# TERMS OF REFERENCE

## Job Title: IS4H Strategic Plan Consultant

**Background:**

Ministry of Health, Government of Jamaica (MOH/GOJ) is planning and executing an investment loan from Inter-American Development Bank (IDB; JA-L1049). The programme objective is to improve the health of Jamaica's population by strengthening comprehensive policies for the prevention of NCDs risk factors and for the implementation of a chronic care model with an improved access to strengthened and integrated primary and hospital services networks, that provide more efficient and higher quality care. The policy-based operation of this Hybrid Programme is the first operation of a PBP series which will be made up of two contractually independent and technically linked loans. The policies in the Programmatic Series will consolidate regulatory measures to address the preventable causes of NCDs and to reorient health systems to address prevention and control of NCDs through a people-centered primary health chronic care model. The investment component, in turn, will finance activities to consolidate integrated health networks and improve the management, quality and efficiency of health services. While the PBP will benefit the Jamaican population at-large, the Investment Loan will have approximately 800,000 potential direct beneficiaries who reside in the catchment areas of the health services networks that will receive investments.

Information systems for health are critical to primary health care and the CCM, as well as complex care. The WHO recognizes the need for information systems for health as part of the Package of Essential Noncommunicable (PEN) Disease Interventions for Primary Health Care in Low-Resource Settings [25]. Additionally, research shows that digital tools can make important contributions to the provision of chronic care when patients and providers are connected to share information, compare this information to knowledge found in evidence-based standards, and monitor results through regular feedback and interaction [26]. Adoption of health information technology has produced mortality rate reductions for complex patients whose diagnoses require cross-specialty care coordination and extensive clinical information management in hospital settings [28] and improvements in resource allocation efficiency [29]. Health information systems, along with information sharing, have the potential to improve clinical practice by reducing staff errors, improving automated harm detection, monitoring infections more effectively, and enhancing the continuity of care during physician handoffs. A significant number of opportunities exist for the Hospital Information Management System (HIMS) to contribute to savings for both the health system and the Jamaican economy.[1]

Telemedicine[2] and mobile health (mHealth) present possibilities to improve the effectiveness and efficiency of NCD management, which can occur principally in the outpatient setting [31]. For example, blood pressure control consultations by way of 10-15 emails and/or phone calls can occur across weeks and the cost is approximately 29% of the cost of in-person acute care [32]. mHealth tools, such as text messages, medication reminders, symptom monitoring, educational resources, and facilitated patient-provider communication to increase adherence targeting low-income, elderly, and minority groups were found to lessen the burden of travel to a care provider.

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[1] Conservative estimates suggest if the United States healthcare system were interoperable, at least US$77 billion would be saved annually [37].

[2] Telemedicine allows patients, providers and other health care system players to overcome geographical barriers by connecting users who are not in the same physical location [30].

They have also facilitated better management and improved patient confidence to monitor chronic diseases [33]. Telehealth, or the remote diagnosis and treatment of patients by means of telecommunications technology, has been especially effective in the management of chronic diseases, and has demonstrated improvement in outcomes (diabetes), empowerment and self-management (diabetes and high-risk dialysis patients) [33]. As mobile-cellular subscriptions are high in Jamaica (115 per 100 inhabitants) [34] mHealth and telemedicine may provide an opening to improve patient adherence and aid in follow-up. Given Jamaica's experience using ECHO's tele-mentoring portal for HIV, this platform could be expanded to support chronic illness, and use-cases could be developed to pilot the use of mHealth and telemedicine for chronic care.

PAHO has also been supporting MOH/GOJ to strengthen information systems for health (IS4H) in Jamaica. IS4H is a key strategy in the efforts of the MOH/GOJ improve planning, decision-making, policy formulation, and health equality in Jamaica. MOH/GOJ has embarked on a renewed effort to strengthen and expand its use of information technology to improve the efficiency, efficacy and safety of both clinical and business processes, and to improve the availability of quality information to support clinical, program and policy decision-making.

**The team:** The team is led by the Project Execution Unit (PEU) of the MOH/GOJ and comprises experts from Jamaica and the international community. The successful individual will form part of this team on a contract basis and report to the IS4H Project Lead. The successful individual will also work collaboratively with other leaders from across the Ministry of Health, Regional Health Authorities, and the private health sector, as well as with other ministries and international partners.

## Scope of Work

The primary function of this contract is to refresh Jamaica's National Information Systems for Health (IS4H) Strategic plan. The National IS4H Strategic Plan was previously developed prior to finalizing the funding for IS4H in Jamaica. The successful consultant will be responsible for updating that strategic plan by confirming priorities and identifying other potential eHealth strengthening activities that Jamaica could undertake to support its national health priorities.

Key responsibilities include:

- Plan the eHealth strategic planning processes
  - Confirm the governance structure, decision-making processes and roles/responsibilities for refreshing the National IS4H Strategic Plan
  - Design and validate the strategic planning approach based on PAHO/WHO's IS4H Framework
  - Develop a detailed work plan for refreshing the National IS4H Strategic Plan
  - Establish processes for weekly to bi-weekly conference calls with appropriate members of the core team for the duration of the strategic planning process
- Design and facilitate stakeholder consultation, techniques, sessions and supporting materials to engage MOH and other health system stakeholders
- Review other background information on the current state of eHealth and health in Jamaica

- Refresh the National IS4H Strategic Plan, addressing core areas of governance, legislation and policy, sustainability and resource mobilization, information technology solutions and infrastructure, information management and human resources
- Develop a prioritized roadmap with rationale for the National IS4H Strategic Plan in consideration of resource requirements and constraints
- Provide the high-level budget
- Validate the refreshed National IS4H Strategic Plan with MOH and other health system stakeholders
- Prepare and submit the final refreshed National IS4H Strategic Plan
- Present the refreshed National IS4H Strategic Plan to senior-level government representatives
- Report on status to the project director

**Deliverables**

- Product 1: Workplan – A workplan outlining the key activities and schedule that you will undertake as well as the scope of the work
- Product 2: Stakeholder Engagement and Consultation Plan – A plan describing the types of consultation that will be undertaken, the stakeholders that should be invited to participate in the consultation, and the topics of consultation
- Product 3: National IS4H Strategic Plan – Draft and final Versions of key eHealth strategic plan components that addresses governance, legislation and policy, sustainability and resource mobilization, information technology solutions and infrastructure, information management and human resources; and includes
    - Current national health and IS4H context in Jamaica
    - Strategic lines of action and key strategic activities
    - Integrated and phased action plan
- Product 4: Executive Report – A high-level summary of the Strategic Plan

**Payment Milestones:**

| Milestone | Percentage of contract amount |
|---|---|
| **Product 1: Workplan** | 20% |
| **Product 2: Stakeholder Engagement and Consultation Plan** | 30% |
| **Product 3: National IS4H Strategic Plan** | 25% |
| **Product 4: Executive Report** | 25% |

**Education and Experience:**

**Education**: A university degree in computer science, health informatics, health/hospital administration, public health, or business administration, or related field

**Experience**: Minimum of 7 years of experience with planning, designing and implementing eHealth strategies at the national or sub-national levels

**Languages**: Advanced writing, communication, and presentation skills in English

**Core and technical competencies**: Experience designing and conducting software evaluation; Experience with health information systems is highly desirable; Experience reporting to executive-level stakeholders; Experience working in an international context is highly desirable; Knowledge of current eHealth-related technologies, principles, best practices and trends. Strong organization skills; Ability to work with and present to a variety of technical and non-technical audiences; Ability to work independently without direct supervision

**Opportunity Summary:**
- Length of contract:  50 non-consecutive days over 8 months
- Starting date: August 1, 2019
- Location: Jamaica
- Missions: 3 six-day trips to Kingston, Jamaica (if external consultant) with the possibility of travel within Jamaica
- Reporting to: IS4H Project Lead, Ministry of Health, Government of Jamaica
- Requirements: You must be a citizen of one of the IDB's 48-member countries and have no family members currently working at the IDB Group. The successful individual is required to obtain a Tax Compliance Certificate (TCC) from Tax Administration Jamaica, Government of Jamaica upon contract award.

**Our culture:** Working with us you will be surrounded by a diverse group of people who have years of experience in all types of development fields, including transportation, health, gender and diversity, communications and much more.

**Consanguinity:** Pursuant to applicable Bank policy, candidates with relatives (including the fourth degree of consanguinity and the second degree of affinity, including spouse) working for the IDB, IDB Invest, or MIF as staff members or Complementary Workforce contractuals, will not be eligible to provide services for the Bank.

**Diversity:** The Bank is committed to diversity and inclusion and to providing equal opportunities to all candidates. We embrace diversity on the basis of gender, age, education, national origin, ethnic origin, race, disability, sexual orientation, and religion. We encourage women, Afro-descendants and persons of indigenous origins to apply.

**MINISTRY OF HEALTH AND WELLNESS**
**REQUEST FOR EXPRESSIONS OF INTEREST**
**INDIVIDUAL CONSULTANT**

**INFORMATION SYSTEMS FOR HEALTH STRATEGIC PLAN CONSULTANT**

**JAMAICA**
**Support for the Health Systems Strengthening for the Prevention and Care**
**Management of Non-Communicable Diseases Programme**
**Loan No: JA-L1049**
**Assignment Title:  Information System for Health (IS4H) Strategic Plan Consultant**

The *Government of Jamaica has received* financing from the Inter-American Development Bank (IDB) toward the cost of the Support for the Health Systems Strengthening for the Prevention and Care Management of Non- Communicable Diseases Programme, and intends to apply part of the proceeds for consulting services.

The consulting services ("the Services") will be responsible for updating Jamaica's National Information Systems for Health (IS4H) Strategic Plan by confirming priorities and identifying other potential eHealth strengthening activities that Jamaica could undertake to support its national health priorities. The assignment is for a duration of 8 months.

The Ministry of Health and Wellness now invites eligible individual consultants to indicate their interest in providing the Services. Interested Consultants should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services.
The requirements are:
- A University degree in computer science, health informatics, health/hospital administration, public health, or business administration, or related field;
- Minimum of 7 years of experience with planning, designing and implementing eHealth strategies at the national or sub-national levels.

The attention of interested Consultants is drawn to paragraph 1.9 of the IDB's: *Policies for the Selection and Contracting of Consultants financed by the Inter-American Development Bank GN-2350-9, March 2011*, setting forth the IDB's policy on conflict of interest.  A Consultant will be selected in accordance with the *Selection of Individual Consultants* method set out in the IDB's Policies.

Expressions of interest in the form of an application letter and Curriculum Vitae must be delivered to the address below (in person, or by mail, or by fax, or by e-mail) by **July 8, 2019.** The detailed Terms of Reference for the Consultancy Service is available on the website of the Ministry of Health and Wellness at www.moh.gov.jm.

**THE PROCUREMENT MANAGEMENT SPECIALIST**
**SUPPORT FOR THE HEALTH SYSTEMS STRENGTHENING FOR THE PREVENTION AND CARE**
**MANAGEMENT OF NON-COMMUNICABLE DISEASES PROGRAMME**
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We thank all applicants however please note only shortlisted candidates will be contacted.