

INVITING EXPRESSION OF INTEREST

Procurement of a Local Consultancy to the Ministry of Health to develop the Sri Lankan Hospital Accreditation Standards Book and to conduct a pilot study

DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

MINISTRY OF HEALTH

Name of Procuring Entity: Directorate of Healthcare Quality and Safety, Ministry of Health

Name of Project: Procurement of a local consultant to develop the Sri Lankan Hospital Accreditation Standards Book and to conduct a pilot study

Grant: Health information for Quality improvement (HiQi) Project of the Global Fund

The Democratic Socialist Republic of Sri Lanka has received a grant from the Global Fund and intends to apply part of the proceeds of this grant to develop the Sri Lankan Hospital Accreditation Standards Book and to conduct a pilot in two selected hospitals.

The Consultancy Procurement Committee of the Department of Health, on behalf of the Directorate of Healthcare Quality and Safety, now invites eligible consultants to express their interest in providing services for the aforementioned activity.

The services to be undertaken by the consultant include;

1. Conducting five (05) in-person consultative meetings to develop or to adopt the standards for accreditation in collaboration with Professional Colleges and other relevant stakeholders based on the existing tools developed. Additionally, established standards already in use locally will be utilized in the development of standards.
2. Prepare data collection tools, checklists, and guides based on the draft standards.
3. Conducting a pilot study for the developed standards in two (2) Teaching Hospitals selected in consultation with the team of the Directorate of Healthcare Quality and Safety
4. Conducting two (02) in-person consultative meetings for refining and finalizing the customized standards, compile and develop Sri Lankan hospital accreditation standards book and also compile finalized version of data collection tools, checklists, and guides based on the standards.

Deadline for project completion is April 30th 2025

The consultant should possess the following qualification and experience;

Qualifications

- A bachelor's degree in Medicine & Surgery (MBBS or equivalent), Dental Surgery & Dentistry, Management, Commerce, Science.
- An advanced degree (Master's or PhD, MD) specialized field of medicine, medical administration, healthcare administration, business administration, public health or in a specialized field relevant to healthcare quality and accreditation.
- At least ten [10] years of experience in healthcare quality management or hospital/medical administration or Experience working in hospitals and healthcare institutions, understanding their operational and clinical workflows.
- Strong knowledge of international healthcare accreditation standards and best practices.
- Excellent verbal and written communication skills in English and Sinhala languages
- Skilled in MS Word, PowerPoint, Excel and ability to work with web based meeting platform.
- Ability to manage timelines, particularly those involving multiple stakeholders and complex deliverables ensuring completion of successful project

Desirable

- Proven experience in developing accreditation standards

Interested candidates are invited to go through the websites of the **Ministry of Health: <https://www.health.gov.lk>** and the **Directorate of Healthcare Quality and Safety, Ministry of Health: <https://www.quality.health.gov.lk>** for the terms of reference and for the application. A consultant will be selected in accordance with the procedures set out in Selection & Employment of Consultants Guidelines 2007.

Expressions of interest should be submitted with the completed application & Curriculum Vitae (CV), by the local consultant indicating that they are qualified to perform the services to the Directorate of Healthcare Quality and Safety either by hand or registered post, on or before the **11th December 2024** to the below mentioned address. Shortlisted consultants will be called for request for proposals (RFP) and Quality Cost-Based Selection (QCBS) method will be followed in the procurement process.

Chairperson, Departmental Consultancy Procurement Committee,

Directorate of Healthcare Quality and Safety, Premises of Castle Street Hospital for Women, Colombo 08

Tel: 0112 678598

Email: dhqualitys@gmail.com

Terms of Reference

Hiring a Local Consultant to the Ministry of Health to Develop Sri Lankan Hospital Accreditation Standards Book, and to Conduct Piloting

1. Background

Despite modest economic growth, Sri Lanka has achieved remarkable health outcomes, with key health indicators comparable to those of developed nations. However, several deficiencies within the hospital healthcare system have significantly affected the overall quality of care, leading to a shortage of amenities and growing patient dissatisfaction. In response, the Ministry of Health is preparing for essential health system reforms.

One of the Ministry's top priorities is the continuous improvement of healthcare quality and patient safety. Establishing an accreditation system for healthcare institutions has been recognized as an important step in this process. Accreditation is a quality management system that evaluates healthcare institutions against established standards, ensuring they provide safe and high-quality care to the people of Sri Lanka.

As part of this effort, the Ministry is establishing the National Healthcare Accreditation Council (NHAC) to serve as the regulatory body for accrediting all healthcare institutions. The NHAC will be responsible for reviewing accreditation standards, registering and certifying surveyors from recognized training institutions, supporting healthcare facilities in achieving and maintaining accreditation, identifying barriers to improvement, and devising strategies to overcome them. The Council will also monitor accredited institutions and conduct periodic re-accreditation to ensure sustained compliance.

Given the Ministry's focus on urgent health system reforms, the accreditation process is essential. A roadmap for developing a sustainable healthcare accreditation program has been outlined by the Directorate of Healthcare Quality and Safety, under the leadership of the Secretary of Health, with input from senior Ministry officials, experts, and other stakeholders.

The first phase of this initiative will involve training a pool of surveyors in collaboration with an ISQua (International Society for Quality in Healthcare) accredited organization. These surveyors will acquire the knowledge and skills necessary to drive and sustain the accreditation process. The development and finalization of the accreditation standards will be conducted with input from professional medical colleges and the trained surveyors, under the guidance of local consultants and the DHQS. The Ministry already uses various performance indicators to evaluate healthcare institutions, including some standards developed in 2015. The new accreditation standards will build upon these existing metrics to ensure they are suited to Sri Lanka's unique context.

Following the finalization of the draft standards, they will be piloted in two selected teaching hospitals. Raising awareness among hospital staff about the accreditation process is crucial, as their involvement is essential for identifying gaps and planning improvements toward accreditation. This need for awareness has been recognized and included as a key component in the roadmap.

In the next phase, a gap analysis will be conducted by a local consultant, with support from the surveyors and trained hospital staff, to assess compliance with the newly developed standards. This analysis will identify areas for improvement and guide future action.

To support this initiative, the first phase of the project will involve hiring a local consultant to develop a comprehensive accreditation standards book in collaboration with professional medical colleges and to pilot the standards. In the second phase, a second consultant will conduct four awareness programs and assist in the gap analysis, ensuring the accreditation process is successfully implemented and sustained.

Funding for the activities related to the establishing of an accreditation system for the healthcare institutions in the country is allocated through the Health Information and Quality Improvement (HiQi) project coordinated by the Global Fund, and the project funding will be concluded by the end of June 2025.

2. Objective

The primary objective of this consultancy is to develop Sri Lankan hospital accreditation standards book and pilot the standards in selected institutions.

3. Scope of Work

The local consultant will undertake the following tasks:

1. Conducting five (05) in-person consultative meetings to develop the standards for accreditation in collaboration with Professional Colleges and other relevant stakeholders based on the existing standards/tools developed by suitably adopting the standards used by the internationally recognized training institutions for accreditation (eg. Indicators identified in the Quality Performance Evaluation Tool and General Indicators used by the Directorate of Healthcare Quality and Safety)
2. Prepare data collection tools, checklists, and guides based on the draft standards.
3. Conducting a pilot study for the developed standards in 2 Teaching Hospitals selected in consultation with the Director, Healthcare Quality and Safety

4. Conducting two (02) in-person consultative meetings for refining and finalizing the customized standards, compile and develop Sri Lankan hospital accreditation standards book and also compile finalized version of data collection tools, checklists, and guides based on the standards.
5. The consultant should hold regular meetings with the director and the DHQS team to discuss each step before initiation and to provide updates on the progress of activities.
6. The consultant should attend, the five-day survey training program conducted by a foreign consultancy firm specializing in hospital accreditation as an observer. The Consultant is required to liaise with the Consultant recruited for the gap analysis in the second phase of the project and communicate the developed Sri Lankan Hospital Accreditation Standards.

4. Deliverables with the time line

After signing the agreement, the consultant should deliver the following and the project is to be completed by 30th April 2025: **Following deliverables should be submitted on or before the last working day of the stipulated period. The deliverables will be reviewed and recommended by an expert committee.**

Activity	Weeks from the date of signing the contract																	
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18
1. Draft version of Sri Lankan hospital accreditation standards book	■	■	■	■	■	■												
Draft version of data collection tools, checklists, and guides based on the draft standards	■	■	■	■	■	■	■	■	■									
Short report on Pilot study carried out in two Teaching hospitals										■	■	■						
Finalized version of the Sri Lankan hospital accreditation standards book													■	■	■	■		
Finalized version of data collection tools, checklists, and guide based on the standards													■	■	■	■	■	■

5. Duration

This project is to be completed by 30th April 2025.

6. Qualifications and Experience

The consultant should possess the following qualifications and experiences:

Qualifications

- A bachelor's degree in Medicine & Surgery (MBBS or equivalent), Dental Surgery & Dentistry, Management, Commerce, Science. (Evidence should be provided)
- An advanced degree (Master's or PhD, MD) specialized field of medicine, medical administration, healthcare administration, business administration, public health or in a specialized field relevant to healthcare quality and accreditation (Evidence should be provided)
- At least [10] years of experience in healthcare quality management or hospital/medical administration or working in hospitals and healthcare institutions, understanding their operational and clinical workflows. (Evidence should be provided)
- Strong knowledge of international healthcare accreditation standards and best practices.
- Demonstrated ability to work collaboratively with diverse professional groups.
- Excellent verbal and written communication skills in English & Sinhala.
- Skilled in MS Word, PowerPoint, excel and ability to work with web based meeting platform.
- Ability to manage timelines, particularly those involving multiple stakeholders and complex deliverables ensuring completion of successful project

Desirable

- Proven experience in developing accreditation standards and conducting gap analyses using international healthcare accreditation standards. (Evidence should be provided)

7. Application Process

The application will be called by the Directorate of Healthcare Quality and Safety

Interested candidate should submit the following:

- Completed application and Curriculum Vitae

8. Submission Deadline

The application, curriculum vitae, and copies of supporting documents should be enclosed in a larger envelope (24.5 cm x 38 cm) labeled "**Recruitment of Local Consultancy**" on the top left corner. The envelope must be addressed to "**The Chairperson, Departmental Consultancy Procurement Committee, Directorate of Healthcare Quality and Safety, premises of Castle**"

Street Hospital for Women, Colombo 08”, either by post or submitted in person, no later than 11th December 2024, before 4.00 pm.

9. Payment Terms

The applicant should quote payment for the entire piece of work. The payment terms for the local consultant hired to develop hospital accreditation will be structured based on the completion of specific deliverables. This ensures accountability and aligns with the project's progress. The payment will be divided into several installments, each tied to the successful completion of predefined deliverables.

9.1 Payment Schedule

The proposed payment schedule is as follows:

9.1.1 First Milestone Payment (37%): Upon completion of the customization of standards for accreditation in collaboration with Professional Colleges and other relevant stakeholders using standards/tools used by the internationally recognized training institutions for accreditation and suitable adoption of existing standards and indicators in the Quality Performance Evaluation Tool and General Indicators used by the Directorate of Healthcare Quality and Safety (Following conducting five (5) meetings)
Deliverable: **Draft version of hospital accreditation standards.**

9.1.2 Second Milestone Payment (20%): Upon submission of data collection tools, checklists, and guides developed based on the draft standards

Deliverable: **Draft of the data collection tools, checklists, and guides developed based on the draft standards**

9.1.3 Third Milestone Payment (14%): Upon completion of the pilot study for the customized/developed standards in 2 Teaching Hospitals

Deliverable: **Short report on pilot study carried out in 2 Teaching Hospitals**

9.1.4 Fourth Milestone Payment (29%): Upon submission of compiled e book/document of the final version of the customized standards for accreditation & finalized version of data collection tools, checklists, and guide based on the standards following 2 consultative meetings

Deliverables: **Compiled e book/document of the final version of the customized standards for accreditation & finalized version of data collection tools, checklists, and guide based on the standards**

9.2 Payment Conditions

- **Approval of Deliverables:** Each payment will be contingent upon the approval of the deliverables by the Secretary, Ministry of Health, recommended by Director, DHQS, DDG MSI, & DGHS to ensure that the work has met the required standards and project specifications.
- **Documentation:** The consultant must provide detailed documentation and reports for each deliverable, which will be reviewed and validated before payment is released.
- **Invoicing:** The consultant must submit an invoice for each payment installment. The invoice should include a summary of the work completed, corresponding deliverables, and the amount due.

9.2 Reimbursement of Expenses

In addition to the consultancy fee, pre-approved expenses incurred during the project, such as transportation costs for travel between DHQS and the respective hospitals, as well as accommodation expenses during the piloting phase, may be reimbursed in accordance with government circulars.

10. Termination policy

10.1 Termination by Ministry of Health: Secretary of Health reserves the right to terminate the contract if the consultant fails to meet the agreed-upon deliverables or deadlines, or if the work is deemed unsatisfactory. In such cases, payment will be made only for the work completed and accepted by the Ministry of Health up to the termination date.

10.2 Termination by consultant: The consultant may terminate the contract by providing written notice at least 30 days in advance subjected to the conditions in the agreement.

**Application for selection of a Local Consultant to the Ministry of Health to
Develop the Sri Lankan Hospital Accreditation Standards Book, and to
Conduct a Pilot study**

1. Full name:.....
.....

2. Date of Birth:

3. Residential address:
.....
.....

4. Contacts: Land line: Mobile:
Email address:.....

5. Current working place (If relevant):.....

6. Professional Qualifications (List from the highest qualification to the least)

Professional qualification	Year of graduation	Institution

7. Years of experience in quality management in healthcare institutions-.....

8. Years of experience in hospital/medical administration-.....

9. Years of experience working in hospitals and healthcare institutions-.....

10. Work experience: (List from the most recent to oldest)

Designation	Place of work	Starting year	Ending year

11. Experience in developing accreditation standards: (Provide details)

12. Please attach the following documents: Please mark if the document is attached.

1. CV	<input type="checkbox"/>
2. Copies of the supporting documents (Please specify)	<input type="checkbox"/>

13. References (Please provide two non- related referees)

Referee 1 Name:

Designation:
 Institution:
 Contact Number:
 Email:

Referee 2 Name:

Designation:
 Institution:
 Contact Number:

Email:

Declaration

I hereby declare that the information provided in this application is true and accurate to the best of my knowledge.

Name:

Signature of the applicant:

Date:

Submission Instructions:

The application, curriculum vitae, and copies of supporting documents should be enclosed in a larger envelope (24.5 cm x 38 cm) labeled "**Recruitment of Local Consultancy**" on the top left corner. The envelope must be addressed to "**The chairperson, Departmental Consultancy Procurement Committee, Directorate of Healthcare Quality and Safety, premises of Castle Street Hospital for Women, Colombo 08**", **either by post or submitted in person, no later than 11th December 2024, before 4.00pm.**