CALL FOR PROPOSALS

Institutional Partner for a Health Systems Implementation Research:
“Assessment of the ‘demand side’ of health service delivery and introducing innovative solutions for an extended service delivery platforms under the new normal in health care”

1. Summary

The World Health Organization (WHO) Philippines is searching for an institutional partner or a research firm to support the conceptualization, implementation and documenting of a health systems implementation research under the new normal in health. The proposals are due by 4 September 2020.

Background

Primary care service facilities (e.g., City or Rural Health Units) are integral components of the health system contributing to the full functionality of the gatekeeping and/or referral system. Conversely community and home-based delivery system and alternative service delivery models are less used. CHUs/RHUs spearheads population- and individual-based service delivery ranging from health promotion, disease prevention, early diagnosis and treatment of common conditions and ideally as care coordinator and/or gatekeeper to optimize the resources of the hospital and specialized center.

With COVID-19, delivery of essential health services (i.e., immunization, reproductive health, maternal and child services, TB screening and treatment follow ups, etc.) was disrupted. The risk of infection and transmission of infection is very high if people will continue using the CHU/RHU services in the same manner prior to the Covid-19 epidemic.

CHUs/RHUs offers services, usually in small building space and conduct activities that are crowd-generating (e.g., immunization, prenatal care, health classes and group counseling, outpatient consultations, etc.). With community quarantine in extended period, the ‘new normal’ suggests the imperative to innovate and use delivery models that will not pose unnecessary risks and violate the physical distancing measures. Recognizing the interconnectedness of COVID-19 and NCDs, there is an urgent need to ensure that people chronic illnesses (e.g., hypertension, diabetes, hepatitis, or even TB and HIV) continue to have access to essential medicines, technologies and services. Without these measures, more and more people requiring chronic care will develop complications and require emergency, inpatient or intensive care and put additional burden on an already strained health system.

This HS implementation research aims to: 1.) design and pilot an extended service delivery platform facilitated by innovative solutions (mobile clinics, telemedicine, POC testing, new technology, community service points, community hot spots, etc.) to deliver essential health services and COVID-related services and overcome COVID-related facility-based
restrictions; 2.) The extended service platform aims to integrate home and community-based care and to primary care and health care providers network at large within the UHC agenda.

**Purpose**

This APW is aimed at generating perspectives from the ‘demand side’ of the health service delivery to inform the design and introduction of an innovative extended service delivery platforms for essential primary care services.

**2. Timeline**

The implementation timeline for the project is from **14 September 2020 to 31 December 2020**.

**3. Place of Assignment**

WHO Country Office, Manila, Philippines and select WHO UHC integration sites

**4. Scope of Work**

In coordination with WHO Philippines and the Department of Health, the selected contractual partner shall perform the following activities:

**Output 1. Conduct a rapid assessment and analysis of needs, preferences, value chain and behaviors of the ‘demand side’ of the health service delivery**

- Deliverable 1.1 Protocol design and plans for implementation of fieldwork
- Deliverable 1.2 Final report of the rapid assessment duly vetted by WHO and DOH technical team including ‘stories or case reports’ documenting the journey of patients, families and groups accessing, availing and using health care in the new normal

**Output 2. Using the outputs of the rapid assessment and in close coordination with the Municipal or City leaders, propose an innovative extended service delivery platforms appropriate for their context, resources and population needs.**

- Deliverable 2.1 Conducting strategic dialogues with LGUs and other stakeholders to map options and get buy-in for the proposed innovative solution or system enhancement
- Deliverable 2.2 Develop the prototype design or concept note (as appropriate) duly accepted by counterpart LGU in terms of funding implications and proposed sustainability mechanisms.

**Output 3. Document implementation performance, problems or issues encountered, lessons learned and adjustments made jointly with the LGU counterpart**

- Deliverable 3.1: Design a performance management system to incorporate data intelligence in the implementation execution and monitoring of performance
- Deliverable 3.2: Submit a final report detailing the the analyses of populations’ needs and context, the justification of innovation/s in service delivery designs or platforms as well as performance data including sustainability and feasibility analyses for scale up.
- Deliverable 3.3: Develop a ‘toolkit’ for replicating the innovation in other parts of the region/country.
5. **Qualifications**
The contractual partner or institution must fulfil the following qualifications:

**Education and Certifications**
- The team leader must have PhD degree, with evidence of successful publication and projects involving introduction and scaling up of innovation
- Team members must have at least Masters degree in health, management and social science. A PhD and/or extensive publication history is desired.

**Work Experience**
- At least seven to ten (7-10) years of relevant work experience in public health sector and local health system
- At least 3-5 projects or research undertaken with government institutions or academic institutions of similar nature and magnitude in the Philippines and/or internationally

**Language**
Fluent in written and spoken English and Filipino

In addition, the institutional partner shall have no involvement, in any form, in drugs, arms dealing, alcohol industry, or human trafficking.

6. **Other Requirements**
Signed Agreement of Confidentiality and Conflict of Interest

7. **Submission Requirements**
Interested institution should submit electronic copies of the following:
- Cover letter
- Proposal with financial details and proposed timeline
- Company profile and qualifications of team members

Address all cover letter and proposals to:
**Dr Rabindra Abeyasinghe**
Acting WHO Representative in the Philippines
Ground Floor, Building 3, Department of Health San Lazaro Compound
Rizal Avenue, Sta Cruz, Manila

Please submit the electronic copy of the cover letter and proposals with the title “**Institutional Partner for a Health Systems Implementation Research**” to Mrs Ying Chen ([cheny@who.int](mailto:cheny@who.int)) and [wpphlwr@who.int](mailto:wpphlwr@who.int) Only shortlisted applicants will be contacted by WHO Philippines.

Deadline of submission of application is on **4 September 2020**.