



**GOVERNMENT OF ASSAM
ASSAM HEALTH INFRASTRUCTURE DEVELOPMENT AND MANAGEMENT
SOCIETY**

4th Floor, Nayantara Supermarket, Sixmile, Guwahati-781022

**TERMS OF REFERENCE (ToR)
FOR IPA MANAGER**

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**MEDICAL COLLEGE & HOSPITALS AND
DISTRICT HOSPITALS**

BACKGROUND AND OBJECTIVES OF THE PROJECT

The Assam Health Infrastructure Development & Management Society (AHIDMS) was established under the aegis of the Medical Education & Research Department, Government of Assam (GoA). It is overseen by the Hon'ble Minister, Medical Education & Research Dept., as the Chairman and the Senior Most Secretary of the Medical Education & Research Department, Govt. of Assam, 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 Govt. of Assam, responsible for the monitoring, coordination and execution of projects funded by JICA and 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 state and district levels.

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

Within Component 1, a result-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 will concentrate on reinforcing the planning functions of District Health Societies. This will include areas such as allocation of resources for Human Resource for Health (HRH), developing infrastructure, supporting the improvement of 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 within District Hospitals and Medical College Hospitals facilitating achievement of quality certification / accreditation. This includes: (i) supporting the Superintendent of District Hospital/ Medical College & Hospital and also Office of the Joint Director of Health Services (wherever applicable) to carry out the Internal Performance Agreements (IPA) activities; (iv) facilitating IPA meetings and associated actions; (v) coordinating state level initiatives – like supporting the DNB training program, or other training programs in the facility.

SCOPE OF WORK

IPA Manager – Medical College & Hospitals and District HQs and Hospitals

The IPA Manager of Medical College & Hospital and District Hospital will be working in the Medical College & Hospital and District Hospital under the supervision of the respective Medical Superintendents. The objective of such engagement is to improve Hospital Management, support ASSIST project and facilitate Internal Performance Agreements (IPA) meetings and associated actions and overall quality certification / accreditation and other state initiatives like the DNB training program etc.

JOB RESPONSIBILITIES & DELIVERABLES

- Periodical self-assessment of facility, identification of gaps as per NQAS checklist and IPA tool kit and thereby prepare the IPA action plan in consultation with the facility in- charge and Quality team of the hospital for onward submission to the PMU, ASSIST.
- The IPA Manager shall be responsible for implementation of ASSIST project, National Quality Assurance Scheme (NQAS), MusQan, LaQshya Programme initiatives in the facility in liaison with Medical Superintendent / in charge of the Hospital and quality team so that there is a steady improvement in quality towards achievement of the Certification (State/National) and ensure maintenance of the status.
- Organize regular meetings with the quality team and other committees of the facility and document minutes of meeting and assist the hospital in formation of mandatory committees and their functionalities.
- Prepare IPA action plan and other quality improvement activities along with the Joint Director of Health Services.
- To support the facility in uploading the documents on SaQsham portal and facilitate during state and national assessments.
- Support the Medical Superintendent, other staff and state team on the implementation of state level initiatives at the district hospitals including DNB training activities.
- Carrying out exit interviews, patient satisfaction and patient experience surveys through direct feedback on fixed objective parameter, time motion studies etc. to keep hospital services up to quality standards.
- Periodic information and Assessment on utilization of funds allocated for Quality activities, untied grants, IPA grants, RKS grant, incentives, or award money etc. and timely submission of SOEs and UCs.
- To institute an effective grievance redressal system, both for the employees and the patients.
- Participate in the performance review that will be assessed during quarterly performance appraisals.
- Perform other duties and work assigned by the Project Director, ASSIST.

QUALIFICATIONS & EXPERIENCE

Essential qualification: Masters of Hospital Administration or Masters of Health Management, or MBA in Hospital Management or MBA in Health Management or equivalent.

Candidates with BDS along with / addition to other qualification listed Hospital administration/ management would have advantage.

Other desirable qualification: The candidate must have good communication skills both written and verbal in local language, English and computer literacy. Knowledge of government regulation and policies is desirable.

Mandatory pre-service orientation program: After the selection of the candidate, they will be required to successfully complete a mandatory pre-service orientation program in Hospital Administration and IPA Management for 15 days.

Experience: New graduates and or entry-level applicants are encouraged to apply for the position. Experienced candidates will be desirable.

Skills and Competencies: Computer proficiency, especially in MS Word, Excel, PowerPoint.

SALARY AND CONTRACT TERMS IN BRIEF:

Consolidated Pay in the range of **Rs. 30,000/- (Rupees Thirty Thousand) to Rs.50,000/- (Rupees Fifty Thousand) per month.** The selected candidate will be offered 30% enhancement on the last drawn salary. However, in case the selected candidate's current remuneration with 30% enhancement comes below **Rs. 30,000/-** per month, the lower remuneration will be offered. Moreover, in case the selected candidate's current remuneration with 30% enhancement exceeds **Rs. 50,000/-** per month, the highest pay range i.e **Rs. 50,000/-** per month will be offered.

The base remuneration (90% of the fixed total remuneration) shall be paid by the project on monthly basis and the Performance-Linked-Incentive (10% of the fixed total remuneration) shall be paid on quarterly basis based on the performance assessment by the PD, AHIDMS.

Reporting and Performance Review: Engagement of the IPA Manager will be on a contractual basis. For Medical College and Hospitals, he/she will report to the Medical Superintendent of the Hospital and in case of District Hospital, to the Superintendent/ In Charge of the District Hospital. The IPA Manager shall be subject to performance appraisal on a quarterly basis, which will have a bearing in the overall assessment, during the entire contract period.

Contract Term: The assignment shall be purely on a contractual basis. The tenure of contract is intended for the 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 including the probation period. And the tenure of such engagement may vary depending upon the requirements of the ASSIST project.

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.
