

Quality Consultant

5 months, based in Lagos, Nigeria

The PharmAccess Group

The PharmAccess Group is an international non-profit organization dedicated to improving access to quality health care for people in sub-Saharan Africa. PharmAccess' integrated approach addresses both the demand and supply side of the health care system and uses the opportunities that mobile technology and data present to leapfrog development in health markets in sub-Saharan Africa. PharmAccess has a multidisciplinary team of experts with competencies in demand-side financing and health insurance scheme design for low-income groups (**Health Plans**), regulatory support and improvement (**SafeCare**), business improvement and financing of healthcare enterprises (**Medical Credit Fund**).

In 2011, PharmAccess, Council for Health Service Accreditation Southern Africa (COHSASA) and Joint Commission International (JCI) created SafeCare standards, the first quality standards accredited by the International Society for Quality in Health Care External Evaluation Association (ISQua EEA) for health facilities in resource-restricted settings. SafeCare's internationally recognized standards create a transparent improvement path that offers clinics positive incentives to move steadily upwards in quality.

Lagos State Health Insurance Scheme

The Lagos State Health Management Agency (LASHMA) has the mandate to provide quality and affordable healthcare services to all Lagosians through the Lagos State Health Scheme (LSHS). The hospitals participating in the LSHS are accredited public and private providers, organized into three levels: primary, secondary and tertiary.

To assure and improve the quality of care rendered in their facilities, all hospitals are expected to participate in the LSHS Quality Improvement Program. To this end, LASHMA is seeking a Quality Consultant to monitor the quality of health services provided to enrollees and support health providers in implementing the LSHS Quality Improvement Program.

The Consultancy Role

The Quality Consultant will coordinate quality activities and provide technical support on quality improvement to LASHMA Quality Officers and the Lagos State Health Scheme (LSHS) provider network. He/she will be responsible for quality assurance of health facilities which will entail case audits, staff and patient interviews, to assess the quality of care and track the implementation of activities in the quality improvement plan. He/she will provide feedback to the Monitoring and Evaluation Department LASHMA about the quality of care provided by the hospitals. The Quality Consultant shall report directly to the Head Planning, Research, M&E, LASHMA.

Specific Responsibilities

These include:

- **Capacity Building and Knowledge Transfer**
Identify the training needs of LASHMA Quality Officers and health providers and develop a training plan. The Quality Consultant will also strengthen their capacity on quality assurance, quality improvement methodologies and mentoring facility quality teams on implementing QIP activities.
- **Facility Inspections**
Conduct hospital inspections (clinical and non-clinical areas) to identify risks and work jointly with hospital management and quality teams to proffer and implement solutions to assure the safety of patients, staff and visitors. The Quality Consultant will discuss findings and recommendations

with the hospital management and quality team. A copy of the checklist and recommendations will be submitted to the Quality Assurance Manager in LASHMA. The Quality Consultant will forward reports (monthly, quarterly and annual) to the LASHMA M&E Department.

- **Case Audits**

Conduct case audits of LSHS patients to assess compliance with Standard Treatment Guidelines (STGs) and identify areas for improvement, medical errors, and adverse events in the facility. The Quality Officer shall complete approved case audit templates for disease conditions. Findings and recommendations should be discussed with the Medical Director and a report submitted to the Quality Assurance Manager of LASHMA.

- **Facilitation Support with Facility Quality Teams**

Provide necessary technical support physically and virtually to facility quality teams on implementing activities in the quality improvement plans

- **Patient Interviews**

Develop and propose a standard patient feedback questionnaire for LSHS inpatients and outpatients that can be administered by Quality Officers during visits to obtain on-the-spot information about patients' experiences and concerns about the facility. Supervise the administering of questionnaires by Quality Officers across the health facilities, data collated, analyzed and a report generated and circulated within reporting timelines.

Qualification & Requirements

- Medical degree, BSc Nursing with at least 5 years experience working in clinical health settings and on Healthcare Quality Improvement Programs;
- Good knowledge of quality improvement approaches in health care and data management processes;
- Capable of interacting professionally and constructively with facility managers, clinic staff and others;
- Excellent interpersonal and team-building skills, ability to work effectively with different levels of professional cadres;
- Proven planning and coordination skills with an eye for detail;
- Critical thinking, research and proposal writing skills;
- Computer literacy including use of Microsoft Office suite, databases and web applications;
- Awareness of relevant trends and new (mobile) technologies in healthcare;
- Excellent written and verbal communication skills in English.

How to Apply

1. To apply for the position, please submit the following documents:
A one-page cover letter describing why you are interested in the position and how you are the ideal candidate for this position
2. Your CV

Send your application documents via email to vacancies@pharmaccess-ng.org with Quality Consultant as the subject line. The application deadline is 5pm WAT on Wednesday 16th February 2022.

For more information, please visit the PharmAccess website: www.pharmaccess.org