

**Terms of Reference (TOR)**

**Domain expert for Strengthening and expansion of service with care Compassion Initiative in Bhutan**

**Post Title: Technical advisor**

**Project Title: Strengthening and expansion of service with care Compassion Initiative in Bhutan**

Organization: Faculty of Postgraduate Medicine, KGUMSB

Duration: December 1, 2022 – September 30, 2023

1. TERMS OF REFERENCE (TOR)

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Project Title: Strengthening and expansion of service with care Compassion Initiative in Bhutan

**I. Background and Rationale:**

**Background**

Bhutan strengthened Non-Communicable Diseases (NCD) service delivery nationwide at the primary health care level by adapting the WHO PEN interventions in 2015. The PEN clinical audit conducted in 2016 noted salient gaps in care delivery that affected the quality of services. The common gaps identified included lack of follow-up of patients by providers, inconsistencies in adherence to standardized protocols by prescribers, performance measures of control rates of hypertension and diabetes were not collected at health facilities, inadequate coordination and interaction between health facilities on care and poor coordination of patient referrals for consultation.

WHO supported MoH to implement PEN HEARTS package in four districts of Punakha, Wanduephodrang, Tsirang and Zhemgang in 2019-2020. The project known as the people-centred PEN HEARTS introduced simple interventions in care delivery for NCD patients known as 7 R and 3 C approaches. The seven R's interventions included: care delivery through Robust teams, assuring continued Refill of medicines, ensuring Reliable laboratory services, setting up Recall and reminders and patient tracking, responsive Referrals and contra-referrals, reaching out to homebound patients and instituting Real-time monitoring and supportive supervision for care improvement. Through these actions, comprehensive, continuous and coordinated (3 C) care was expected.

In 2021, the interventions were scaled up to 5 additional districts under the MoH's new brand known as the "The Service with Care and Compassion Initiative" or the SCCI. By the end of 2021, nine districts were covered. In addition to screening and early detection of common NCDs (hypertension, diabetes, chronic respiratory diseases) the SCCI digs deeper into the spectrum of chronic care by further strengthening the integration of stroke, cancer early detection and palliative care services meeting the existing care gaps.

Ensuring access to quality healthcare services in remote and rural communities continues to be a challenge for Bhutan. It is noted that lack of utilization of health outcome information constraints efforts to improve healthcare services at different levels. Reporting on performance measures, monitoring and enabling multi-disciplinary teams to discuss challenges and course of actions have been aggravated by the global COVID-19 pandemic. Regular mentoring, peer coaching, training and discussions are regular features of expanding SCCI in the districts.

Moving forward, recognizing SCCI as the priority of the MoH, a three-way partnership comprising MoH, District Health Authorities and KGUMSB, will be formed to accelerate efforts of expanding to 20 districts. Thus, APW is signed between WHO and KGUMSB aiming at strengthening NCD service delivery in the country.

## **II. Objectives**

1. To adapt PEN and HEARTS technical protocols from the WHO SEARO Online course including stroke care, palliative care and early detection of common cancers, and support Ministry of Health in SCCI scale-up efforts in the districts.
2. To establish NCD Resource Center by establishing Skill Laboratory at KGUMSB and ERRH and will resource knowledge and skill needs of both the pre-service students and in-service health workers.
3. To develop the NCD courses for all cadres of health workforce as a component of continuing medical education in collaboration with the Bhutan Medical and Health Council and Ministry of Health.
4. To support Ministry of Health in organizing NCD service management for health care providers in the districts.

**III. This position should deliver the following;**

***Deliverable 01:*** Online modules (basic oral medicine, common cancers and palliative care, stroke and rehabilitation and basic common mental health module)

- Content development by undertaking all the WHO available courses.
- Facilitate the consultative discussion with relevant stakeholders and specialists at both National and regional hospitals.
- Coordinate with ICT team to insert the modules on online platform.
- *Deliver the final modules within May 2023*

***Deliverable 02:*** Development of standard management workflows

- Starting with diabetes and hypertension.
- Based on existing treatment guidelines approved by MoH.
- Outline the referral, back referral and follow ups.
- Designing and distribution to DH, PHC and sub-posts.
- Digital workflow for health care workers.

***Deliverable 03:*** Development of minimum standard for services and equipment (Bhutan Public Health Standards for NCDs)

- Adaptation from SCCI districts experience.
- Standardization of drugs and equipment for NCDs as per EDL.
- Listing minimum essential services and facilities required at different levels.
- Quality assurance mechanism.
- *NCD service standards to be finalized within August 2023.*

***Deliverable 04:*** Supporting the implementation, monitoring & Reporting

- Developing standard tools for reporting, patient follow up and referrals.
- Systems for line listing of NCD patients (Diabetes and HTN) and cohort follow-up with 9 district NCD focal persons.
- Deliver the final NCD standard within April 2023.

***Deliverable 05:*** program management and M&E / treatment supervisors to improve monitoring and supervision based on mentor and mentee programme

- Structured paper-based reporting (monthly fact sheets- facility wise and creating longitudinal case records.
- Mechanism to easy retrieval of patient records and ensure monthly follow –ups.
- Development of automated workplan of sub-posts and PHC to ensure follow up.
- Drug forecasting and ensuring availability of drugs and diagnostics.
- Deliver the final document within 31<sup>st</sup> May 2023.

<b>Deliverables</b>	<b>Timeline for completion of activity</b>
Deliverable 01	5 modules should be made online by May 31, 2023
Deliverable 02	Standard management flow plan – finalized by June 30, 2023
Deliverable 03	Standard finalized by August 31, 2023
Deliverable 04	M and E tool finalized by April 30, 2023
Deliverable 05	Program management tools finalized by May 31 <sup>st</sup> , 2023

#### **IV. Required expertise and qualifications**

Minimum of master's in any health domain

*Note: However, preference will be given to any candidate with;*

- 1. Doctor of Medicine (MD) or equivalent qualification in Internal Medicine or General Practice.*
- 2. MBBS with MPH in public health or health systems with prior experience in the field of NCDs.*

- Highly motivated with high level of scientific aptitude.
- Demonstrate excellent communication skills as, this position will require facilitating stakeholder/working group consultations.
- Must be prepared to travel to various districts and field for data collection and reports when required.

#### **V. Proposed payment Schedule**

- **Position level:** PL3 (ES 3) with 30% contract allowance plus 20 % HRA for duration of 10 months (December, 2022 – September, 2023)  
(Nu. 44,120 + Nu. 13,236 + Nu.8, 824 = **Nu. 66,180**)
- **Justification:**
  1. This position is outcome driven (Five major deliverables as mentioned above),
  2. Expertise is core skill required to achieve the deliverables and
  3. Fixed term position (*10 months duration*) and subject to renewal after 5 months upon successful delivery of Deliverable 1

**Note:** Technical activities to be carried under the supervision of the project lead Dr. Karma Tenzin.