

## QUALITY ASSURANCE RECRUITMENT

The State of Andhra Pradesh has all ready created a State wide Quality Assurance system as per the National Quality Assurance Guidelines and is recruiting persons for positions in the State, District and District Hospital QA Cells. There persons will help implement a State wide QA program in government health facilities throughout the state.

Please read below for positions available (with qualifications and salary details), point weightage/mode of selection and broad roles and responsibilities (subject to change). Please find the application to apply with instructions on what is required on the last 2 pages of this document. APPLICANTS WHO NOT FOLLOW INSTUCTIONS WILL BE DISQUALIFIED.

All applications must be received by 30.05.2017 (Date), Time: 4:00 PM, in order to be considered.

### I) Posts, Qualifications and salary for State & District posts:

#### A) State Post:

S. No	Name of the positions	Vacancies	Age	Educational Qualification	Monthly salary 2016-17 RoP	Experience
1.	State Consultant for QA & QC (CH&FW Dept, A.P., Gollapudi, Vijayawada)	1	Not Exceeding 40 Years	MBBS/Dental/AYUSH /Nursing graduate and/ or masters in Hospital (or Health) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent)	50,000/-	4-5 years experience in public Health/Hospital administration, out of which, at least 2 years work in the field of quality. Training and experience of implementing a recognised quality system like NABH/ISO 9001:2008/ Six Sigma/Lean/ would be preferred. Must have strong written English. Spoken/ Written Telugu would be an added benefit.

#### B) District Posts

S. No	Name of the positions	Vacancies	Age	Educational Qualification	Monthly salary 2016-17 RoP	Experience
2.	District Consultant for QA (1 for Guntur Dist, 1 for Krishna Dist, 1 for Kadapa Dist)	3	Not Exceeding 40 Years	MBBS/Dental/AYUSH /Nursing/Life Science/Social Science Graduate and/or masters in Hospital (or Health ) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent)	40,000/-	2 years experience in public Health/Hospital Management work. Training and experience of implementing a recognized quality system like NABH/ISO 9001:2008/Six Sigma/ Lean/would be preferred. Strong Telugu and English language skills required – verbal and written.
3.	District Hospital Quality Managers (1 for EG Dist, 1 for Chittoor, 1 for Kadapa, 1 for Vishakhapatnam)	4	Not Exceeding 40 Years	MBBS/Dental/AYUSH /Nursing/Life Science/Social Science Graduate and/or masters in Hospital (or Health ) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent)	35,000/-	Candidates with experience in Health care Quality/Health systems would be preferred. Computer literacy, knowledge of government legislations and polices are essential. Candidate must have good communication skills both written and verbal; fluency in Telugu and English desired. Training and experience of implementing a recognized quality system like

NABH/ISO 9001:2008/Six Sigma/ Lean/would be preferred. Strong Telugu and English language skills required – verbal and written.

**II) Weightage of Marks as follows:**

Sl. No.	Name of the Post	Wightage of Marks (mentioned in TOR)							Interview Presentati on skill (50 Marks)	Total (100 Mark s)
		Qualification – (25 Marks)			Experience – (25 Marks)					
1.	State Consultant for QA & QC	Specialization in MBBS/MD, (Degree/Diploma Health/Hospital Care Management – 10 Marks	Trained on Quality certification on like (NABH/NABL /ISO/ Lean) – 10 Marks	Attended Workshops on (TQM/Lean /Six sigma – 5 Marks	2 Years in Public hospitals/P ublic Health – 10 Marks	Quality Assurance /certificatio n of Hospitals ISO/NABH – 10 Marks	Successf ul certificatio n of Hospitals ISO/NAB H – 5 Marks	50 Marks	100 Mark s	
2.	District Consultant for QA	Specialization (Degree/Diploma in Health/ Hospital care Management) – 10 Marks	Trained on Quality certification on like (NABH/NABL /ISO/ Lean) – 10 Marks	Attended Workshops on (TQM/Lean /Six sigma – 5 Marks	2 Years in Public hospitals/P ublic Health – 10 Marks	Quality Assurance / certificatio n of Hospitals ISO/NABH – 10 Marks	Successf ul certificatio n of Hospitals ISO/NAB H – 5 Marks	50 Marks	100 Mark s	
3.	District Hospital Quality Managers	Specialization (Degree/Diploma in Health/ Hospital care Management) – 10 Marks	Trained on Quality certification on like (NABH/NABL /ISO/ Lean) – 10 Marks	Attended Workshops on (TQM/Lean /Six sigma – 5 Marks	2 Years in Public hospitals/P ublic Health – 10 Marks	Quality Assurance /certificatio n of Hospitals ISO/NABH – 10 Marks	Successf ul certificatio n of Hospitals ISO/NAB H – 5 Marks	50 Marks	100 Mark s	

**MODE OF SELECTION:**

1. The selection is on contract basis a period of 1 year and contract may be extended, depending on performance.
2. The selection shall be made through the short listing of the applications and two rounds of interview for all posts, who will require only one round of interview.
3. For the posts with two rounds of interviews, the first round of interview shall be conducted by the SPM – NHM, QA Team and National Health Systems Resource Centre (NHSRC – Delhi); the final round of interview shall be conducted by CH&FW along with the QA team and SPM.
4. Govt/Management reserves the right to change/modify/Cancel the selection process at any time, during the process, at its discretion. The decision of the management will be final and binding.
5. If no qualified person is available for a post, then no interviews will be conducted for the post.
6. Candidates will be selected on the basis of their academic credentials, experience profile, performance in two rounds of interview and such other selection processes/ parameters, as demand fit by the CH&FW – AP.
7. All the posts will be filled as per the operations Guidelines for Quality Assurance in Public Health Facilities.

**ELIGIBLTY CRITERIA:**

1. The Educational Qualification, age, experience etc. As stipulated in advertisement.
2. Appointees will work under the administrative control of CH&FW.
3. No TA/DA will be paid to the candidates for attending the interviews.
4. The Short listed candidates for interview need to bring their original certificates and two recent pass port size photographs at the time of Interview.



## **Terms of Reference : State consultant for QA & QC**

### **Selection Criteria:**

MBBS/Dental/AYUSH/Nursing graduate and/ or masters in Hospital (or Health) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent) 4-5 years experience in public Health/Hospital administration, out of which, at least 2 years work in the field of quality. Training and experience of implementing a recognised quality system like NABH/ISO 9001:2008/ Six Sigma/Lean/ would be preferred. Must have strong written English. Spoken/ Written Telugu would be an added benefit.

### **Roles and Responsibilities:**

1. Coordinating and promoting quality related activities and advocacy especially related to National Health Programs.
2. Coordination with State's Programme Officers for implementation of National Health Programmes at the facility level under the ambit of Quality Assurance Activities.
3. Providing technical support in implementing the technical protocols & clinical standards.
4. Estimating state's requirements of resources for the Quality assurance programme and coordinate with the Directorate and SPMU for allocation of resources for closure the gaps found during the assessment process.
5. To assist, support and conduct assessment and scoring of Public Health facilities.
6. Grading of healthcare facilities on the basis of score.
7. Certification and review the status of QA activities at different facilities.
8. Review of financial requirement of facilities.
9. Facilitate need assessment for training, prepare training curriculum and plan training activities in collaboration with training institutes.
10. Conducting workshops and training for the district personnel on QA and Certification of healthcare facilities.
11. Ensure that the planned outputs related to Quality Improvement Programme are achieved as per the annual work plan of the State.
12. Analyze financial and physical progress reports and take corrective measures for improving.
13. Identify the cause of any unreasonable delay in the achievement of milestones, or in the release of funds and propose corrective action.
14. Providing necessary support to DQAC/DQAU in the area of Public Health.
15. Advise on the further development of QMS across health facilities in the state.
16. Monitoring of recording/reporting system through field visits and submit the visit report with appropriate suggestions/actions for improvement.
17. To attend to any other duties/responsibilities assigned by the authorities and the reporting officer.

## **Terms of Reference : District Consultant for Quality Assurance**

### **Selection Criteria:**

MBBS/Dental/AYUSH/Nursing/Life Science/Social Science Graduate and/or masters in Hospital (or Health) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent). 2 years experience in public Health/Hospital Management work. Training and experience of implementing a recognized quality system like NABH/ISO 9001:2008/Six Sigma/ Lean/would be preferred. Strong Telugu and English language skills required – verbal and written.

### **Roles and Responsibilities:**

1. Coordinating and promoting quality related activities and advocacy across the district.
2. To assist the State Quality Assurance Officer in discharging his duties.
3. To assist, support and conduct assessment and scoring of Public Health facilities in the district.
4. Grading of healthcare facilities on the basis of score in the district.
5. Ensuring that DQAC meets regularly and follow-up actions have been taken.
6. Selecting facilities that may go for certification and supporting them in the process.
7. Estimating district's requirements (in terms of structure, process and outputs/outcome) for improving quality of healthcare services.
8. Review the status of QA activities at different facilities in the district.
9. To provide support to facilities in the district in taking appropriate, time-bound actions on closure of gaps identified during assessments.
10. Conducting workshops and training at district and facility level on QA and Certification of healthcare facilities.
11. To provide technical assistance to health facilities in achieving compliance to statutory requirements such as Atomic Energy Act & AERB Guidelines, Blood Bank, PC PNDT Act, BMW Rules, etc. in the district.
12. To review the patient's and employee's satisfaction from different facilities, subsequently develop an action plan to address the concerns of patients.
13. Advise on the further development of QA and Certifications across health facilities in the district.
14. To attend to any other duties/responsibilities assigned by the DQAC and SQAC.
15. Monitoring of recording/reporting system through field visits and submit the visit reports with appropriate suggestions/actions for improvement.

## **Terms of Reference : District Hospital Quality Manager**

### **Selection Criteria:**

MBBS/Dental/AYUSH/Nursing/Life Science/Social Science Graduate and/or masters in Hospital (or Health) Administration/ Hospital (or Health) Management (MHA or equivalent) - equivalent). Candidates with experience in Health care Quality/Health systems would be preferred. Computer literacy, knowledge of government legislations and policies are essential. Candidate must have good communication skills both written and verbal; fluency in Telugu and English desired. Training and experience of implementing a recognized quality system like NABH/ISO 9001:2008/Six Sigma/ Lean/would be preferred. Strong Telugu and English language skills required – verbal and written.

### **Roles and Responsibilities:**

1. This position carries responsibility for administration (with regards to smooth quality services) of all non-direct patient care services and departments in a District Hospital. Manage non-clinical services (like infection prevention, security, diet etc.), staff and facilitate Rogi Kalyan Samiti meetings and actions. Specific duties and responsibilities will include:
2. Ensuring good quality non-clinical services like infection prevention, security, diet etc.
3. Ensuring clean/sterile surroundings, OPD areas, Wards, Labour Room, OT and patient amenities.
4. Periodic assessment and review of hospitals on quality checklist and arrive at a score for facility/departments.
5. Identification of gaps and develop action plan under the guidance of in-charge of the hospital followed by monitoring compliance.
6. Facilitate conduct of meeting of Rogi Kalyan Samiti. It would include ensuring preparation of agenda notes, action taken report and minutes of the meeting.
7. Management of out-sourced services such diet, security, laundry, BMW management.
8. Ensuring that the hospital meets all regulatory compliances such as BMW, Blood Bank/storage license, AERB regulations, etc.
9. Hospital manager is to take a round of the hospital daily and look at the functioning of departments, equipment and ambulance. Facilitation of activities for gap closure, corrective and preventive action.
10. Keep a record of non functional equipment and timeline for its repair along with AMC for all equipment's.
11. Supervising punctuality, day-to-day working, supervision of other staff members, work output and channel the work input to improve overall efficiency and keep unit's morale up.
12. Planning and work-out modalities towards upliftment, preventive maintenance of equipment and vehicles and modernization of the hospital.

13. Analyze utilization of various hospital services and equipment etc.
14. Periodic information and assessment on utilization of untied grants, AMGs, RKS grant etc. and timely submission of SOEs and UCs.
15. Analyze financial outlays and their effective utilization.
16. Prepare yearly plan for expenditure after assessment.
17. Carrying out exit interviews, satisfaction surveys (external and internal customer), time motion studies etc. to keep hospital services up to quality standards.
18. To institute an effective grievance redressal system both for the employees and the patients.
19. Computerization of District Hospital functions.
20. Strengthen District Hospital MIS, KPI and report actions taken.
21. Prepare monthly/quarterly and yearly report of hospital progress.
22. Perform other duties and work assigned by the hospital in charge.

Sd/- Sri.I.Samuel Anand Kumar, IAS  
Commissioner Health & Family  
Welfare & Executive Director,  
National Health Mission, Andhra Pradesh

// Attested//

  
Programme Officer (QA)

## APPLICATION FORM – QUALITY ASSURANCE PROGRAM

**Application for the Post of** \_\_\_\_\_

**Applying for the District of** \_\_\_\_\_

Affix recent  
Passport size  
Photograph

1. Name of the applicant (in Block Letters): \_\_\_\_\_

2. Father's or Mother's name (In Block Letters): \_\_\_\_\_

3. Date of birth - DD/MM/YYYY (with age in yrs): \_\_\_\_\_

4. Sex (Male/ Female) : \_\_\_\_\_

5. Nationality : \_\_\_\_\_

6. Marital Status : \_\_\_\_\_

7. Community (OC/OBC/SC/ST) : \_\_\_\_\_

8. Permanent Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

9. Correspondence Address (if different from Permanent Address): \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

10. Phone Number (Mobile/Landline): \_\_\_\_\_

11. Email Address: \_\_\_\_\_

### **12. Educational Qualifications:**

Sl. No.	Educational qualification	Year of passing	University/ Board	Maximum Marks	Marks obtained	%age

**13. Experience if any:**

Sl. No.	Name of the Employer	Designation	Duration		Total Period
			From	To	
TOTAL					

**14. Languages known:**

<u>Sl.no</u>	<u>Language</u>	<u>Read (Y/N)</u>	<u>Write(Y/N)</u>	<u>Speak(Y/N)</u>

**15. Training and workshops /Audits attended:**

S.NO	TOPICS WITH DETAILS	INSTITUTION / ORGANISATION
1		
2		
3		

**16. Order of preference of posts (if you are considering more than 1 position/location, please indicate the top 4 posts, in the order of your preference, below):**

1. \_\_\_\_\_ 2. \_\_\_\_\_  
 3. \_\_\_\_\_ 4. \_\_\_\_\_

**Declaration**

I, \_\_\_\_\_ hereby declare that the particulars furnished above are true to the best of my knowledge and belief. In case any information is found to be incorrect, my candidature shall liable to be rejected.

**Place:****Date:****(Signature of the Applicant)**



### **General Conditions:**

1. The selection is on contract basis for a period of 1 year and contract may be extended, depending on performance
2. The position is responsible for improvement of quality assurance and quality control in primary, secondary and tertiary hospitals in the state. Selected should be willing to work anywhere in AP, on the orders of the CHFW.
3. Minimum qualifications shall be from a recognized University /Institution.
4. Govt/Management will not be responsible for delayed in receipt / non-receipt of applications.

### **How to Apply:**

**Application Form should be filled in the prescribed format,**

Candidates can apply for **ONE POSITION ONLY** – applicants filling out and submitting a duplicate application envelope for multiple Quality Assurance positions will be disqualified. The following items are required within the application that is submitted:

1. Attested copies of educational qualification, experience and trainings attended should be enclosed with the application
2. Attested copies of proof of age
3. Passport size photograph to be affixed in the space provided

The filled application, along with all required accompanying documents/items as described above, can be scanned and emailed in soft copy to **nhm.qarect@gmail.com** OR hardcopies can be sent by post to: *30.05.2017*.

### **COMMISSIONER HEALTH AND FAMILY WELFARE – ANDHRA PRADESH**

**2<sup>nd</sup> Floor, B- Block, Himagna Towers, D.No: 189, Saipuram Colony, One Center, Gollapudi, Vijayawada Rural, Krishna District, Andhra Pradesh**

**\*Please put “Application for Quality Assurance Programme/<Insert Position you are Applying for>” on the top of the envelope, if applying by regular mail, so your application can be sorted properly.**

If you have any questions or concerns on the above, please feel free to reach us at **nhm.qarect@gmail.com**, *PhNo: 9550685058*

*Dr. B.J. Abishek.*  
*State Consultant (QA)*

Sd/- Sri.I.Samuel Anand Kumar, IAS  
Commissioner Health & Family Welfare  
& Executive Director,  
National Health Mission, Andhra Pradesh

**// Attested//**

*[Signature]*  
**Programme Officer (QA)**