

## Terms of Reference

### Short Term Consultant (Information Technology) – Quality and Patient Safety Division

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 MoH&FW and the States/UT for Health Systems strengthening and supporting implementation of interventions under the NHM. Work at the NHSRC is organized around seven divisions, namely – Community Processes & Comprehensive Primary Care, Healthcare Financing, Healthcare Technology, Human Resources for Health, Knowledge Management Division, Public Health Administration and Quality & Patient Safety.

Since its inception in 2006, NHSRC has been a repository of knowledge and a centre of excellence for its agenda. This organization has professional linkages with a plethora of domestic and international bodies involved in the field of Public Health. There have been several personnel who have served with NHSRC and gained invaluable experience enabling them to graduate to next rung of professional ladder. Vast exposure to Ministry of Health and Family Welfare, and its processes is a unique feature of NHSRC.

For improving the Quality of care of services, delivered at the public health facilities, National Quality Assurance Standards are being implemented under the National Health Mission. QPS Division at NHSRC support the implementation through two distinct roles, first being setting the standards for different level 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. 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 division also support the Ministry of Health & Family Planning, GOI and the states in implementation of Kayakalp, LaQshya and MusQan initiatives. There are many other initiatives under development.

Now, to strengthen the NQAS, LaQshya & MusQan quality certification using digital technologies, many initiatives have been taken.

1. Interim Software for managing the applications.
2. SaQsham portal for the automation of whole certification process.
3. Gunak app for the assessment of public health facilities

#### 4. Mera Aspataal- Patient feedback system

For supporting above mentioned tasks, NHSRC intends to induct a Short-Term consultant in the QPS Division.

The incumbent is expected to have good information and communication technology skills

Support to the States require extensive travel to the states, which may be about one third of the time.

**Location: New Delhi with requirement of extensive travel**

#### **Roles & Responsibilities:**

Expected roles of the incumbent are summarized below –

- (a) Liaising/coordination with the IT Division at NHSRC, Consultant and Application development partners as required.
- (b) Manage smooth functioning of Gunak app, ensure updation of checklist on Gunak, Certification Software and other IT tools.
- (c) Management of data generated during the course of certification process.
- (d) Data Collection, Collation, Analysis and Visualization.
- (e) Any other task, as per need of the QPS Division

#### **Qualification & Experience:**

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

Essential Qualification –

- B. Tech/ B.E (CS/IT)/BCA  
or
- MCA/PGDCA/MSc. IT.

Experience:

- 3-year post qualification experience in App implementation support, web portal management
- At least 1 year of experience in the development of, web portal, website etc.
- Experience in IT support web application portal development and management.
- Hands-on experience with database management e.g. MySQL, SQL, PostGRE.
- Knowledge of Mobile Applications.

- Experience working in teams.

*Qualification & Experience may be relaxed for deserving candidates.*

**Note-**

- Only shortlisted candidates will be called for an interview
- The candidates may be subjected to written test and presentation to judge their writing skills and language proficiency

**Age Limit:** 40 years & below

**Contract Tenure:** Up to Three months, further extendable subject to performance of candidate and requirement of division

**Remuneration Range:** Between Rs. 60,000/- to Rs. 1,20,000/-

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

**Note:** As this is a short-term assignment.

- Preference will be given to candidates residing within Delhi/NCR region.
- The selected candidate will be required to join within 7 days.

Candidates selected in this interview could be considered for other vacant positions at NHSRC requiring similar skill sets and at appropriate level.

**How to apply:** Candidates are requested to fill in 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. The last date for receiving applications is **4<sup>th</sup> December 2022**.