CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
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<tr>
<th>Initiative:</th>
<th>Patient Safety Flagship</th>
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<td>Department:</td>
<td>Integrated Health Services</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, with a focus on WHO Global Patient Safety Challenge: *Medication Without Harm*; patient safety within the context of universal health coverage; patient safety in clinical risk areas; managing and strengthening WHO Medication Safety Network; strengthening bilateral and multilateral collaboration; managing development, translation and dissemination of WHO patient safety and medication safety tools and materials; and contributing to cross-cutting technical areas of work including medication safety assessments, education and training and patient engagement.

2. Background

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. 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.

This consultancy will contribute to the development and dissemination of technical tools and support the implementation of the third WHO Global Patient Safety Challenge: *Medication Without Harm*.

3. Planned timelines (subject to confirmation)

Start date: 01/10/2020  
End date: 31/04/2021
4. Work to be performed

Output 1: Development of targeted interventions and building capacity to ensure medication safety in specific clinical risk areas and vulnerable population

Deliverable 1.1: Development of guidance and tools for improving medication safety clinical risk areas and vulnerable population as ‘Medication Safety Solutions’ Technical Series - a set of short monographs, and building the capacity of the point of care providers on implementing the medication safety solutions

- Deliverable 1.1.1 Medication safety in oncology patients
- Deliverable 1.1.2 Medication safety for neonates and children
- Deliverable 1.1.3 Medication safety for maternal health

Output 2: Facilitate the Implementation of the Global Patient Safety Challenge: Medication Without Harm

Deliverable 2.1: Strategic support and policy dialogue at country level for accelerating implementation of the Challenge in line with “Country guidance for national level implementation of the Challenge”

Deliverable 2.2: Technical assistance for developing tools and methodologies for assessing situation of medication safety

Deliverable 2.3: Technical assistance for developing tools and key interventions to address key priority areas of the Challenge: polypharmacy, transitions of care, and high-risk situations, and

Deliverable 2.4: Implementing the global advocacy campaign “Know, Check, Ask” at country level

Deliverable 2.5: Strategic support and technical assistance for mid-term evaluation of the Challenge

Deliverable 2.6: Technical assistance for implementing “5 Moments for Medication safety”, the patient engagement tool

Output 3: Managing and strengthening WHO Medication Safety Network, as a subgroup of the WHO Global Patient Safety Network, and WHO Collaborating Centres and Non-State Actors in official relations with WHO

Deliverable 3.1: Identification, engagement and invitation to key stakeholders to join WHO Medication Safety Network

Deliverable 3.2: Expansion and validation of the database of all members of the Network

Deliverable 3.3: Management of the WHO Medication Safety Network, and development of the reports of the functioning of the Network

Deliverable 3.4: 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

5. Technical Supervision

The selected Consultant will work on the supervision of:

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<tr>
<th>First level supervision</th>
<th>Dr Neelam Dhingra Coordinator, Patient Safety Flagship</th>
<th>Email: <a href="mailto:dhingran@who.int">dhingran@who.int</a></th>
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<td>Second level supervision</td>
<td>Dr Edward Kelley, Director, Integrated Health Services</td>
<td>Emails: <a href="mailto:kelleye@who.int">kelleye@who.int</a></td>
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6. 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 10 years in patient safety, medication safety or public health, health-care service systems or health related position, of which at least seven 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, medication safety and medication use process. Proven ability in contributing to medication safety initiatives. Good knowledge of and experience in engaging a diverse group of stakeholders, including professional networks. A good communicator and able to make judgments using available evidence. Ability to work within and contribute to a team. Skills and experience in developing proposals for resource mobilization, and in writing, editing of reports, technical guidance or advocacy materials.

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

7. Place of assignment

Different work stations

8. Medical clearance

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

9. 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.