CONSULTANCY

Initial Terms of Reference

This consultancy is requested by:

<table>
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<tr>
<th>Unit:</th>
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<tr>
<td>Department:</td>
<td>Service Delivery and Safety</td>
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1. **Purpose of the Consultancy**
   The aim of this activity is to review indicators of one of the weak areas identified in service delivery measurement mapping exercise and develop a menu of indicators to guide countries in monitoring and evaluation integrated health services.

2. **Background**
   To meet the global need to measure service delivery and quality, WHO has supported Member States to improve health service delivery through a process of engagement and collaboration across the spectrum of health service delivery. In 2017 and 2018, WHO SDS has reviewed existing global monitoring and evaluation efforts related to service delivery measurement and developed the common framework and an indicator mapping tool.

   As a result of developing the framework and mapping indicators, we identified that the gaps in measurement regarding to the continuum of care areas and the domain of quality. UHC requires all people to have access to the entire spectrum of health services according to their needs. In this context, it is needed to develop the indicators of weak areas to fully assess country capacity for health services delivery monitoring and to present country profiles.

3. **Planned timelines** (subject to confirmation)
   Start date: 15/05/2019
   End date: 30/09/2019

4. **Work to be performed**
   **Output 1:** Final Report including:

   - Deliverable 1.1: Set priorities for developing indicators among weak areas
   - Deliverable 1.2:
     - Indicator listing along the different domains of health care quality and delivery
     - Indicator definitions and metadata
     - Apply the indicators for selected countries (at least two) to validate indicators

   *Methods:* Review of existing measurement indicators, guidelines and related documents on health care quality and service delivery at global, regional and country levels.
   Undertake consultations with experts and other stakeholders as needed
5. Technical Supervision
The selected Consultant will work on the supervision of:

<table>
<thead>
<tr>
<th>Responsible Officer:</th>
<th>Edward Talbott Kelly, Director, SDS</th>
<th>Email: <a href="mailto:kelleye@who.int">kelleye@who.int</a></th>
</tr>
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<tbody>
<tr>
<td>Manager:</td>
<td>Young Ae Jeong, Technical officer, SDS</td>
<td>Email: <a href="mailto:jeongyo@who.int">jeongyo@who.int</a></td>
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6. Specific requirements
- Qualifications required:
  Advanced University Degree (Masters’ level or above) in public health, health sciences, health systems management, or related, from a recognized University

- Experience required:
  At least seven years of experience in public health policy, health system analysis, health services management, monitoring and evaluation of health services, developing indicators and measurement

- Skills / Technical skills and knowledge:
  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;
  Demonstrable expertise in health service management and quality measurement

- Language requirements:
  Proficiency in English (Read - Write - Speak / Expert)
  Excellent written and oral communication skills in English, with the ability to clearly and concisely communicate complex issues.

7. Place of assignment
This work does necessitate presence at WHO headquarters in Geneva. It may involve travel to selected countries.

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

9. Travel
It may involve travel to selected countries

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.