

REQUEST FOR EXPRESSIONS OF INTEREST

SAINT LUCIA

SAINT LUCIA HEALTH SYSTEM STRENGTHENING PROJECT

Credit No.: **IDA Credit# 63160-LC**

Assignment Title: Consultancy for Development of a Registration Policy for Universal Health Coverage

Reference No. 101/CS /CQS/HSSP/RP_UHC

The Government of Saint Lucia (GOSL) has obtained financing from the World Bank (WB) for the Health System Strengthening Project (HSSP) to support the Government of Saint Lucia's initiative to improve the accessibility, efficiency, and responsiveness of health service delivery.

Universal Health Coverage (UHC) represents the government's commitment to enhancing the accessibility of essential healthcare services to its populace, ensuring fairness in distribution, and establishing sustainable funding mechanisms for these services. Recognizing the significance of UHC, the GOSL has been proactive in laying the groundwork for its implementation. Central to this effort is the establishment of a robust Registration Policy for UHC tailored to the unique needs and circumstances of the island's population. This policy is essential as it serves as the cornerstone for identifying and enrolling individuals into the UHC system, thus ensuring that every citizen can benefit from comprehensive healthcare coverage. This Policy aims to establish a comprehensive registration system that not only captures basic demographic information but also considers factors such as vulnerability, employment status, and dependencies, which are essential for equitable resource allocation and effective healthcare planning for all citizens.

The Policy shall ensure use of unique population identification in all healthcare domains, at least:

- Healthcare financing (population registration that ensures its connection to institutionalizing the Performance Based Financing (PBF), Phase I of the HFPS' national implementation of PHC per capita payment system, and other health/social insurance, payment and budgeting mechanisms).
- Health service delivery (primary care and community care systems, hospital systems, pharmaceutical systems, patient portals, e-prescribing, e-referrals, laboratory information system (LIS), radiology information system (RIS), etc.).
- Self-managing care (online patient networks, mobile apps for medication adherence, medical wearables, mobile health apps, online symptom checkers and assessment tools, online service directories, etc.).
- Public health and health data analytics (public health statistics; health data warehouses and BI analysis; epidemiological surveillance; non-communicable disease registries; international health reporting/monitoring; quarantine management; epidemic containment surveillance; health education; etc.).

- Governance (annual budgeting and planning; monitoring budget utilization; procurement monitoring; supplier performance monitoring; contract management; monitoring compliance with health laws and standards; health program development; service quality monitoring; emergency response monitoring; international health cooperation; etc.).

The primary objective of this consultancy is to facilitate the development of a Registration Policy for UHC that aligns with the unique context and needs of Saint Lucia, supporting the successful implementation of UHC. This policy will guide the registration processes, links to financing and provision of health services, data management, and privacy protocols to ensure an inclusive and efficient healthcare system.

Specific objectives include:

- Tailored Policy Creation: Actively engage and facilitate development of a Registration Policy for UHC, specifically tailored to the unique context and requirements of Saint Lucia.
- Population-based and Patient-Centric Approach: Place people and patients at the forefront, ensuring the policy aligns with patient needs and enhances their experience within the healthcare system.
- Direct link to health financing: Enable policy and operations of health purchasing and provider payment systems as well as public finance management (PFM) including accounting and auditing.
- Local Landscape Synchronization: Ensure the policy is in sync with the local healthcare landscape and addresses specific challenges and needs in Saint Lucia.
- Unified Identification Methods: Address the issue of patients having multiple forms of IDs (driver's license, National ID Card, passport) and streamline this for easier healthcare access.
- Directive Role in Healthcare: The policy will guide registration procedures, healthcare data management, and establish robust privacy protocols.
- Actionable Activities for Healthcare Providers: Provide clear actions to modify business rules and operating procedures among healthcare providers at both primary and secondary levels.
- Inclusive and Efficient Healthcare System: Aim to create an inclusive healthcare system that prioritizes efficiency and is responsive to the diverse needs of all patients.
- Respect for Individual Patient Journeys: Respect and cater to the individual needs of every patient throughout their journey of care at all healthcare levels.
- Enhancing UHC Implementation: Contribute significantly to the seamless implementation of Universal Healthcare (UHC) in Saint Lucia, making it more effective and patient friendly.

The assignment is expected to be completed by 31 October, 2024.

The detailed Terms of Reference (TOR) for the assignment can be found at the following website; www.govt.lc/consultancies or www.finance.gov.lc or can be obtained at the address given below.

The Ministry of Health, Wellness and Elderly Affairs now invites interested and eligible Consulting Firms to provide an Expression of Interest demonstrating the following qualifications and experience required to perform the Services: Interested Firms should provide information demonstrating that they have the required qualifications and relevant experience to perform the Services; (Curriculum Vitae, description of similar assignments, experience in similar conditions, clients' references etc.).

Required Skills, Experience and Qualification

- A. For the firm
 - i. Minimum of 7 years of proven experience in policy development in the healthcare sector. -30%
 - ii. Experience in developing registration policies or similar documents for healthcare systems or public services. – 30%
 - iii. In-depth knowledge of healthcare policies, regulations and systems both nationally and internationally. – 20%
 - iv. Knowledge of principles and practices of Universal Health Coverage. – 20%

The firm shall have a team leader and at least the following members with the following qualifications: Information relating to the key expertise can be found in the Terms of Reference (TOR).

Key Experts will not be evaluated at the shortlisting stage.

The attention of interested Consultants is drawn to Section III, paragraphs, 3.14, 3.16, and 3.17 of the World Bank's "Procurement Regulations for IPF Borrowers" July 2016, revised September 2023 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest.

The Consulting firm will be selected in accordance with the Consultant's Qualification Selection (CQS) method set out in the Procurement Regulations. Further information can be obtained at the address below during office 8:00 a.m-4:30 p.m. (0800 to 1630 hours).

Expressions of Interest must be delivered in a written form to the address below (in person, by mail, or by e-mail) by May 8, 2024. Submissions shall be clearly marked "**Expression of Interest – "Consultancy for Development of a Registration Policy for Universal Health Coverage"**

Project Implementation Unit
Ministry of Health, Wellness and Elderly Affairs
1st Floor Sureline Building
Vide Boutielle
Castries
Saint Lucia
Tel: 1-758-468-6438/468-6436
E-mail: piu.mohw@gmail.com