Initial Terms of Reference

Package of health services preparedness and resilience indicators

This Agreement for Performance of Work (APW) is requested by:

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<tr>
<th>Initiator:</th>
<th>M. Lamonge</th>
<th>Reg. #:</th>
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<tr>
<td>Unit:</td>
<td>QHC</td>
<td>Cluster/Dpt.: UHC &amp; HS/SDS</td>
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1. *Purpose of the APW*

To develop a package of health services preparedness and resilience indicators that can be made globally available and be applied to low and middle-income countries, particularly Ethiopia and Liberia health service delivery practices. The aim is to provide countries with a concise set of indicators to integrate preparedness and quality of care in order to monitor and evaluate health services resilience while contributing to global health security and UHC.

2. *Background*

Recent outbreaks (Ebola outbreak West Africa, MERS-CoV in South Korea, Zika outbreak South America, DRC Ebola outbreak), demonstrated the vulnerability of health systems to public health emergencies (PHE) and the need for the development of resilient health systems. In the context of emergencies, resilience refers to a health systems capacity to provide an effective response to a PHE while also maintaining routine essential health services. Regular monitoring and evaluation of resilience is required for identification of areas for improvement and targeting interventions. There are several measurement tools and frameworks available on health systems and health security but mostly limited in the scope to measure resilience in health service delivery. Developing a cohesive approach with fit for purpose set of resilience indicators is a priority area for health service resilience within the frame of health systems strengthening.

WHO has partnered with KOICA in implementing a multi-year project with national authorities on “Making Health Systems Resilient with Quality and Emergency Preparedness for Emergency Response” in Ethiopia and Liberia. One of the main outputs of this project is to develop and implement measurement approach for health service resilience with systematic consideration of emergency preparedness and quality care. This need has also been identified in an ongoing country situation assessment in Ethiopia and Liberia conducted as part of the KOICA project implementation. The set of indicators should be relevant and easily applicable to resource-constrained settings at health facilities in different administrative levels.

3. *Planned timelines*

Start date: 16/09/2019  
End date: 15/12/2019  
Total duration: 3 months

4. *Requirements - Work to be performed*

A package of health service resilience indicators including:
   a) A set of health services resilience indicators that can be applied and adapted at varying context of facilities including to ascertain the linkage between clinical care, public health and animal health  
   b) A guide (handbook) for application of indicators at national, subnational and health facility levels
c) A technical report including the approach and process used to develop the indicators and its planned application.

**Deliverables**

i. Deliverable 1 - deadline 15 October 2019
   Repository of health services resilience indicators and Draft technical report on approaches applied

ii. Deliverable 2 - deadline 15 November 2019
    Draft guide for application of indicators to measure resilience

iii. Deliverable 3 – deadline 15 December 2019
    Finalized package including indicators, guide and technical report

5. **Activity Coordination & Reporting**

<table>
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<tr>
<th>Technical Officer:</th>
<th>Sohel Saikat, Programme Officer, QSR, SDS</th>
<th>Email: <a href="mailto:saikats@who.int">saikats@who.int</a></th>
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<tr>
<td>For the purpose of:</td>
<td>Technical supervision and instructions - Reporting</td>
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<tr>
<td>Administrative Officer:</td>
<td>Jan Beerden, Admin Officer, SDS</td>
<td>Email: <a href="mailto:beerdenj@who.int">beerdenj@who.int</a></td>
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<td>For the purpose of:</td>
<td>Contractual and financial management of the contract</td>
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6. **Characteristics of the Provider**

   **Qualification required**
   - A post graduate degree in public health, health security or health system related disciplines.

   **Area of expertise:**
   - Competency in developing, reviewing and applying measurement frameworks and tools in health security, health systems resilience or other health emergency sectors
   - Experience of working in health service delivery in emergency context
   - Competency in report writing

   **Language requirements**
   - English – (Read, Write, Speak – expert)

7. **Place of assignment**

   The assignment may be taken remotely from other countries with the need to come to Geneva up to twice within the duration of the agreement for performance of work.