**Technical Assistance for Health Personnel Development and Sector Capacity Building in Maldives Project (MAL-0043)**

Ministry of Health, Republic of Maldives

**Terms of Reference for Developing Clinical Treatment Guidelines, Audit and Inspection Tools**

1. **BACK GROUND**

Maldives is a country comprising of approximately 1900 islands grouped into clusters of designated as atolls, out of which about 200 are inhabited. Maldives has a population of more than 350,000 people with an additional more than 100,000 expatriate workforce. Health services are based on primary health care approach and provided through island level health facilities, atoll level hospitals and a main tertiary level hospital in the capital. The government initiated healthcare has a referral system from primary, secondary to tertiary level facilities. Till date government had established 1 tertiary level hospital, 19 secondary level hospital and about 173 primary level health centers. In addition, health care is also delivered by privately run institutions.

Health care in the Maldives had been delivered by a referral system from primary / secondary to tertiary level mainly by the government as an initiative of giving accessible, affordable and equitable care to the population. Furthermore, the Government of Maldives initiated social health insurance scheme which enables all population to have access to free medical care and referral where it is needed. Taking all this in to consideration it is vital to have a monitoring and auditing mechanism to improve the quality of care that the client receives. In order to have a proper monitoring and inspection mechanism, it is vital that the healthcare system establishes minimum standards/ clinical treatment guidelines with evaluation and inspection tools.

However; to date there are few standards developed for the different levels of healthcare service delivery institutions for monitoring / auditing purposes. Standards and treatment protocols will provide a framework for quality assurance and quality improvement with focus on patient safety and quality of patient care. In addition, people need to be trained in quality management techniques and tools to have a sustainable continuous quality mechanism. Establishing these standards will be a way forward to launch a national accreditation framework within the country.

**SCOPE OF WORK**

1. Review existing clinical treatment guidelines and standards against international standards.
2. Review existing situation analysis / technical reports from national and international missions
3. Review levels of service delivery points, skill mix at different tiers of service providers, treatment and referral practices;
4. Hold consultative meetings with all relevant stakeholders and service providers and policy makers
5. Develop clinical treatment guidelines and standards
6. Sharing the draft guidelines and standards for comments
7. Conducting consultation workshop with health sector professionals to finalise guidelines
8. Train and orient relevant staff to these standards and guidelines
9. Develop audit and inspection tool for these guidelines
10. **Consultancy Services**
11. Developing standards for health services and clinical treatment guidelines. This includes diagnostic and therapeutic services as well as other specialized services:
12. Paediatric and neonatal
13. Internal Medicine
14. Orthopedic
15. Gynaecology and Obstetrics
16. Accident and Emergency
17. Renal
18. Neurology
19. Ophthalmology and ENT
20. Cardiology
21. Surgery
22. Train relevant staff on these guidelines
23. Develop audit tool for above mentioned conditions
24. Setting up manual of good practice for health professionals
25. Designing an audit tool for Medical Education, Nursing and other Health Services
26. **Training and Capacity Building**

This component will focus on series of capacity building and quality learning sessions for the a number of not less than 25 health staff

1. Quality management system
2. Lean six sigma black and green belt
3. Design and process of failure modes and effects analysis
4. Manager of quality and organizational excellence
5. Measuring process and organizational performance
6. Route cause and fault cause analysis
7. Internal Lead bio-medical auditing training
8. Quality control inspection
9. Quality audits for improved performance

###### **Team Composition and Qualifications**

It is desirable to have a locally and internationally registered firm offering services of:

1. Establishing clinical treatment guidelines
2. Establishing service standards
3. Hospital accreditation services
4. Doctors from relevant fields assigned to the consultancy for the duration completing the assignment
5. Auditors assigned to the consultancy for the duration of implementation and evaluation
6. Total Quality Managers assigned for the implementation duration
7. Trainers in quality and clinical audits assigned for the training duration

The firms should:

1. have specialists Doctors (Post graduate training) from relevant fields
2. have minimum of 10 years’ experience establishing guidelines
3. **Time Schedule for Deliverables**

|  |  |  |  |
| --- | --- | --- | --- |
| **Milestones** | **Duration** | **Dates (Tentative)** | **Deliverables** |
| Review of existing documents | 2 weeks | 15th – 30th Nov 2014 | Identify available guideline |
| Stakeholder consultations | 2 weeks | 1st Dec – 15th Dec2014 | Understand local context |
| Developing clinical treatment guidelines | 3 months | 16th Dec 2014 – 15th March 2015 | Clinical treatment guidelines and audit tool developed |
| Developing audit and inspection tool |
| Share draft guidelines and tools developed | 1 week | 16th - 22nd March 2015 | Draft opened for comments from health sector professionals |
| Consultative workshop with relevant stakeholders for finalization of guidelines | 1 week | 23rd -29th March 2015 | 20-25 professionals from hospitals in Male’ region |
| Finalisation of guidelines with stakeholder comments | 1 week | 30th  March – 5th April 2015 | 20-25 participants |
| Training and orienting relevant staff from Male’ and the Atolls | 1 month | 6th April – 5th May 2015 | Train 25 health personnel on quality management |
| Training and capacity building – Male’ and the Atolls | 60 personnel trained |

1. **Reporting Requirements**

The team will be reporting to head of Health Service Division at the closing date of each milestone.

1. **Client’s Input and Counterpart Personnel**

The Client will provide feedback and comments on all documents submitted by the Consultant within One (1) months’ time.