

10/07

GUIDELINE REFERENCE: 3.5

INVITING EXPRESSION OF INTEREST
Hospital Accreditation Project

Expressions of Interest

DEMOCRATIC SOCIALIST REPUBLIC OF SRI LANKA

MINISTRY OF HEALTH

Name of Procuring Entity: Directorate of Healthcare Quality and Safety

Name of Project: **Selecting an International Organization for Accreditation Surveyor Training Programme**

Grant- HiQi Project of the Global Fund

ACCREDITATION SURVEYOR TRAINING PROGRAMME

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 payments under the contract for Accreditation Surveyor Training Programme.

The service includes training of a group of healthcare professionals in accreditation surveying of healthcare institutions.

The Ministerial Consultancy Procurement Committee on behalf of the Directorate of Healthcare Quality and Safety now invites eligible consultancy organizations to indicate their interest in providing the services. Interested consultancy organizations must provide information indicating that they are qualified to perform the services (brochures, description of similar assignments, experience in similar conditions, availability of appropriate skills among staff, etc.). Consultants may associate to enhance their qualifications.

A consultant will be selected in accordance with the procedures set out in Selection & Employment of Consultants Guidelines 2007. Interested consultants may obtain further information by writing to Directorate of Healthcare Quality and Safety (dhqualitys@gmail.com).

Expressions of interest must be sent via email on or before the by 12/12/2024. to:

Chairperson, Consultancy Procurement Committee,
Directorate of Healthcare Quality and Safety,

Premises of Castle Street Hospital for Women,

Colombo 08

Email- dhqualitys@gmail.com

Tel: +94112678155

Director
Healthcare Quality & Safety
Castle Street Hospital for Women
Castle Street
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(2)

Terms of Reference (ToR) for Selecting a Foreign Consultancy Agency for Two Surveyor Training Programmes on Hospital Accreditation in Sri Lanka (For EOI)

1. Background

Sri Lanka's healthcare system is dedicated to enhancing the quality of care and ensuring patient safety across all healthcare institutions. To support this objective, the Ministry of Health aims to establish a comprehensive hospital accreditation program. A key component of this initiative is the training of surveyors who will conduct accreditation assessments. To achieve this, the Ministry of Health, Sri Lanka seeks to engage a reputable foreign consultancy agency with expertise in healthcare accreditation surveyor training.

2. Objective

To select a qualified foreign consultancy agency that will design and deliver two surveyor training programs for training two groups of surveyors in view of hospital accreditation in Sri Lanka.

3. Scope of Work

The foreign consultancy agency will be responsible for the following tasks:

- i. To conduct two 5-day training programmes face to face in Sri Lanka for 30 participants each
 - To conduct a series of activities and presentations covering topics of the Quality Standards, process of development of standards, the assessment process, and the interpretation of standards.
 - To conduct simulation exercises to demonstrate conducting of a gap analysis in the healthcare setting.
- ii. To provide course materials (printed and/or soft copies) related to the training including the set of accreditation standards used by the respective foreign consultancy agency
- iii. Two training programmes are expected to be completed by the end of March 2025.

4. Deliverables

The consultancy agency will be expected to deliver the following:

4.1 Training Curriculum:

A detailed training curriculum should include the following contents, and the finalized agenda of the training should be shared prior to training with the Ministry of Health, Sri Lanka.

- Brief introduction on accreditation and the process of accreditation
- How to prepare a hospital for accreditation
- Roles, responsibilities and competencies of surveyors
- How to work as a team member in the surveyor team and effective communication skills for conducting assessments
- What are the quality standards and process of development of quality standards
- Introduction to the set of standards used by the training institution and how to conduct the assessment using standards and criteria
- Assessment of standards using guides and assessment tools.

4.2 Training Sessions:

- Conduct training sessions as per the agreed-upon scope of work, including both theoretical and practical components including case studies, and practical/simulation exercises.
- Course materials should be shared with the participants prior/during the training.

4.3 Certification:

- a. Provide a certificate of completion for surveyors who completed the training program with the logo of the training institution included in the certificate and signed by the relevant officials of the training institution.

5. Qualifications and Experience

The consultancy agency should possess the following mandatory qualifications and experience:

5.1 Expertise in Healthcare Accreditation:

Proven experience in designing and implementing healthcare accreditation programs, particularly in the international setting for more than 10 years and the consultancy agency shall be accredited in ISQua (International Society for Quality in Health Care) and the certification validity should be active until December 30th 2025.

Director
Healthcare Quality & Safety 2
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Castle Street,
Colombo 08 - Sri Lanka.

5.2 International Standards:

Healthcare accreditation standards used by the consultancy agency shall be accredited by the ISQua and the certification validity should be active until December 30th 2025.

5.3 Training Experience:

Demonstrated experience in developing and delivering training programs for healthcare professionals on accreditation (surveyor or assessor training) & accredited by the international accreditation bodies, such as ISQua and the certification validity should be active until December 30th 2025.

5.4 Cultural Sensitivity:

Ability to customize training programs to fit to the local context and needs of the Sri Lankan healthcare system.

5.5 Language preference

Entire training programme shall be conducted in English language.

6. Expression of Interest (EOI) Submission

Interested consultancy agencies are invited to submit EOI that includes the following:

1. Company Profile:

- Overview of the foreign agency, including relevant experience and qualifications with evidence.

2. Work Plan:

- Proposed work plan and timeline for the completion of tasks.

3. Team Composition:

- Information on each member of the proposed team, including their qualifications and curriculum vitae with the following information: total duration of professional activity related to accreditation of healthcare institutions, level of education and relevant training received related to accreditation, years of experience at the consultancy organization as a trainer, total years of experience as a trainer in surveyor training for healthcare accreditation.

4. References:

- References of local (Sri Lankan) or Foreign previous clients who have engaged the agency for similar projects.

7. Selection Criteria

EOI will be evaluated based on the following criteria:

- **Relevance and Experience of the Organisation:**
 - Demonstrated experience in healthcare accreditation and surveyor training in various other countries and in Sri Lanka.
- **Work Plan and Ability Complete the Task within the Stipulated Time**
 - Clarity and feasibility of the proposed work plan.
- **Qualifications of the Team of Trainers:**
 - Expertise and experience of the proposed team members.
- **References:**
 - References of similar trainings performed in Sri Lanka and in other countries

8. Submission Deadline

EOI Should be sent via email (dhqualitys@gmail.com) on or before 12/12/2024

For further information or queries, please email: Director, Directorate of Healthcare Quality and Safety via email dhqualitys@gmail.com

A shortlisted candidate will require to submit a detailed technical proposal with a financial proposal.

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