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 programmatic support to ongoing activities of the Patient Safety and Risk Management Unit. This includes provision of support for the secretariat of Global Patient Safety Collaborative, management of the website and the platforms, organization of inter-regional and global consultations, webinars, seminars, workshops and other events, facilitation of implementation of country-level activities, dissemination of best practices and lessons learned, and management of publications.

2. Background
The WHO Patient Safety and Risk Management unit has a mandate to coordinate, disseminate and accelerate improvements in patient safety and managing risks in health care to prevent patient harm worldwide. This area considers matters related to improving the safety of health care through development of comprehensive safety policies and strategies; guidelines and tools, including safety checklists; facilitating global networks for patient safety for knowledge sharing; fostering patient and family engagement; promoting and strengthening incident reporting and learning systems; and contributing to education and training for safer care.

The Global Patient Safety Collaborative (GPSC) is a strategic collaborative model that was established by the joint efforts of WHO and the Government of the United Kingdom of Great Britain and Northern Ireland. The Collaborative has been established in view of the importance of patient safety as one of the most important components of health care delivery, essential to achieving universal health coverage and moving towards Sustainable Development Goals, and the need for strategic approach and collaborative action at all levels: global, regional and country.

The main objective of the GPSC is to secure and scale up global action on patient safety as well as to closely collaborate with low- and middle- income countries (LMICs) in their quest to reduce the risk of avoidable harm and improve the safety of their national health care systems. Overall work of the GPSC is organized around three technical areas:
- Leadership to prioritize patient safety, promote patient safety culture and engage patients and families.
- Education and Training to build competent, skilled and compassionate health workforce through inter-professional education and training in patient safety.
- Research to enhance research capacities and evidence-based policy processes in patient safety.

The WHO Patient Safety and Risk Management unit works closely work with Member States, international organizations and other relevant stakeholders to advocate, develop and promote global campaign for patient safety.

3. Planned timelines (subject to confirmation)
Start date: 15/05/2019
End date: 31/12/2019
4. Work to be performed

Output 1: Support organization of working group and round-table discussions, technical webinars, seminars as well as other events, at global, regional and national levels, as required by the programme, in collaboration with key stakeholders.

Deliverable 1.1: Background documents/packages for the events are developed and timely distributed.

Deliverable 1.2: Series of events organized, including overall coordination.

Deliverable 1.3: Follow up actions are taken, including preparation and dissemination of the minutes/reports of the respective events.

Output 2: Facilitate development of the Global Patient Safety Collaborative implementation plans, including the overall and the country-specific plans, monitoring and evaluation frameworks as well as reports, through consultative process, in collaboration with key stakeholders.

Deliverable 2.1: Finalized GPSC implementation plan.

Deliverable 2.2: Finalized GPSC country implementation plans.

Deliverable 2.3: Finalized GPSC monitoring and evaluation framework.

Deliverable 2.4: Interim technical reports on GPSC implementation.

Deliverable 2.5: Interim financial reports on GPSC implementation.

Output 3: Contribute to the preparations for the global campaign for patient safety

Deliverable 3.1 Organize discussion and meetings for developing the global campaign.

Deliverable 3.2 Prepare the package of the documents related to the global campaign, including concept notes, technical documents and communication materials.

Deliverable 3.3 Facilitate dissemination of materials, including through social media, in collaboration with communications team and key stakeholders.

5. Technical Supervision

The selected Consultant will work on the supervision of:

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<thead>
<tr>
<th>Supervision Level</th>
<th>Name</th>
<th>Email</th>
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</thead>
<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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6. Specific requirements

Qualifications required:
University degree in the field of health sciences, health management, patient safety, public health or health systems and services.

Experience required:

Essential:
A minimum of 2 years of experience in patient safety, public health, health systems or service delivery. Experience in developing and/or managing collaborative programmes/projects with involvement of a wide range of stakeholders with focus on patient safety. Experience in working at national and global levels. Experience in monitoring and evaluation. Good verbal and written communication skills. Skills and experience in writing and/or editing of reports.
Desirable:
Knowledge of or experience in working with NGOs, academic institutions, professional associations.
Experience of working with low- and middle-income countries. Experience in managing international networks.

Skills / Technical skills and knowledge:
Knowledge of global health issues and developments, including universal health coverage and SDG agenda as well as the role of patient safety in health system strengthening agenda. Good knowledge of and experience in engaging a diverse group of stakeholders, including professional networks. A good communicator and an effective team player. Skills and experience in developing advocacy materials. Proven ability in convening or facilitating events at national and global levels. Ability to work within and contribute to a team.

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

7. Place of assignment
Geneva

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.