

Terms of Reference for the General Manager / DGM, Hospital Network and Quality Assurance - National Health Agency

BACKGROUND

The Ayushman Bharat – National Health Protection Mission (AB-NHPM) aims to provide health coverage to over 10 crore poor and vulnerable families for an annual benefit of Rs. 5 lakhs per family per year on a floater basis. The Scheme, when implemented, shall be one of the largest risk pool in the world in terms of a beneficiaries covered. The Scheme has the following objectives

1. Increased financial protection for the covered population
2. Improved access to quality healthcare services to the covered population

In this aspect it is one of the key instruments to make India progress on the path of Universal Health Coverage. The Scheme functions through strategic purchasing of secondary and tertiary healthcare services from public and private providers to improve the efficiency and outcomes of the Scheme. At implementation level, the Scheme shall be a cooperated effort between State and Centre with funding from the Centre to State in the specified ratio and implementation by the State.

Institutional Mechanism:

Institutional mechanisms have been developed for district, state and central levels and it would be critical to engage right expertise at each level to deliver on the objectives of AB-NHPM:

- At Centre, a dedicated National Health Agency (NHA), headed by a full time Chief Executive Officer (CEO), has been set up to facilitate implementation of AB-NHPM in the form of a Society.
- States/ UTs advised to implement through a dedicated entity, State Health Agency (SHA). They can either use an existing Trust/ Society/ Not for Profit Company/ State Nodal Agency (SNA) or set up a new entity to implement the scheme.
- Responsibility of implementing AB-NHPM shall lie with States. They can choose preferred mode of implementation which can be either through Insurance Companies, Trust or a mixed approach.

In order to facilitate the effective implementation of the AB-NHPM, NHA seeks to set up an institutional framework to support State Governments in the day-to-day operations of the scheme. As part of the framework, NHA has proposed to recruit General Managers for different verticals under the

Scheme. This TOR, specifically focuses on hiring of General Manager, Hospital Network and Quality Assurance.

ROLE AND RESPONSIBILITY

- The General Manager / DGM will support the Executive Director (Hospital Network and Quality Assurance) for management of the Hospital Network and Quality Assurance Division under NHA which includes establishing a hospital network and also for Quality Assurance under AB-NHPM. This will require co-ordination of technical inputs from other experts of the NHA and co-ordination with all the States/UT's and the Programme Divisions of MoHFW.
- S/He will be supporting the Executive Director for the management of hospital network, which includes development of domain specific guidelines, policy documents, implementation support etc. along with Operations Division.
- S/He will support in the development of benefit packages and management under AB-NHPM at the Central level in coordination with NITI Aayog (if necessary) & other agencies (as required) and support in development of guidelines for its adoption by the States. Support and guide the state governments in case of review of package rates as per their request.
- Responsible for development of all policy documents for hospital empanelment, de-empanelment, guidance to the state for all the procedures related to creating a network of hospitals, under the scheme and supporting the state governments at the state, district and sub-district level along with the Operations Division in implementation of the policy documents.
- Responsible for developing quality and safety standards for hospitals which the states can follow and implement in their network of hospitals.
- Responsible for generating evidence through various analysis that must feed into the policy making about various aspects of the scheme.
- Manage the Advisors and Consultants working in the hospital network and quality assurance division as well as ensuring continuous coordination with the other divisions under NHA.
- Responsible for preparation/ updation of empanelment criteria as well as quality assurance standards under the scheme. Support and guide the state governments in case of review of hospital empanelment criteria as per their request.
- Provide domain specific technical support to SHAs as and when required.
- Mentor/coach, develop, and co-ordinate the working of NHA consultants. Co-ordinate with States to facilitate technical inputs and timely information required to further the goals of AB-NHPM.

- Support and mobilize technical assistance for states including the Terms and Reference, inviting proposals / applications etc.
- Involve and engage in various committees and sub-committees and various other supporting International development Agencies.
- Maintain official records, documents, files, and ensure compliance with government regulations and systems
- S/he shall be responsible for coordinating medical audits, hospital audits and support the Monitoring & Evaluation Division with fraud control measures etc.
- Support the IT division in development of Dashboard for regular monitoring and outliers.
- Responsible for development of STGs and process documentation for covered packages
- Responsible for compiling and analysing the reported data to highlight trends in public safety and quality
- Provide framework for facilitation of accreditation of empanelled hospitals
- Maintain a working knowledge of significant developments and trends in the field of health/health insurance.
- Undertake monitoring visits to the states and support the state government for the various issues in implementation of the scheme.
- Undertake any other assignment / responsibility given by MoHFW / NHA.

ELIGIBILITY AND QUALIFICATIONS

Essential:

- In case of existing Government officer, an officer of the rank of Deputy Secretary or equivalent in the Government of India/ their respective cadres or equivalent rank in the State Government. In case of a non-Government person s/he shall be PhD or post graduate in Medical or Public Health Qualification or MBA from an institution of repute with specialization in Health Management / Public Health Management / with a minimum of 12 years of post-qualification work experience of which at least 8 years is in a leadership position.
- Excellent communication, writing & presentation skills, analytical and interpersonal abilities, fluency in English and Hindi and/or any Indian Language
- Demonstrated ability to work in a multi-disciplinary team environment.
- Capacity to effectively co-ordinate and partner with different levels within Central and State Governments, academic and research institutions, civil society, International development Organizations &

other stakeholders for the implementation of government public health programmes.

DESIRABLE:

- At least 8 years of work experience in the area of healthcare quality
- Experience in insurance or TPA industry in the quality or networks department is desirable
- Proven track record to lead public health programs / health insurance schemes and assist National and / or State Governments with respect to hospital network and quality assurance, development of various guidelines for the implementation of Public Health Programmes.
- Demonstrated experience in planning and strategy development, demonstrated experience in quality of health programme.

REPORTING:

General Manager / DGM will report to Deputy CEO, NHA through Executive Director (Hospital Network and Quality Assurance) of NHA.

Location: New Delhi with requirement of extensive travel to states & districts. Travel could be up to 40% of time in a month.

Remuneration Range: As per Government rules or experience and knowledge of the candidate.

Contract Tenure: this position will be on a contractual basis for 3 years, subject to renewal on case to case basis