

REVISED REQUEST FOR EXPRESSIONS OF INTEREST

SAINT LUCIA

SAINT LUCIA HEALTH SYSTEM STRENGTHENING PROJECT

Credit No.: IDA Credit# 63160-LC

Assignment Title: Consultancy for Client Satisfaction Survey

Reference No. 090/CS-IC/HSSP/CSS

The Government of Saint Lucia (GoSL) with the assistance of the World Bank Group (WBG) is implementing the Health System Strengthening Project (HSSP) to further assist with the reform activities currently underway within the health sector through its Ministry of Health, Wellness and Elderly Affairs (MOHWEA).

A component of this project is the establishment of a Performance Based Financing (PBF) programme in the Health Sector. This Pilot programme aims to improve the management of diabetes and hypertension at the primary care (PHC) level. Under the PBF Pilot, the MoHWEA pays participating facilities (PFs) incentives based on their performance, as well as subsidies to support laboratory tests for their HTN and DM patients. The incentive payments are based on the quantity and quality of select services (hypertension and diabetes screening and treatment) provided.

A critical link with citizen engagement is understanding whether patients are satisfied with the care that they receive from participating facilities. Under the PBF pilot, quarterly satisfaction surveys are meant to be conducted with patients to explore the essence of five main questions:

1. What made patients start/stop using the product/service?
2. What do they like/dislike about the product/service?
3. What suggestions do they have for improving the product/service?
4. Would the patient consider using the product/service in the future?
5. Would the patient recommend the product/service to others?

Because payments are related to agreed performance targets, the verification of the performance of PFs is a central component of the implementation of the Pilot. The performance of PFs will be validated through internal verification and external counter-verification. PBF payments are based on internally verified data from the Saint Lucia Health Information System (SLUHIS). This is an application installed in all primary health care facilities, managed by the Health Management Information Unit (HMIU).

The internal verification processes described above will be counter-verified by an independent counter-verification team to provide another layer of transparency, accountability and consistency. The counter-verification process comprises of three components:

1. Verification of the quantity of services provided;
2. Assessment of the technical quality of services provided; and
3. A survey of clients of PFs registered in the Saint Lucia Health Information System (SLUHIS) to verify that patients actually received these services and that they were satisfied with their care.

The GOSL intends to apply part of the proceeds of the financing for consulting services for a qualified individual consultant to conduct satisfaction surveys of clients of PFs as part of the citizen engagement process.

The primary objective of the consultancy is to conduct client surveys as part of the citizen engagement process to determine the degree of satisfaction of clients with the services that they received.

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 Eligible Individual Consultants (“Consultants”) to indicate their interest in providing the Services. Interested Consultants 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.).

The criteria for selecting the Consultant are:

Qualifications:

- A postgraduate degree with a specialization in research, encompassing fields such as statistics, epidemiology, demography, public health, social sciences, and/or developmental studies.
- Proficiency in analytical and qualitative skills
- Proficient command of survey software (such as Google Forms).
- Proficient command of statistical software (such as R, STATA, or Python).
- Proficient command of Microsoft Excel, Word, and PowerPoint.
- Demonstrated high levels of personal and professional integrity, self-motivation, and the ability to thrive in a multicultural environment and collaborate effectively in teams.
- Exceptional proficiency in both written and spoken English, coupled with strong communication and writing abilities.
- A results-oriented disposition with a track record of effective problem-solving.

Experience

- Minimum three (3) years previous experience in conducting field research and interviews

- At least three (3) years proven experience in working with data and conducting surveys

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 November 2017 and August 2018 ("Procurement Regulations"), setting forth the World Bank's policy on conflict of interest. A Consultant will be selected in accordance with the Individual Consultants Selection 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 February 16, 2024. Submissions shall be clearly marked "Expression of Interest – "Consultancy for Client Satisfaction Survey"

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