

Scope of Work

Position: Quality Improvement (QI) Consultant

Technical team: Sức Khỏe Dồi Dào (Abundant Health) Program

Technical Monitor: AH Program Manager

Period of Performance: Full-time consultancy for 7 months from Nov 2017 to May 2018

Location: FHI 360 office in Ho Chi Minh City (HCMC)

Background:

Sức Khỏe Dồi Dào is a community-based program focusing on non-communicable diseases (NCDs), currently being implemented in one district in HCMC. Two main aims of this innovative program are to 1) increase identification of diabetes (DM) and hypertension (HTN), and 2) increase the retention of DM/HTN patients at the Commune Health Center (CHS). Initiated successfully in five commune health stations. Initiated successfully in five commune health stations, the program is expanding to six new commune health stations in its second year. The program is being implemented with the HCMC Department of Health.

Summary of Consultancy:

The Consultant will be responsible for guiding and mentoring health care providers in 11 CHSs to implement a team-based model of care for HTN and DM screening, diagnosis, treatment, and management. Guide the CHSs in applying a Quality Improvement Collaborative framework to facilitate the learning of best management practices for DM and HTN among the 11 CHS's. Conduct frequent site visits to the CHSs, evaluate their general performance, review records and teamwork interaction, provide constructive feedback and suggest corrective actions. Work with the Program Manager, Quality Improvement Advisor, Monitoring and Evaluation Officer, and other partners in addressing the primary responsibilities for the project.

Detailed description of tasks:

- **Guide and support the implementation of new NCD practices through the Collaborative Improvement model**
 - Guide the CHSs staff comply with provided HTN/DM screening, diagnosis, treatment procedures;
 - Organize and facilitate three bi-monthly clinical discussion meetings and additional clinical training, if required;
 - Reinforce the team-based care model implementation at the 11 CHSs based on their spread planners;
 - Guide and encourage the CHSs perform and report quality improvement activities. Guide the CHSs conduct customer satisfaction survey to look for services improvement opportunities. Document and update the change package according to the favorable changes made by the CHSs;
 - Facilitate and leverage collaborative learning culture and a peer exchange network among the 11 CHS's. Organize two quarterly collaborative learning sessions.

- **Ensure proper data management and quality of intervention activities**
 - Provide coaching on usage of case management software;
 - Monitor and support the CHSs in HTN/DM data collection and entry to the software;
 - Guide the CHSs arrange, achieve and control paper-based records appropriately;
 - Support monthly data collection. Guide the CHS staff review quality indicators and take actions for needed improvements.

- **Support community engagement activities**
 - Provide ideas and strategies to mobilize community members to use HTN and DM services at the CHSs;
 - Support the CHSs organize and evaluate community engagement activities for HTN and DM screening and communication.

- **Report implementation activities at the CHSs**
 - Provide technical assistance reports once completing the site visit at each CHS;
 - Provide clinical meeting minutes, community engagement event reports once the activity completed;
 - Provide monthly summary reports of technical assistance conducted including the changes at the CHSs;
 - Report the CHSs' changes and challenges in the quarterly Project Management Board meetings;
 - Contribute to mid-year and end-year reports to the donor.

- **Organize and facilitate dissemination meeting to share lessons learned among partners**

Deliverables/Milestones & Due Dates: to be further specified in the consultant agreement.

Desired qualifications and experience:

- Master degree in public health or development management is a plus.
- Experience in working with stakeholders such as CHS's and District Preventive Medicine Center highly desirable.
- Experience in providing technical support to public health programs in Ho Chi Minh City desired.
- Familiarity with management information systems and a range of quantitative and qualitative approaches.
- Proficiency with various software applications (e.g. MS Excel, Word, PowerPoint).
- Ability to think creatively and strategically. Demonstrated ability to learn new things.
- Ability to work independently as well as cooperate with a multi-cultural team.
- Ability to guide implementation partners in addressing changes.
- Excellent written, verbal, and organizational skills. Excellent written and spoken English.

Interested candidates are invited to send the detailed curriculum vitae with letter of application in English to Vietnam.recruitment@fhi360.org by **October 24, 2017**:

Please specify the position you are applying for in your application.
Only shortlisted candidates will be contacted for interviews.