

Request for Proposals: National Quality Policy and Strategy (NQPS) Consultancy

1. Area of expertise :

Consultant – national strategic direction on quality of care

2. Purpose of consultancy

The purpose of this consultancy is to support technical work overseen by the Quality of Care unit related to three inter-related areas of work: national quality policy and strategy (NQPS); quality of care in fragile, conflict-affected and vulnerable (FCV) settings; and a strategic initiative on national and sub-national action on quality of care in a set of countries.

3. Background

Over the past 2 years, the COVID-19 pandemic has challenged health services globally, Countries were faced with critical challenges to respond directly to the COVID-19 pandemic, while simultaneously maintaining the delivery of quality essential health services. Now, many countries are beginning to enter a phase of recovery and are looking to define strategic and operational directions on quality of care and services.

The Department of Integrated Health Services (IHS) works with Member States and key global stakeholders to strengthen health service delivery. The Quality of Care Unit is responsible for the generation of knowledge, methods, tools and guidance to support WHO Member States address quality of health care and services. The primary focus of this consultancy is to support development of key products and delivery of associated technical assistance in relation to key areas of work overseen by the Quality of Care unit, with a focus on a multi-country strategic initiative on quality of care, quality of care in FCV settings and national strategic directions on quality. This includes refinement, testing and roll out of country support materials for quality in FCV settings, technical reporting in support of the national quality policy and strategy initiative, provision of technical input on national strategic direction on quality in refining the Quality Toolkit, and delivery of specialized country support within a 5-country strategic initiative on broader actions for quality. The work contributes to GPW13 outcome 1.1 (Improved access to quality essential health services) and specifically output 1.1.1. for which one of the three lead indicators relates directly to the scope of this consultancy (Number of countries with quality strategies aligned with national health policies or plans).

4. Deliverables

The consultant will conduct technical work in the three inter-related areas of work (national quality policy and strategy; quality of care in fragile, conflict-affected and vulnerable settings; and a strategic initiative on action on quality of care in a set of countries) to develop the following deliverables.

- Deliverable 1: Final capacity building package on quality in FCV settings – Completion of the final version of this package of capacity-building materials based on feedback during initial experiences in roll out
Delivery: August 31st 2022

- Deliverable 2: Quality Clinics Technical report – Summary proceedings from 5 technical quality clinics within strategic initiative on broader actions for quality with summary roadmaps for five country quality projects
Delivery: October 31 2022
- Deliverable 3: NQPS Progress Report – National quality policy and strategy technical developments and summary of country level support.
Delivery: December 31 2022
- Deliverable 4: Quality in FCV Learning Report – A synthesis of learning from the provision of technical support on quality of care in FCV settings.
Delivery: February 28 2023
- Deliverable 5: NQPS Country Support Package – Refined NQPS country support package based on experiences in the first half of the 2022-23 biennium, including inputs to cataloguing and development of resources within the Quality Toolkit technical product.
Delivery: April 30 2023
- Deliverable 6: Quality Strategic Initiative Learning Report: A synthesis of learnings from the 5-country strategic initiative on broader action for quality (advanced draft)
Delivery: May 30 2023

5. Qualifications, experience, skills and languages

Educational Qualifications:

Essential: University degree in medicine (MBChB, MD or equivalent), advanced university degree in public health or healthcare quality

Desirable: Professional qualification in public health (FPH/ABPM membership or equivalent)

Experience

At least 7 years' experience leading public health projects, including organization and management of health services, policy and strategy development, health protection, and healthcare public health. At least 3 years' experience in working with international organizations or national governments in low-income countries on providing technical support for national policies and strategies on quality of care.

Skills/Knowledge:

- Knowledge of methods to assess and improve healthcare quality, including national level systems and structures.
- Advanced knowledge of key global frameworks related to setting of national strategic direction on quality of care.
- Skills in development of healthcare policy and strategy, including technical assistance to countries on development of national policy and strategy on quality of care.
- Skills in conducting policy dialogue, stakeholder engagement, and situational analysis in support of national strategic direction on quality of care

- Knowledge of approaches to improve quality of health services in fragile, conflict-affected and vulnerable settings.
- Knowledge of WHO structure and functions.
- Technical skills in health system strengthening.
- Knowledge of the broader global health policy and programme environment, including donor and technical programmes relevant to national quality policy and strategy.
- Knowledge of essential public health functions frameworks.
- Core public health professional competencies across healthcare, health improvement and health protection.
- Ability to find and appraise data and evidence.
- Excellent writing and presentation skills.

Languages and level required (Basic/Intermediate/Expert):

English (Read - Write - Speak / Expert)

Other UN languages an asset

6. Location

Off site: Any location except Geneva.

7. Travel

Occasional travel to Geneva or other locations for meetings/workshops and country technical assistance may be required subject to agreement with the Unit Head QOC

Proposals should be submitted to WHO in writing no later **than 29 April 2022** by email at the following address: syeds@who.int

Simultaneously with submitting a proposal, please enter or update (as appropriate) your details in the Personal History Form in the WHO eRecruit system: <http://www.who.int/employment/en/>

We look forward to receiving your response.