

TERMS OF REFERENCE FOR CONSULTANTS & INDIVIDUAL CONTRACTORS

Title of Consultancy: SERVICE PROVISION ASSESSMENT (QUALITY OF CARE) Consultant	Requesting Section/ Hiring Manager: Health and Nutrition	Type of engagement <input checked="" type="checkbox"/> Consultant (ZCNT) <input type="checkbox"/> Individual Contractor (ZIND)	Duty Station: (insert DS <input type="checkbox"/> Home Based <input checked="" type="checkbox"/> Office Based
Background and Purpose of Activity/Assignment: <p>UNICEF Pacific's Multi-Country Programme main focus is to promote the rights of almost 1 million children in 14 Pacific Countries and Territories (PCITs) stretching across 17.2 million square metres. UNICEF Child and Maternal Health and Nutrition (CMHN) addresses child health, newborn health, immunization, nutrition, maternal health and HIV/AIDS challenges to contribute to this MCP goal.</p> <p>There are interlinked priority deprivations which children in the PICTs experience particularly in their first year of life. Consequently, these children are not having their right to survival met. Overarching issues manifest themselves in stunting, high levels of infant and child mortality, low figures of full immunization, low infant and young child (IYCF), high levels of morbidity and mortality and limited HIV voluntary and confidential counselling, testing and treatment services particularly in rural and remote areas. These conditions are likely due to malnutrition and limited supply, quality and utilization of preventive and curative services such as immunization, Vitamin A supplementation, de-worming and the Integrated Management of Childhood Illnesses (IMCI). Equally important challenges include weak enabling environment, weak supportive supervision systems, less than optimal use of health workers, weak community awareness and utilization of appropriate promotive care interventions and feeding practices.</p> <p>UNICEF Pacific CMHN and the Kiribati Ministry of Health and Medical Services (MHMS) have in their signed commitment letter the conduct of a Service Provision Assessment (SPA) focused on Quality of Care as one of the contributions to the 2019 MHMS Business Plan.</p>			
Purpose of Assignment: <p>Challenges of obtaining routine coverage data for service delivery monitoring for improvement remain, hampering the realization of quality and resilient health and nutrition services and care. There is adequate information on the health services and readiness of the health facilities to provide this care in Kiribati. However, there are data gaps on the quality of services provided in these health services. To address this data gaps, UNICEF seeks for an international consultant to support MHMS in conducting a Service Provision Assessment (SPA) focused on quality of care in accordance with its commitment to the 2019 MHMS Business Plan. The SPA will collect data on the following: -</p> <ol style="list-style-type: none"> 1. Health facilities reporting stock-out for measles containing vaccines for a month or more. 2. Health facilities applying national service quality standards, in-service training, and supportive supervision. 3. Health facilities following updated protocols on neonatal care. 4. Level of knowledge among mothers and caregivers on 9 essential family practices. 			
Scope of Work/ Work Assignments: <p>The SPA (QoC) study aims to address the data gaps in the following areas and provide baseline figures for selected indicators of the MHMS Business Plan:</p> <p>1) Quality of care at health facilities</p> <p>Corresponding MHMS strategic objectives:</p>			

MHMS Strategic Objective 2 (Improve access to and utilization of quality Reproductive, Maternal, Newborn, Child and Adolescent Health, Health Promotion and High Impact Nutrition Intervention services); **MHMS Strategic Objective 4** (Improve the quality of Nursing Practice and Essential Outer Islands Health Services)

Assessment questions

1. Do health facilities experience stock out of measles vaccines more than a month in Kiribati?
2. To what extent and how do health facilities apply national service quality standards, conduct in-service training, and receive supportive supervision in Kiribati?
3. To what extent do health facilities follow updated protocols on neonatal care in Kiribati?

2) Caregivers' knowledge and awareness

Corresponding MHMS strategic objectives:

MHMS Strategic Objective 5 (Strengthen health protection and improve community empowerment to address environmental health issues and health security including climate change, disaster risk management and outbreak control); **MHMS Strategic Objective 6** (Strengthen health system Leadership, Management, Governance and Accountability)

Assessment Question:

1. To what extent do mothers and caregivers have knowledge on 9 essential family practices in Kiribati?

To answer those assessment questions, the following data collection tools (quantitative and qualitative) will be administered at sampled health facilities:

- Quality of Care assessment tools to assess the quality of maternal and child health services by observing the extent of adherence to clinical practice management protocols for Antenatal Care, Sick Child, Well Child and Newborn.
- Mothers/Caretakers Knowledge assessment tool targeting mothers/caretakers within the health facility to ascertain their knowledge of essential family care practices.

The consultant is expected to provide technical leadership, advice, and support for MHMS to ensure the effective management of the SPA in accordance with international and national standards. More specifically, the consultant will assist MHMS in study design (including development of study protocol and sampling methodology, development, pre-testing and finalization of data collection tools), training of enumerators, supervision and quality assurance of data collection, data cleaning and analysis, reporting, and development of policy briefs based on the findings and recommendations.

Expected outputs

1. Availability of baseline values for selected indicators of MHMS Business Plan for the purpose of monitoring outputs and demonstrating UNICEF's contribution to outcomes of the plan.
2. Dissemination of the assessment findings and recommendations to health sector stakeholders for collective actions in Kiribati.
3. Final Kiribati MHMS SPA QoS report.
4. Quality of maternal and child health services policy briefs.

Supervisor: The consultant will work under the overall guidance from the Chief, Health & Nutrition Section, Suva, with overall day to day supervision, contract management and quality assurance by the Health Specialist based in country (Kiribati).

Start Date: TBA

End Date: TBA

**Number of Days
(working)** 6 months

Work Assignment Overview

Tasks/Milestone:	Deliverables/ Outputs:	Due Date	Payment Amount
PHASE 1 <ol style="list-style-type: none"> 1. Concept note development and sharing with Kiribati MHMS. 2. Development of study protocol. 3. Internal UNICEF discussions 4. Development of data collection tools 5. Planning of assessment logistics, including identification of required supplies 	<i>Inception Report Trip report Study protocol, including draft data collection tools and sampling methodology</i>	3 weeks from contract start	15%
PHASE 2 <ol style="list-style-type: none"> 1. Obtain Official Master Facility List. 2. Sampling/Sample selection. 	<i>List of the sample sites selected</i>	2 weeks	10%
PHASE 3 <ol style="list-style-type: none"> 1. Selection of health worker interviewers. 2. Questionnaire training. 3. Survey teams' formation. 3. Study tool pre-test. 	<i>Training report Finalized study tools</i>	3 weeks	15%
PHASE 4 <ol style="list-style-type: none"> 1. Development and roll-out of data entry/management platform 2. Supervision of data collection, including site visits 3. Data quality checking and collation. 4. Production of key summary tables. 	<i>Roll-out plan</i>	13 weeks	50%
PHASE 5 <ol style="list-style-type: none"> 1. Data analysis 2. Sharing of preliminary findings 3. Report writing 4. Dissemination of findings (final report and policy briefs). 	<i>Final report</i>	3 weeks	10%