



# AGREEMENT FOR PERFORMANCE OF WORK

This consultancy is requested by:

<b>Unit</b>	<b>UHC-HLE</b>
<b>Division</b>	<b>WHO Viet Nam Country Office</b>

## 1. Purpose of the Consultancy

An academic organization to provide technical support to the WHO Viet Nam Country Office in conducting the implementation of assessment and M&E for quality improvement of the project “Improving the Quality of Hospital Care to Reduce Maternal, Newborn and Child Deaths and Accelerate the Achievement of the SDG Health Targets”.

## 2. Background

Within the UHC programme, WHO is supporting the maternal and child health programme to improve the coverage and quality of health services, with the priority to the disadvantage areas in order to help reduce maternal and child mortalities and close the gap between remote and other areas.

Recently, the Russian Federation government is providing financial support through WHO to four countries, including Viet Nam, to help countries develop best practices and lessons learned on improving maternal and paediatrics quality of care. The initiative incorporates quality of care interventions and health systems strengthening in order to improve the entire spectrum of maternal, newborn and child health care and services in four selected countries. The interventions will also integrate a package of health promotion, prevention of NCDs, screening, diagnosis, and management of NCDs to ensure quality maternal, newborn and paediatric care.

The Project includes an Assessment Component, aims at monitoring the implementation and giving timely technical recommendations for improvement, and documenting the impact of the intervention on the Quality of maternal, newborn and child health care. This component, according to the concept note drafted and agree among parties, will document the different domains of quality of care as for the WHO framework (i.e. provision of care, experience of care, availability of resources).<sup>1,2</sup>

For this purpose, there is a need to identify a team of researchers and relevant maternal and child health experts from an academic organization to support the conduction of this assessment component in Viet Nam.

## 3. Planned timelines (subject to confirmation)

Start date: 17 October 2022

End date: 15 September 2023

<sup>1</sup> <https://www.who.int/publications/i/item/9789241511216>

<sup>2</sup> <https://www.who.int/publications/i/item/9789241565554>

#### 4. Work to be performed

##### Method (s) to carry out the activity

An outline protocol developed by an international consultant appointed by WHO HQ and agreed among parties. The assessment team will work in close collaboration with WHO CO, WPRO, WHO HQ and the WHO Collaborating Center for Maternal and Child Health Trieste to produce the following outputs/deliverables:

##### Outputs

**Output 1:** Contribute to the co-creation of the assessment methods, and in the preparation for data collection

- **Deliverable 1:** Technical inputs provided to finalize assessment protocol, indicators and research tools, including methods for informed consent forms, and how to better align assessment indicators and the intervention components and activities (by 30 October 2022)
- **Deliverable 2:** A Training guide for data collection is developed and the assessment team participates in the training and develops adequate skills on using all data collection tools (by 2 November 2022)
- **Deliverable 3:** Data collection tools are translated in local language (by 10 November 2022).
- **Deliverable 4:** Assessment tools are pilot tested by the assessment team (by 15 November 2022).
- **Deliverable 5:** An agenda of the site visits and procedures and timelines of monitoring and evaluation are agreed (by 20 November 2022).

**Output 2:** Coordinate procedure for ethical clearance

- **Deliverable 6:** All documents needed for ethical clearance at country level are developed, and submitted to local ethical committee together with the agreed protocol, translated as needed as for the locally requested procedures (by 25<sup>th</sup> November 2023 ).
- **Deliverable 7:** Any request from the ethical committee is timely addressed and ethical clearance is obtained (by end of November 2023).

**Output 3:** Collect data as for the assessment methodology and the data quality assurance procedures outlined in the protocol.

A data collection team of at least 4 experts in the areas of maternal, child health and public health should be formed. A trip of three- day data collection in each of the 4 project provinces including Ha Giang, Thanh Hoa, Dak Lak and Soc Trang is expected for each assessment.

- **Deliverable 8:** the indicators are collected according to the given methodology including regulations on data privacy and protection, at 3 regular intervals after the baseline, and data are circulated in a timely manner in the predefined template to WHO CO and other experts involved in the assessment, as indicated by WHO CO, for external supervision (by end of September 2023).
  - All sessions of online monitoring and evaluation are regularly attended, responses to queries related to monitoring and evaluation are timely provided (by end of September 2023).
  - Meetings with intervention sites are conducted at the end of each assessment for providing timely recommendations for improvement

**Output 4:** Analyse data and produce written reports

- **Deliverable 10:** data are analysed on a timely manner (at each timeline requested for monitoring and evaluation plan agreed) and recommendations are made for the intervention component; a mid-term and a final written reports are finalised. (by 30 November 2023).

## 5. Technical Supervision

The contracting partner will work under the technical guidance of:

Responsible Officer:	Dr Pham Thi Quynh Nga Technical Officer, VNM/UHC-HLE	Email:	<a href="mailto:ngap@who.int">ngap@who.int</a>
Manager:	Dr Socorro Escalante Representative a.i and Team Coordinator, UHC-HLE, VNM	Email:	<a href="mailto:escalantes@who.int">escalantes@who.int</a>

## 6. Specific requirements

### 6.1. Qualifications

#### Essential:

The assessment team from an academic organization should cover the following area of expertise:

- Maternal health
- Newborn and child health
- Public health- epidemiology and research major is preferable

Required education for the assessment team is having Postgraduate degrees in relevant areas including maternal health, child and newborn health; and public health;

### 6.2. Experiences:

#### Essential:

- The assessment team is expected to have at least 10 years experiences in maternal and child health, and in public health including data collection, data analysis, writing report, M&E in maternal and child health area
- Knowledge of WHO Standards of care in maternal health, child and newborn health
- Knowledge of principles of good practices in research (privacy, data management)

#### Desirable:

- Working experiences in health sector and with international agencies/UN partners is desirable.
- Working experiences in research in the field of quality of care
- Working experiences in national and international publication in medicine and/or public health

### 6.3. Technical skills and knowledge:

- Knowledge and basic skills in planning, monitoring and evaluation of public health interventions and in the development of locally adapted tools and instruments.
- Ability to interact with health and other professionals at various levels and to work with government officials and nongovernmental organizations.

**6.4. Language requirements:**

- Excellent knowledge of spoken and written English and Vietnamese

**6.5. Competencies**

- Communication
- Respecting and promoting individual and cultural differences
- Ability to demonstrate gender equality and cultural appropriateness within the office and among partners.
- Producing results

**7. Place of assignment**

Hanoi, Viet Nam

**8. Medical clearance**

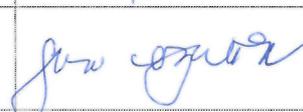
Medical clearance is not required for this contracting partner.

**9. Travel**

~~Consultants are not expected to travel.~~

Travel to project target provinces will be required, subject to travel restriction and COVID-19 outbreak situation.

**1. Reviewed and cleared by:**

	<b>Responsible Technical Officer</b>	<b>Team Coordinator</b>	<b>a/ WR</b>
Signature			
Date	24 Aug. 2022	25 Aug. 2022	25 Aug. 2022
PTAEO	<b>WPVNM2219600, 25.6, 71063 (RU_VCS) &amp; 72531 (AC), 513</b>		

**2. Other requests to be approved:**

		<b>Team Coordinator</b>	<b>WR</b>
• WHO e-mail account	Yes [ ] No [x]		
• WHO laptop	Yes [ ] No [x]		
• Workstation at GOUNH	Yes [ ] No [x]		