

## **Brief Scope of Service**

### **Conduct Baseline Survey on Health Information Systems in Government Hospitals ICTA/GOSL/CON/QCBS/2016/94**

#### **1. Project Background**

With the aim of improving safety, efficiency and effectiveness of health care services delivered of government hospitals, Information and Communication Technology Agency (ICTA, in collaboration with the Ministry of Healthcare, Nutrition and Indigenous Medicines, implements the Electronic Medical record system /Health Information System project in Government Hospitals across the country.

The project has already commenced the implementation in selected government hospitals and it targets to establish the electronic health records system in 300 government hospitals by the end of year 2018 covering the National Hospital, Teaching Hospitals, Provincial General Hospitals, District General Hospitals, Base Hospitals and selected Divisional Hospitals in the country.

#### **2. Objectives of the Assignment**

As an integral part of ICTA results based monitoring and evaluation (M&E) system ICTA undertake this baseline study to identify necessary variables and gather relevant data / information to establish the project baseline situation of healthcare service provision of government hospitals.

Overall Objective of this assignment is to develop a comprehensive understanding on the existing situation on maintaining and usage of healthcare/medical record system in government hospitals to provide better and effective healthcare services to citizens

##### **2.1 Specific Objectives:**

1. Understand the existing health resources management mechanism (Human /Physical) including drugs and laboratory resources
2. Find out total waiting time /opportunity cost of patient in obtaining health care services.
3. Carry out a comprehensive analysis of difficulties and challenges faced by the patients in obtaining the required health/medical care services, particularly with regard to health information management and evidence based diagnosis practices
4. Understand the difficulties and challenges faced by the health staff in providing quality service under the present information management system.
5. Assess the required ICT skills and existing capacity level of health staff in terms of adopting a systemized work flow.
6. Determine the level of patient's satisfaction on overall patient care, quality of the services and convenience.
7. Identify the possible risks and challenges that can affect the project performance and suggest appropriate risk management or mitigation methods
8. Assess the current status of sources of evidence based diagnosis practices and health care services delivery system practiced by the selected government hospitals
9. Determine the effectiveness of existing notification mechanism in handling notifiable diseases.

### **3. Scope of the study and task to be carried out**

This study aims to gather relevant data/information in relation to project performance indicators from selected government hospitals and other relevant stakeholders in the healthcare services to achieve the proposed study objectives.

The consultancy firm is expected to propose comprehensive study design including data collection methodology and tools with proper justification. The consultant should, in their bid, discuss and present appropriate sampling approach to select a representative sample for the study. Based on the data collected the consultant is expected to produce comprehensive study report including forward looking recommendations for future improvements.

### **4. Consultancy Firm and the Team Qualifications**

The consultancy firm is free to propose the number and structure of experts appropriate to the proposed study design and approach. However the key consultant team should include the 1.) Team Leader/Evaluation expert, 2) Health related Monitoring and Evaluation Expert, 3) Statistician and qualitative data analyst 4) Evaluation/Survey Manager

The study team should be able to facilitate and conduct the study including data analysis and report writing within the limited timeframe meeting expected quality standards of ICTA. A description of an appropriate team structure, team collaboration arrangements and project management functions must be provided at the proposal submission stage.).

### **5. Timeframe**

The study is expected to be completed within twelve (12) weeks.