

# **Terms of References for Health Facility Service Availability & Readiness Assessment**

## **Background:**

The Government of Sindh (GoS), through the Sindh Social Protection Authority (SSPA), is implementing the “**Strengthening Social Protection Delivery (SSPD) System in Sindh**” project in 15 districts of Sindh. The project development objective is to “strengthen provincial social protection system (SDG 2) for delivery of efficient, adequate and well-coordinated social protection interventions resulting in improved access of the poor and vulnerable households to maternal, new-born and child healthcare services (SDG 3), in predominantly rural districts in Sindh”. It supports the following two components, financed through an Investment Project Financing (IPF) instrument for a total amount of US\$ 230 million, with US\$ 200 million from the International Development Association (IDA) and US\$ 30 million from the Government of Sindh (GoS) counterpart funding:

### **Component 1: Strengthen Sindh Social Protection Service Delivery Systems –**

To establish an appropriate institutional framework to improve formulation, functional consolidation and coordination, policy planning, delivery and monitoring of social protection interventions (especially those aimed at bolstering access and demand for human capital development interventions, and transforming social norms), while also strengthening administrative capacities.

### **Component 2: Mother and Child Support Program (MCSP)**

Strengthen and increase scale of the Mother and Child Support Program (MCSP) via conditional cash transfer to pregnant women and mothers of under 2 year old children encouraging them to utilize maternal, newborn and child healthcare (MNCH) services throughout the continuum of care for 1,000 days from conception.

The purpose of this assignment is to conduct a comprehensive health facility service availability and readiness assessment for all PPHI managed healthcare facilities across 15 districts in Sindh, Pakistan. The assessment aims to evaluate the current status of healthcare facilities, identify gaps in service availability and readiness, and provide recommendations for improvement. The assessment will cover various aspects, including catchment population, connectivity, type of services, outreach staff, equipment, human resources, essential drugs, and maternal, newborn and child healthcare services. The tool for the assessment will be provided by the “Strengthening Social Protection Delivery (SSPD) System in Sindh” project team. The team will guide the assessor on scoring methodology.



## **Objectives:**

The primary objectives of the health facility service availability and readiness assessment are as follows:

- a. To assess the availability and readiness of health facilities to provide essential MNCH health services.
- b. To identify gaps and challenges in service delivery, infrastructure, equipment, staffing, and supplies.
- c. To provide reliable data for informed decision-making, resource allocation, and health system strengthening.

## **Scope of Work:**

The scope of work for the health facility service availability and readiness assessment includes, but is not limited to, the following activities:

- a. Develop a comprehensive assessment framework and methodology to guide the assessment process.
- b. Prepare digital data collection form based on the tool provided by the SSPD team.
- c. Conduct site visits to all PPHI managed healthcare facilities distributed across 15 districts in Sindh. List of facilities will be provided by the project team.
- d. Collect data using standardized assessment tools, surveys, and interviews with facility staff, managers, and relevant stakeholders.
- e. Evaluate the healthcare facilities, including name, type, services, internet connectivity, catchment population.
- f. Assess the availability and functionality of essential drugs and medical supplies.
- g. Evaluate the availability of adequate human resources to provide respectful maternity, newborn and child healthcare services.
- h. Check for availability and readiness of MNCH services at each healthcare facility.
- i. Analyze collected data and generate comprehensive reports for each assessed facility, district, and overall assessment findings.

## **Methodology:**

- a. The assessment will be conducted adapting the standardized Health Facility Service Availability & Readiness Assessment (SARA) tool provided by the World Health Organization (WHO).
- b. The methodology will involve on-site visits to selected health facilities, structured interviews with facility staff, physical inspections of infrastructure and equipment, and data collection from facility records.
- c. Data collection teams will be composed of trained assessors who have experience in healthcare service delivery assessments.



## **Deliverables:**

The following deliverables are expected as part of the assessment:

- a. Inception report outlining the methodology, and work plan.
- b. Training of the surveyors on the project provided data collection tools, including assessment questionnaires, checklists, and surveys.
- c. Comprehensive data collection, including completed SARA questionnaires, facility assessment forms, and photographic documentation.
- d. Comprehensive reports for each assessed healthcare facility, including findings, analysis, and recommendations.
- e. District-wise reports summarizing the assessment findings and highlighting district-specific recommendations.
- f. Overall assessment report consolidating findings and recommendations for all districts.
- g. Presentation of assessment findings and recommendations to relevant stakeholders.
- h. Deliver all hard and soft copies of the data to the project team.

## **Reporting:**

The selected survey firm will work closely with SSPD team throughout the assignment and will report to the Senior Public Health Specialist.

## **Timeline:**

The assessment is expected to be completed within 3 months as per the rollout plan. The timeline should include sufficient time for field visits, data analysis, report writing, and feedback sessions with stakeholders.

## **Qualifications/eligibility criteria and Expertise:**

- a. Proven experience in conducting health facility assessments and readiness evaluations or similar field surveys for past 10 years.
- b. Should have completed at least three assignments of comparable scale and complexity
- c. Should have adequate logistics as evidenced from established offices
- d. Availability of a multidisciplinary team comprising of following key personnel, other than the field surveyors:
  - a. **Team Lead:** Preferable a health expert within the multidisciplinary team bring a deep understanding of healthcare systems, protocols, and best practices. They leverage their clinical and administrative expertise to build the capacity of their surveyors to assess the quality and capacity of MNCH services, ensuring the project's alignment with industry standards and regulations.
  - b. **Field Coordinator:** The Field Coordinator acts as the operation lead of the assessment process, orchestrating logistical arrangements, liaising with health



facilities, and overseeing on-site operations. Their organizational and interpersonal skills ensure the smooth execution of the assessment, facilitating effective communication between the multidisciplinary team, health facility staff, and local stakeholders.

- c. **Data Analysts:** The Data Analysts play a crucial role in the assessment process by organizing, and analyzing the data. Their proficiency in statistical analysis and data visualization enables the team to derive valuable insights, contributing to evidence-based decision-making and accurate evaluation of health facility capabilities.

**Selection Method:** Consultant Qualification Selection of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

