific needs of the eight NE States, **the Regional Resource Centre for North-Eastern States (RRC-NE) at Guwahati functions as a branch office of NHSRC.** The team at RRC-NE is headed by the Director with technical teams for separate divisions **and the position of Consultant, Quality & Patient Safety reports to the Director of RRC-NE.**

2. Objective

For improving 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, Quality Assurance 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 SHC-AAM 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. Since then, the programme has evolved. Many standalone certification programmes, such as LaQshya, Kayakalp, MusQan, NQAS for IPHL & CLMC, AEFI Surveillance, etc. have been added.

Quality and Patient Safety Division (QPS), NHSRC performs task 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, QPS division performs two major roles, first being setting the standards for different level of health facilities and programmes 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 the Quality certification.

The division also support the Ministry of Health & Family Planning, GOI and the states in implementation of Kayakalp Initiative, LaQshya, MusQan, Patient Safety Initiatives, IPHL and free drug scheme initiative in the country. Recently the Division has been designated as a WHO collaborating Centre for Patient Safety.

For supporting the above mentioned tasks at the Regional Level, specifically for the 8 North East (NE) States of India, RRC-NE intends to induct a Consultant in its Quality and Patient Safety Division. The incumbent is expected to have good clinical background and excellent writing skills.

3. Roles and Responsibilities:

Expected roles of the incumbent are summarized below –

- a. S/he should be a team player.
- b. Support the NE states with implementation of National Quality Assurance Standards and other endeavours (LaQshya, MusQan, Kayakalp and Patient Safety Tools) for improving the Quality of Care at Public Health Facilities.
- c. Facilitate conducting of the Internal and External Assessments of health facilities and mentoring of the same for certification under NQAP.
- d. The incumbent would be travelling to the NE States and their districts and impart QA trainings and mentoring visits. Thus, the candidate should possess skills for imparting trainings, including excellent command over language (English & Hindi) – spoken & written both. Willingness to travel to NE states, districts, and health facilities, which may be located in ‘hard to reach’ areas.
- e. Review the contemporary literature and programme guidelines and examine the existing measurement system (ME & checkpoints) under the NQAS, LaQshya, MusQan, Kayakalp and Patient Safety Tool.

- f. Support the division in drafting of other quality guidelines and implementation of resource material.
- g. Should be able guide the NE states on updated evidence -based practices and latest GOI initiatives & guidelines.
- h. Analysis of key performance indicators, outcome indicators and plan further to strengthen the gaps observed during the analysis.
- i. Technical Assistance to NE states & districts in Operationalization of States and Districts Quality Assurance Units.
- j. Review of drugs & logistics procurement system.
- k. Appraisal of State PIPs & various documents shared by Ministry.
- l. Drafting & Report writing.
- m. Any other function / task, as allotted by Director – RRC-NE & Senior Consultant-Q&PS.

4. Output

Timely accomplishment of task and responsibilities and regular reporting to the Director, RRC-NE / Senior Consultant - QPS at the end of every month.

5. Qualifications and experience (Regular Courses only)

Essential:

- a. MBBS / BDS / AYUSH / B. Sc. Nursing / B. Pharm from a recognized institute with a post graduate degree/diploma (2-3 years regular full-time course) in Preventive & Social Medicine / Public Health / Hospital Management / Health Administration / Community Health Nursing from a recognized institute.
- b. A minimum of 2 (two) years of relevant post-qualification (following post-graduation degree / diploma as mentioned in SL 5 Para 'a') experience is essential.
- c. Excellent communication skill – writing and verbal.
- d. Proficiency in MS Office package, any computerized data analytical package is highly desirable.

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 Internal/External NQAS/NABH/NABL Assessors.
- b. Recognized Qualification in a Quality System, which may be waived off in case of deserving candidate.

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

The Consultant should be ready to travel extensively to State/District/Block/Community levels in all the NE States. 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 reports to the Director, RRC-NE through Senior Consultant- QPS.

8. Workstation:

The workstation of the 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 the organization.

9. Consultancy Period and Consultancy fees

Initially, it will be till 31st March 2027, 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 party by 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 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. 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.

11. 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 age may be relaxed upto two years 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>). Applications will be accepted in the prescribed online application format only. Last date for receiving applications is **1st December 2025**.

Note:

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