CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
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<tr>
<th>Unit:</th>
<th>Patient Safety and Risk Management (PSU)</th>
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<tr>
<td>Department:</td>
<td>Service Delivery and Safety (SDS)</td>
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1. Purpose of the Consultancy

The purpose of this consultancy is to provide technical support for WHO activities on patient safety and risk management, with a focus on WHO Global Patient Safety Challenge: Medication Without Harm; patient safety within the context of universal health coverage; clinical risk and vulnerable population programme for medication safety; managing and strengthening WHO Global Patient Safety Network and its subgroups, and strengthening bilateral and multilateral collaboration; managing development, translation and dissemination of WHO patient safety tools and materials, literature reviews and online networks; and contributing to cross-cutting technical areas of work including patient safety assessments, education and training and patient engagement.

2. Background

a) Implementation of the WHO Global Patient Safety Challenge: Medication Without Harm

Unsafe medication and medication error are a leading cause of avoidable harm in healthcare systems across the world. The scale and nature of this harm differs between high-, middle-, and low-income settings. Globally, the cost associated with medication errors has been estimated as $42 billion annually. This is almost 1% of total health expenditure. Medication errors occur when human and systems factors interact with the processes of prescribing, dispensing, and administering drugs. They can, and do, cause severe harm, disability, and death. There are risks at all stages of the medication process. It is important that their scope is explained, that level of awareness about them is raised, and that action is taken to protect patients from harm. Many side effects and adverse reactions are known about, and some of them can be reduced by careful clinical use of medicines. In contrast all medication errors are potentially avoidable.

The third WHO Global Patient Safety Challenge: Medication Without Harm, has a target to reduce the level of severe, avoidable harm related to medication by 50% over 5 years. The consultancy will contribute to the implementation of WHO activities on patient safety and risk management, with a focus on WHO Global Patient Safety Challenge: Medication Without Harm; development, translation and dissemination of WHO tools and materials, literature reviews; and management and online networks, and the cross-cutting technical areas of work including patient safety assessments, education and training and patient engagement. ...This consultancy will contribute to the development and dissemination of technical tools, related to implementation of the third WHO Global Patient Safety Challenge: Medication Without Harm.

b) Clinical risk & vulnerable population programme

Special clinical risk areas and vulnerable population require targeted interventions to ensure medication safety. Development of specific solutions for these high-risk situations will help reduce medication related harm in these scenarios.

c) WHO Global Patient Safety Network

The WHO Global Patient Safety Network (GPSN) is an online platform for key stakeholders to share and discuss ideas, approaches, tools and best practices from around the world, with the aim of improving patient safety. It hosts a repository of resources, including adaptable strategies of low-cost interventions, best practices and key...
lessons learnt. This network aims to stimulate dialogue, promote continuous learning and creates unique opportunities for contributing to improving patient safety globally, particularly for low- and middle-income countries. The consultancy will contribute to facilitating the work of the GPSN through engaging more stakeholders, managing their contacts, contributing to the organization of webinars with the respective follow up actions.

d) Knowledge management in patient safety

This consultancy will contribute to effectively maintaining the knowledge management platform, through collecting and organizing different resources in patient safety available within WHO and beyond, including working closely with designated WHO Collaborating Centre, and collaborating centres and non-state actors in official relations with WHO.

Planned timelines (subject to confirmation)

Start date: 15/05/2019
End date: 31/12/2019

3. Work to be performed

Output 1: Medication Safety policy brief and Patient Safety Fact Sheet

Deliverable 1.1: Development of policy briefs to support implementation of the Challenge in collaboration with key stakeholders and disseminate the brief in existing networks

Deliverable 1.2: Finalization of Patient Safety Fact sheet

Output 2: Facilitating the implementation of the Challenge at the regional and country level

Deliverable 2.1: Support organization of the launches at regional and country level, as required

Deliverable 2.2: Liaise with WHO country focal points to support implementation of the Challenge at the national level, in consultation with regional focal points

Deliverable 2.3: Support the development and dissemination of country, organisation, individual pledges

Output 3: Strategy on research priorities in Medication Safety

Deliverable 3.1: Finalization and dissemination of the strategy on research priority in medication safety

Output 4: Development of targeted interventions to ensure medication safety in specific clinical risk areas and vulnerable population require

Deliverable 4.1: Identification of global experts and collaboration in development of medication safety interventions in specific clinical risk areas and vulnerable population

Deliverable 4.2: Preparation and review of guidance and tools for improving medication safety in these clinical risk areas and vulnerable population

Output 5: Managing and strengthening WHO Global Patient Safety Network and its subgroups, and WHO Collaborating Centres and Non-State Actors in official relations with WHO

Deliverable 5.1: Identification, engagement and invitation to key stakeholders to join WHO Global Patient Safety Network

Deliverable 5.2: Expansion and validation of the database of all members of the Network and its subgroups

Deliverable 5.3: Management of the WHO Global Patient Safety Network and its subgroups, and development of the reports of the functioning of the Network

Deliverable 5.4: Contribute to collaboration, liaison, and implementation of work plans with international partners, WHO Collaborating Centres and Non-State Actors, and strengthening bilateral and multilateral collaboration
4. Technical Supervision

The selected Consultant will work on the supervision of:

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<thead>
<tr>
<th>Supervision Level</th>
<th>Name and Position</th>
<th>Email</th>
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<tbody>
<tr>
<td>First level</td>
<td>Dr Neelam Dhingra-Kumar Coordinator/PSU</td>
<td><a href="mailto:dhingran@who.int">dhingran@who.int</a></td>
</tr>
<tr>
<td>Second level</td>
<td>Dr Edward Kelley, Director, SDS</td>
<td><a href="mailto:kelleye@who.int">kelleye@who.int</a></td>
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5. Specific requirements

Qualifications required:
Advanced university degree (Masters) in the field of health sciences, patient safety, medication safety, public health or health systems and services.

Experience required:

*Essential:*
A minimum of 5 years in patient safety, medication safety or public health, health-care service systems or health related position, of which at least two years’ experience in developing or managing initiatives, programmes, collaborations or relations with external stakeholders; experience in management of patient safety or medication safety, programme or activities in national or international settings; experience in managing international networks; experience of working with low- and middle-income countries; developing and maintaining websites, which including producing well-written articles or documents, requiring excellent verbal and written communication skills.

*Desirable:*
Knowledge of or experience in working with NGOs.
Knowledge of or experience in project/programme development and management.

Skills / Technical skills and knowledge:
Good knowledge of global health issues, epidemiological trends and burden of disease of unsafe health care and medication practices with in-depth knowledge of issues related to patient safety, quality and medication use process. Good knowledge of and experience in engaging a diverse group of stakeholders, including professional networks. A good communicator, negotiator and able to make judgments using available evidence. Proven ability in convening or facilitating events at national and international levels. Ability to manage, work within and contribute to a team. Skills and experience in developing proposals for resource mobilization, and in writing, editing of reports or advocacy materials.

Language requirements:
English (Read-Write-Speak/Expert)

6. Place of assignment

Geneva

7. Medical clearance

The selected Consultant will be expected to provide a medical certificate of fitness for work.

8. Travel

The Consultant may be expected to travel according to the needs of the project. The exact itinerary and estimated schedule will be discussed to identify the agreed dates and times:

*All travel arrangements will be made by WHO – WHO will not be responsible for tickets purchased by the Consultant without the express, prior authorization of WHO. While on mission under the terms of this consultancy, the Consultant will receive subsistence allowance.*

Visas requirements: it is the consultant’s responsibility to fulfil visa requirements and ask for visa support letter(s) if needed.