



GOVERNMENT OF ASSAM
ASSAM HEALTH INFRASTRUCTURE DEVELOPMENT AND MANAGEMENT
SOCIETY
4th Floor, Nayantara Supermarket, Sixmile, Guwahati-781022

TERMS OF REFERENCE (ToR)
FOR HOSPITAL ADMINISTRATOR – MEDICAL COLLEGE & HOSPITALS
(HA-MCH)
AND
HOSPITAL ADMINISTRATOR – DISTRICT HOSPITALS (HA-DH)

BACKGROUND AND OBJECTIVES OF THE PROJECT

The Assam Health Infrastructure Development & Management Society (AHIDMS) was established under the auspices of the Medical Education & Research Department, Government of Assam (GoA). It is overseen by the Hon'ble Health Minister as the Chairman and the Senior Most Secretary of the Medical Education & Research Department, GoA, serving as the Member Secretary of the Governing Body. The Project Management Unit (PMU) is under the leadership of a Project Director (PD). The primary mission of the Society is to operate as the apex autonomous authority within the GoA, responsible for the monitoring, coordination, and execution of projects funded by JICA, the World Bank, and other External Aid Projects (EAPs).

The AHIDM society has undertaken an initiative to implement the "Assam State Secondary Healthcare Initiative for Service Delivery Transformation (ASSIST)" Project, with financial and technical backing from the World Bank. This project is designed to enhance the management capacity, accessibility, and quality of healthcare services in secondary healthcare hospitals across Assam. Over the course of six years, the project will focus its investments on healthcare facilities and locations throughout the state where there is a high demand for healthcare services and the necessary capacities are in place to maximize the project's impact.

The project aims to address crucial deficiencies in Assam's secondary healthcare system to optimize its performance. It will achieve this by implementing interventions under two main components:

Component 1: Enhancing the governance and management capacity of health systems at both the state and district levels.

Component 2: Enhancing the quality and coverage of secondary healthcare services.

Within Component 1, a results-based financing approach will be employed to bolster the governance and management capabilities of directorates and other state-level entities, thereby enhancing overall efficiency. At the district level, the Implementing Partners (IPAs) will concentrate on reinforcing the planning functions of District Health Societies. This will include areas such as allocating resources for Human Resource for Health (HRH), developing infrastructure, supporting the improvement of process quality and outcomes, and enhancing both autonomy and accountability.

OBJECTIVE(S) OF THE ASSIGNMENT

The assignment's objectives encompass ensuring the seamless delivery of high-quality services across all non-direct patient care services and departments within District Hospitals and Medical College Hospitals. This includes the management of non-clinical services such as infection prevention, security, dietary services, as well as overseeing staff and facilitating Rogi Kalyan Samiti meetings and associated actions.

SCOPE OF WORK

1) Hospital Administrator – Medical College & Hospital

Hospital Administrator of Medical College & Hospital will be working in the Medical College & Hospital under the supervision of Medical Superintendent of Medical College & Hospital and improve Hospital Management, support ASSIST project and utilization of non clinical staff / Paramedical Staff, oversee the logistics and upkeep of Hospital equipment's which helps managing financial functions of the Hospital and facilitate Rogi Kalyan Samiti and other meetings and actions.

JOB RESPONSIBILITIES & DELIVERABLES

- Ensuring implementation of all National Quality Assurance Programme initiatives in the facility and liaison with Medical Superintendent / in charge of the Hospital and Quality team.
- Ensuring implementation of and support assessments under ASSIST project.
- Ensuring good quality non-clinical services like infection prevention, facility upkeep, security, diet etc in collaboration with the staff responsible for these services.
- Ensuring clean surroundings, OPD areas, Wards, labour room, OT and Patient amenities in association with the staff responsible for these services.
- Ensuring and coordinating regular meetings of Quality team and other committees (viz. Clinical Governance committee, drug and therapeutic committee, disaster management committee, infection prevention committee, Medical and death audit committee etc.) and maintaining their minutes of meeting.
- Ensuring Periodical assessment of hospital based on quality checklist and to arrive at a score for the facility.
- Identification of gaps, developing the action plan under the guidance of facility in-charge and Quality team of the hospital and to monitor the compliance to it till the facility achieves the Certification (State/National) Status and also ensuring its continuous maintenance of the status.
- Undertake Quality Improvement activities along with the departmental staff. Also, ensure departments' mentoring and handholding for Quality Improvement activities along with recording and documentation of the results.
- Facilitate conduct of meeting of Rogi Kalyan Samiti. It would include ensuring preparation of agenda notes, action taken report and minutes of the meeting.
- Management of out-sourced services such diet, security, laundry, BMW management etc.
- Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank/ storage license, AERB regulations, etc.
- Hospital manager is to take a round of the hospital daily and look at the functioning of departments, equipment and ambulance.
- Keep a record of non-functional and timeline for its repair along with AMC for all equipment.
- Supervising punctuality, day-to-day working, supervision of other staff members, work output and channel the work input to improve overall efficiency and keep unit's morale up.

- Planning and work-out modalities towards preventive maintenance of equipment and vehicles and modernization of the hospital.
- Analyse utilization of various hospital services and equipment etc.
- Periodic information and Assessment on utilization of funds allocated for Quality activities, untied grants, IPA grants, AMGs, RKS grant, incentives, or award money etc. and timely submission of SOEs and UCs.
- Analyse financial outlays and its effective utilization along with hospital team.
- Supporting hospital team for preparation of yearly plan for expenditure after assessment.
- Carrying out exit interviews, satisfaction surveys (external and internal customer), time motion studies etc. to keep hospital services up to quality standards.
- To ensure integration and regular functioning of the facility under “Mera Aspataal”.
- To institute an effective grievance redressal system, both for the employees and the patients.
- Liaison for Computerization of District Hospital functions.
- Ensuring proper utilization of incentive and award money in coordination with facility in-charge as per recommended guidelines
- Undertaking activities for staff motivation and recognition in coordination with facility in-charge.
- Regular monitoring of Hospital Security with security team.
- Strengthen District Hospital MIS, collection, collation and analysis of KPI and report actions taken.
- Prepare monthly/quarterly and yearly report of hospital’s progress.
- Coordination with SQAU/DQAU and timely reporting of all data including KPIs.
- Perform other duties and work assigned by the Project Director, ASSIST and Medical Superintendent of the Hospital.

QUALIFICATIONS & EXPERIENCE

Qualification: MBBS/Dental/AYUSH/MSc.Nursing with Specialization in Obs & Gynae. The candidate must have good communication skills both written and verbal in local language, English and computer literacy. Knowledge of government legislation and policies are essential.

Experience: The Candidate must possess an experience of 2 years in Government, Quasi Government or Government funded autonomous institutions in Hospital Administration.

Skills and Competencies: Knowledge of English, Hindi & Assamese and effective communication skills, with demonstrated ability to talk and listen to people and build rapport with them. Computer proficiency, especially in MS Word, Excel, PowerPoint is mandatory.

Age limit: Upto 40 years as on date of advertisement.

SALARY AND CONTRACT TERMS IN BRIEF:

Consolidated Pay of Rs. 60,000/- per month. However, in case the selected candidate’s current remuneration with 30% enhancement comes below Rs. 60,000/- per month, the lower remuneration will be offered.

Reporting and Performance Review: Engagement of the Hospital Administrator will be on a contractual basis. He/She will report to the Medical Superintendent of Medical College & Hospital. The performance of the Hospital Administrator will be reviewed 1 month before the end of the contract tenure.

Contract Term: The assignment shall be purely on contractual basis. The tenure of contract is intended for entire duration of the project and co-terminus with the project period. However, the tenure is initially for eleven (11) months and will be extended upon his/her satisfactory performance.

TA/DA: TA / DA for approved travel shall be paid/ reimbursed as admissible by the HR Policy/ guidelines of the AHIDMS.

SCOPE OF WORK

2) Hospital Administrator – District Hospital

Hospital Administrator of District Hospital will be working in the District Hospital under the supervision of Superintendent of Civil Hospital and improve Hospital Management and utilization of Hospital services. Manage non clinical staff / Paramedical Staff, oversee the logistics and upkeep of Hospital equipment's which helps managing financial functions of the Hospital and facilitate Rogi Kalyan Samiti and other meetings and actions.

JOB RESPONSIBILITIES & DELIVERABLES

- Ensuring implementation of all National Quality Assurance Programme initiatives in the facility and liaison with Superintendent / in charge of the Hospital and Quality team.
- Ensuring implementation of and support assessments under ASSIST project.
- Ensuring good quality non-clinical services like infection prevention, facility upkeep, security, diet etc in collaboration with the staff responsible for these services.
- Ensuring clean surroundings, OPD areas, Wards, labour room, OT and Patient amenities in association with the staff responsible for these services.
- Ensuring and coordinating regular meetings of Quality team and other committees (viz. Clinical Governance committee, drug and therapeutic committee, disaster management committee, infection prevention committee, Medical and death audit committee etc.) and maintaining their minutes of meeting.
- Ensuring Periodical assessment of hospital based on quality checklist and to arrive at a score for the facility.
- Identification of gaps, developing the action plan under the guidance of facility in-charge and Quality team of the hospital and to monitor the compliance to it till the facility achieves the Certification (State/National) Status and also ensuring its continuous maintenance of the status.
- Undertake Quality Improvement activities along with the departmental staff. Also, ensure departments' mentoring and handholding for Quality Improvement activities along with recording and documentation of the results.
- Facilitate conduct of meeting of Rogi Kalyan Samiti. It would include ensuring preparation of agenda notes, action taken report and minutes of the meeting.
- Management of out-sourced services such diet, security, laundry, BMW management etc.
- Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank/ storage license, AERB regulations, etc.
- Hospital manager is to take a round of the hospital daily and look at the functioning of departments, equipment and ambulance.
- Keep a record of non-functional and timeline for its repair along with AMC for all equipment.
- Supervising punctuality, day-to-day working, supervision of other staff members, work output and channel the work input to improve overall efficiency and keep unit's morale up.
- Planning and work-out modalities towards preventive maintenance of equipment and vehicles and modernization of the hospital.
- Analyse utilization of various hospital services and equipment etc.

- Periodic information and Assessment on utilization of funds allocated for Quality activities, untied grants, IPA grants, AMGs, RKS grant, incentives, or award money etc. and timely submission of SOEs and UCs.
- Analyse financial outlays and its effective utilization along with hospital team.
- Supporting hospital team for preparation of yearly plan for expenditure after assessment.
- Carrying out exit interviews, satisfaction surveys (external and internal customer), time motion studies etc. to keep hospital services up to quality standards.
- To ensure integration and regular functioning of the facility under ‘‘Mera Aspataal’’.
- To institute an effective grievance redressal system, both for the employees and the patients.
- Liaison for Computerization of District Hospital functions.
- Ensuring proper utilization of incentive and award money in coordination with facility in-charge as per recommended guidelines
- Undertaking activities for staff motivation and recognition in coordination with facility in-charge.
- Regular monitoring of Hospital Security with security team.
- Strengthen District Hospital MIS, collection, collation and analysis of KPI and report actions taken.
- Prepare monthly/quarterly and yearly report of hospital’s progress.
- Coordination with SQAU/DQAU and timely reporting of all data including KPIs.
- Perform other duties and work assigned by the Project Director, ASSIST and Superintendent of the Hospital.

QUALIFICATIONS & EXPERIENCE

Qualification: Masters in Hospital Administration/ Health Management with two years of experience in Public Health/Hospital Administration. Candidates with experience in Healthcare Quality / formal knowledge of a quality system would be preferred. The candidate must have good communication skills both written and verbal in local language, English and computer literacy. Knowledge of government legislation and policies are essential.

Experience: The Candidate must possess an experience of 2 years in Government, Quasi Government or Government funded autonomous institutions in Hospital Administration.

Skills and Competencies: Knowledge of English, Hindi & Assamese and effective communication skills, with demonstrated ability to talk and listen to people and build rapport with them. Computer proficiency, especially in MS Word, Excel, PowerPoint is mandatory.

Age limit: Upto 40 years as on date of advertisement.

SALARY AND CONTRACT TERMS IN BRIEF:

Consolidated Pay of Rs. 40,000/- per month. However, in case the selected candidate’s current remuneration with 30% enhancement comes below Rs. 40,000/- per month, the lower remuneration will be offered.

Reporting and Performance Review: Engagement of the Hospital Administrator will be on a contractual basis. He/she will report to the Superintendent of District Hospital. The performance of the Hospital Administrator will be reviewed 1 month before the end of the contract tenure.

Contract Term: The assignment shall be purely on contractual basis. The tenure of contract is intended for entire duration of the project and co-terminus with the project period. However, the tenure is initially for eleven (11) months and will be extended upon his/her satisfactory performance.

TA/DA: TA / DA for approved travel shall be paid/ reimbursed as admissible by the HR Policy/guidelines of the AHIDMS.

Note: This is a draft indicative ToR; the PD, AHIDMS reserves the right to change, update or modify this ToR at any stage during the recruitment process.
