



## **HRSA/QISSEC Quality Improvement (QI) Coach**

I-TECH envisions a healthy world in which all people and communities flourish. Join a multi-disciplinary team consisting of local and global staff who are working closely together to foster healthier communities, and equitable partnerships in research, training, and public health practice. I-TECH has projects in more than 20 countries, and its worldwide staff work in partnership with local ministries of health, universities, non-governmental organizations, medical facilities, and other partners. I-TECH supports development of skilled work forces and overall health systems strengthening with a focus on sustainability and transition to local ownership. As reflected in the [I-TECH Diversity Statement](#), I-TECH is committed to being anti-racist and promotes health and equity in health for all people worldwide.

### **Project Overview**

The International Training and Education Center for Health (I-TECH) is a center of the University of Washington (UW) Department of Global Health (DGH), a division of the Schools of Medicine and Public Health. The work shall be in support of the HRSA/Quality Improvement Solutions for Sustained Epidemic Control (QISSEC) project in Kinshasa, Democratic Republic of Congo (DRC).

- 1. Identify Quality Management Gaps in the Continuum of HIV Care*
- 2. Strengthen and build PNLs and implementing partner capacity and systems, including tools and SOPs*
- 3. Standardize CQI Methodology*
- 4. Develop a National Quality Improvement Strategy*

### **Project Director Scope of Work**

The QI Coach is responsible for providing direct coaching to the health zones, National AIDS Control Program (PNLS), and other implementing partners (IPs) with the goal of building capacity for quality improvement methodology and quality management of staff with the goal of improving health outcomes of people living with HIV (PLWH), especially viral load suppression and retention in care rates. The QI Coach will also provide coaching related to large scale improvement strategies, e.g., a QI Collaborative, as directed by the Ministry of Health (MOH). The QI Coach is responsible for all deliverables to both MOH and I-TECH. This position is expected to last 3 – 6 months.

### **Line of Reporting**

This position will report to the Project Director for the HRSA/QISSEC project.

### **Position Responsibilities**

1. Conduct organizational assessments (OA) per IP to identify training and quality management capacity building needs, QI culture and expectations.
2. Identify QI champions and the inclusion of a civil society QI team member.

3. In collaboration with IP QI focal point, review findings of OA and assist staff in the development of a quality management plan.
4. Conduct training on QI methods and approaches (PDSA, root cause analysis, others), and effective documentation (based on MOH guidance/approval and a harmonized/standardized approach).
5. Coach health zone and PNLs staff on:
  - a) the use of analysis of performance data to identify and develop intervention strategies towards improving outcomes.
  - b) the completion of a demonstration QI process cycle and present outcomes to all stakeholders to build momentum, enhanced buy-in and QI team and staff confidence.
  - c) monitoring the implementation progress, intermittently evaluating and making readjustments as necessary, providing technical assistance to staff on the documentation of progress to support sustainability and replication.
6. Coach IP QI teams on:
  - a) the use of standardized assessment tools;
  - b) building and maintaining a QI resource library for staff referencing; and
  - c) incorporating QI performance data for National QI program efforts.
7. Maintain regular communication with MOH QI lead, USG partners, and other stakeholders

### **Required Qualifications**

- Master's degree in medicine, public health, or related field;
- 10 years' experience working in a health care or program delivery setting with various levels of professionals;
- Knowledge of QI methodology and experience with QI implementation;
- HIV knowledge and experience;
- Broad knowledge of the health system in the Democratic Republic of Congo;
- Evidence of strong coaching or practice facilitation skills;
- Computer skills to include Microsoft Word, Excel, and PowerPoint;
- Must be well organized, detail oriented, work independently, set priorities, and complete multiple tasks and projects efficiently;
- Strong oral and written communication skills in French and English;
- Ability to travel, as needed, to problem-solve and facilitate solutions.

*Equivalent education/experience will substitute for all minimum qualifications except when there are legal requirements, such as a license/certification/registration.*

### **Consulting Assignment Details**

This is an onsite consulting opportunity in Kinshasa, DRC. Up to several times per week, the position requires participation in conference calls or meetings during the late evening to accommodate the time zones of the other countries where I-TECH works. The relationship between the University and any awarded bidder will be that

of an independent contractor. The awarded bidder will be expected to enter into a contract with I-TECH. The University of Washington General Terms and Conditions, as well as Federal Grant Terms and Conditions, will be incorporated into any contract award as a result of this solicitation.

The successful contractor(s) will be selected based on:

- Demonstrated ability to provide the requested services
- Previous experience and expertise
- Cost proposal
- References

At its sole discretion, the University may require contractors to participate in an interview or provide a presentation to the evaluation committee. If so, the score from the interview and/or the presentation may be combined with the score of the proposal to identify the apparent successful contractor. The University will contact the contractor directly to schedule the interview/presentation.

**Applicants:** Persons interested in applying for this position should send their CV, cover letter to and consulting fee rate to:

Ms. Marisa Van Osdale at [mvanosda@uw.edu](mailto:mvanosda@uw.edu) by **July 12, 2024**.