## Initial Terms of Reference

**Support in measurement efforts to strengthen national direction on quality within the context of emergency preparedness and health systems resilience.**

### Background & Purpose

The Quality Systems and Resilience (QSR) Unit within the Service Delivery & Safety (SDS) department and UHC and Health Systems Cluster supports health service delivery to enhance quality and resilience with close attention on community engagement. On quality, the unit supports development of national quality policies and strategies; coordinates global learning on quality in the context of UHC; coordinates a WHO organizational-wide taskforce on quality; leads work on twinning partnerships for improvement and works closely with global flagship quality improvement efforts.

As part of the resilience workstream and under the Tackling Deadly Disease in Africa Programme (TDDAP), the QSR team is working to further strengthen and develop the convergence between health service preparedness and quality health services. One of the ongoing set of activities is strengthening regional and national capacity in the areas of quality in health services whilst promoting the interlinkages with other related areas, where necessary. A technical workshop held in Kampala in October 2018 with the participation of 12 countries from Africa highlighted some key priority needs from the region.

### Objective

One of the gaps identified in the workshop included the need for clear, concise set of standards and indicators, to consider in implementing quality health services, particularly in low resource settings.

Under the scope of TDDAP, the team seeks to continue to work closely with technical units in SDS, UHC & Health Systems and relevant WHO programmes in addressing this technical gap. The output from this exercise will address the urgent need from TDDAP workshop countries urging WHO to support national governments on quality measurement efforts in country. This will also contribute to the ongoing work to reach a global consensus on measurement of quality in low resource country settings.

### Timeline, deliverables and payment schedule

Start date: 01/04/2019  
End date: 30/06/2019

Deliverables:

1. Horizon scanning report: Review existing global measurement efforts in the context of quality of health services. This includes collation of existing/ongoing reviews and work undertaken by technical teams on quality in WHO as well as other institutions and networks. The incumbent will also collate and include quality indicators and tools currently in place in some of 12 countries that participated in the TDDAP workshop in Kampala.
2. **Inventory:** From the global pool of data and country experiences, identify a fit for purpose set of indicators and standards for quality in health services that are applicable and adaptable in low resource settings (this will consider key WHO resources such as the WHO Handbook for National Quality Policy and relevant implementation and assessment tools on quality). In addition, the presence of health management information and data reporting systems in selected countries, to support field-testing of proposed indicators will be considered.

3. **Approach paper:** Develop a concise (draft) operational guidance for provisional quality indicators and standards, at country level (from primary to tertiary level health facilities) and in consideration of the variation that might exist in services between facilities from tertiary to primary levels; existing tools; framework and measurement efforts.

The final product will be consulted with selected TDDAP countries and subsequently be presented at a small cross country-meeting to seek practitioners views of draft findings.

The payment schedule foresees three instalments:
The first instalment against deliverable 1: 33%
The second instalment against deliverable 2: 33 %
The third instalment against deliverable 3: 34%

**Expected work output**
The expected final outputs expected to be delivered at the end of the 3 months will comprise of

i. Horizon scanning report;

ii. Inventory - set of (draft) indicators and standards;

iii. Approach paper - concise draft operational guide.

**Budget**
The total amount for this work is estimated at 60 person-days and corresponds to **USD 24,000**

**Specific requirements**

**Qualification required**

➢ Advanced University Degree (Masters’ level or above) in public health, health sciences, health systems management, or related, from a recognized University

**Area of expertise:**

➢ Knowledge of theories and principles of public health and health systems; health system assessments and how to address challenges identified; health systems development and management;

➢ Demonstrated ability to synthesize information on indicators and to develop cross-walks;

➢ Excellent written and oral communication skills in English, with the ability to clearly and concisely communicate complex issues.
Place of assignment:
This work does not necessitate presence at WHO headquarters in Geneva. It may involve travel to selected countries in the African Region for targeted consultation.

Additional information
The WHO technical units involved will provide input from existing normative products on quality health services, particularly ongoing efforts on measurement being done by various academic, technical institutions and national/international authorities.

Submission of proposal
Interested candidates OR networks must submit their CV(s) as well as a proposal, with clear objectives, methodology, deliverables and timeframe. The proposal and all correspondence and documents relating thereto must be submitted in the English.

The candidates must submit the complete proposal in writing no later than 20 March 2019 at 17:00 hours CET time ("the closing date"), by email to the following address: saikats@who.int