



GOVERNMENT OF ASSAM
ASSAM HEALTH INFRASTRUCTURE DEVELOPMENT & MANAGEMENT SOCIETY (AHIDMS)
4TH FLOOR, NAYANTARA SUPERMARKET, SIXMILE, GUWAHATI-781022

TERMS OF REFERENCE (ToR)
FOR STATE INTERNAL PERFORMANCE AGREEMENT & QUALITY
IMPROVEMENT SPECIALIST (SIPA&QIS)

A. BACKGROUND AND OBJECTIVES OF THE PROJECT

(a) The Assam Health Infrastructure Development & Management Society (AHIDMS) has been created under the Medical Education & Research Department, Government of Assam (GoA), headed by Hon'ble Minister, Medical Education & Research Dept., as Chairman and Senior Most Secretary, Medical Education & Research Department, GoA as the Member Secretary of the Governing Body. The Project Management Unit (PMU) is headed by a Project Director (PD). The key mandate of the Society is to function as an apex autonomous body of the GoA for monitoring, coordination and/or implementation of JICA, World Bank and any other Externally Aided Project (EAP).

(b) AHIDM society have taken initiative to implement "Assam State Secondary healthcare Initiative for Service delivery Transformation (ASSIST)" Project with financial and technical support from the World Bank. The project aims to strengthen management capacity, access and quality of health care in secondary healthcare hospitals in Assam. The project will target investments towards health care facilities and locations across the state over the six-year project duration where the demand for health services is high and required capacities are in place to maximize the impact of the project. The project aims to address critical gaps in Assam's secondary healthcare system to enhance its performance to optimum levels by implementing interventions under following two components:

Component 1: Improve governance and management capacity of health systems at the state and district level

Component 2: Improve quality and coverage of secondary health care services

Under component 1, results-based financing will be adopted to strengthen governance and management capacity of directorates and other state level entities for improved efficiency. At the district level, the IPAs will focus on strengthening the planning function of District Health Societies in areas of HRH allocation, infrastructure development, supporting improved quality of processes-outcomes and enhancing autonomy and accountability. The IPA payments will be linked to achievement of results at the state and district level.

With this background, the project intends to hire a **State Internal Performance Agreement & Quality Improvement Specialist (SIPA&QIS)** as a member of the Project Management Unit (PMU), to support the interventions around internal performance agreements.

B. OBJECTIVE(S) OF THE ASSIGNMENT

The objective of the assignment is to provide technical support to ASSIST to expand the portfolio and improve the quality of service in line with IPHS 2022 standards and NQAS certification. Adopt the approach of Internal performance Agreement (IPA) (tool from the family of results-based financing) to drive the process of improving management capacity, autonomy and quality of health service in secondary health care facilities.

C. SCOPE OF WORK

The State Internal Performance Agreement & Quality Improvement Specialist (SIPA&QIS) will be a part of PMU and will work under the overall guidance and supervision of the Project Director and Team leader of the project. The consultant will be stationed in Guwahati, Assam and will provide managerial and technical support for coordination between state level stakeholders on service expansion and establishment of quality improvement system, quality monitoring and review systems at the state, district and facility level.

D. JOB RESPONSIBILITIES

The job responsibilities of the SIPA&QIS shall include the following:

- Coordination with the quality improvement stakeholders at the state level and facilitate state level policy development towards quality and health service ~~development~~
- Manage the Quality improvement consultancy contracting agency
- Identify and built capacity of internal assessors for quality improvement
- Implement and review the internal performance agreement systems at the state, district and facility level.
- Identify, schedule, and implement timely internal assessment of the performance contracts with State departments, districts and facilities.
- Field visit to monitor the implementation of service expansion and quality improvement initiatives under the project
- Ensure timely review of the activity, process documentations, internal and external verifications, and regular payments.
- Participate in the performance review that will be assessed during quarterly performance appraisals.
- Undertake other work assigned from time to time by the Project Director, ASSIST project

E. DELIVERABLES

- Detail implementation plan report agreeable to Project Director.
- Stakeholder consultation report with clear recommendations for implementation of IPA and to improve quality of health care aligned with project objectives
- Develop IPA framework and training modules along with implementation plan.
- Provide implementation support to the project in order to achieve project objectives
- Periodic review of results as per the project document for respective areas
- Conduct field visits and meetings with Government departments and other key stakeholders and prepare reports/ minutes with clear follow up actions and results achieved
- Contract management of the consulting firm appointed for implementation of quality- of-care improvement activities as per the contract. Period review of the performance of agency and report the same to project director.
- Monitor disbursement under the project and resolve any implementation bottlenecks.
- Any other task as assigned by the Project Director with specific deliverable determinant to achieving the project objectives.

F. KEY QUALIFICATION AND SKILLS:

- (a) Applicants must possess at least a Graduate degree in MBBS or Dental/ Masters in Hospital Administration or Public Health from any Govt. recognized university/ institution.
- (b) **Experience:**
- At least five years' experience in Health Care Quality system like NQAS/NABH with valid certification as internal assessor.
 - Experience of undertaking quality assessment of minimum of 5 facilities
 - Experience of identifying gaps and providing handholding support to the facility, District and state level
 - Experience of 3 years' in developing and implementing monitoring systems for quality improvement in hospitals or at State level public health program with key role to improve quality of health services and policy development process.
- (c) **Skills and Competencies**
- Knowledge of English, Hindi & Assamese
 - Effective communication skills, with demonstrated ability to talk and listen to people and build rapport with them
 - Computer proficiency and familiarity with MS Word, Excel, PowerPoint.
- (d) **Age limit:** Upto 55 years as on 1st April 2024.

G. SALARY AND CONTRACT TERMS IN BRIEF:

- (a) Consolidated Pay of **Rs. 90,000/- (Rupees Ninety Thousand) to 120,000/- (Rupees One Lakh Twenty Thousand) per month**. However, in case the selected candidate's current remuneration with 30% enhancement comes below Rs. 90,000/- per month, the lower remuneration will be offered. Moreover, in case, the selected candidate's current remuneration with 30% enhancement exceeds **Rs. 120,000/-** per month, the highest pay range i.e. **Rs. 120,000/-** 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.

- (b) **Reporting and Performance Review:** Engagement of the State Internal Performance Agreement & Quality Improvement Specialist (SIPA&QIS) will be on a full-time basis. The SIPA&QI will report to the Project Director (PD) or the other senior staff designated by the Project Director. The incumbent shall be subject to performance appraisal on a quarterly basis, which will have a bearing in the overall assessment, during the contract period.
- (c) **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.
- (d) **Travel:** The SIPA&QIS may be required to travel frequently within the State. TA / DA for such approved travel shall be paid/ reimbursed as admissible by the HR Policy of the AHIDMS (if available).
- (e) **Leave:** The provisions of leave shall be as per the approved leave Policy of the AHIDMS (if available).

- (f) **Facilities to be Provided:** The SIPA&QIS will be provided with access to all the available documents, correspondence, and any other information associated with the project and as deemed necessary. However, no clerical assistance or other facilities will be provided.

Note: This is a draft indicative ToR; The PD, AHIDM Society reserves the right to cancel the recruitment process or modify the required qualification/ experience/ number of the positions at any stage.