



Pan American  
Health  
Organization



World Health  
Organization

REGIONAL OFFICE FOR THE Americas



# IS4H TOOLKIT

**IS4H ICT ASSESSMENT AND  
COSTING CONSULTANCY TERMS  
OF REFERENCE**

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DEPARTMENT OF EVIDENCE AND INTELLIGENCE FOR  
ACTION IN HEALTH  
PAHO/WHO  
[www.paho.org/ish](http://www.paho.org/ish)



## Information Systems for Health Toolkit

# IS4H ICT Assessment and Costing Consultancy - Terms of Reference

## IS4H-ICTACC 1.0



### Acknowledgments

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Department of Evidence and Intelligence for Action in Health  
Pan American Health Organization - World Health Organization

## Purpose of the Consultancy

\_\_\_\_\_ is seeking a consultant team to work with the Ministry of Health, Government of \_\_\_\_\_ (MoH) to assess the current the information and communications technology infrastructure and to estimate the cost of strengthening the infrastructure for several health services networks that will be the focus of facility, infrastructure and program strengthening under PAHO's IS4H Framework. This work will help define how to direct investment in ICT infrastructure in health facilities to enable policy and program objectives through health information technologies.

## Background

In 2016, PAHO/WHO, in collaboration with the Caribbean countries, introduced a renewed vision and framework that establishes a common understanding of the specific components of Information Systems for Health (IS4H)<sup>1</sup>. The PAHO/WHO IS4H Framework focuses on four key strategic domains: 1) data management and information technologies; 2) management and governance; 3) innovation and performance; and 4) knowledge management and sharing.

PAHO/WHO is leveraging this framework to support countries in defining the strategies, policies, standards, and initiatives for developing interoperable and interconnected systems, for establishing best practices in health data management to improving decision-making for health, and for improving the well-being of their populations. The IS4H Framework operates within the context four overarching strategic drivers: 1) universal access to health and universal health coverage; 2) health in all policies; 3) eGovernment; and 4) open and big data initiatives.

PAHO/WHO is fully committed to working with all its member countries on IS4H initiatives at regional, sub-regional and national levels, facilitating dialogue and encouraging expansion from the current priority area of client management systems to other areas critical to improving health outcomes and to health system strengthening.

Strengthening Information Systems for Health is a key strategy in MoH's efforts to improve planning, decision-making, policy formulation and health equality in \_\_\_\_\_. MoH has embarked on a renewed effort to strengthen and expand its use of information technology to improve the efficiency, efficacy and safety of both clinical and business processes, and to improve the availability of quality information to support clinical, program and policy decision-making.

## Planned timelines (subject to confirmation)

- Start date: TBD
- End date: TBD
- A total of 90 working days: 10 working days in country (x 2 consultants) plus the rest of working days working remotely)

<sup>1</sup> [Http://www.paho.org/ish](http://www.paho.org/ish)

## Work to be performed

### Description of activities to be carried out:

- Coordinate with MoH, PAHO/WHO, and Development Partners to develop an appropriate consultation and ICT infrastructure assessment approach, and to confirm the proposed future state use of health information technologies within the target health services networks.
- Conduct on-site assessment of health facilities (hospitals, primary care facilities and health clinics) within the health services networks;
- Document the current state of ICT infrastructure in the targeted health services networks, including end-user devices (computers, mobile devices, printers, etc.), local area networking, and wide-area networking, and shared data hosting infrastructure.
- Identify requirements for ICT infrastructure strengthening necessary to enable the future state use of health information technologies within the target health services networks.
- Produce a report summarizing the current state, gaps, and priority areas for ICT strengthening, including estimated investment requirements.

### Deliverables

- Report describing:
  - The current state ICT infrastructure (end-user devices, local area networks, wide area networks, and data/application hosting infrastructure) within the target health service networks;
  - ICT requirements to support the proposed future state use of health information technologies within the target health services networks based on consultation with MoH, Development Partners and PAHO/WHO representatives;
  - Estimated investments (costs) required to enable the proposed future state use of health information technologies within target health services networks.

## Technical Supervision

The selected Consultant will work on the supervision of:

Responsible Officer:			
Manager:			

## Specific requirements

Qualifications required:

- A bachelor's degree Computer Science (or equivalent)

Experience /technical skills and knowledge required:

- Minimum of 7 years of experience with designing, implementing and supporting ICT infrastructure within a health care setting;
- Demonstrable knowledge of current IT infrastructure related technologies, principles, best practices and trends;
- Excellent knowledge of current principles, best practices and trends guiding the development of ICT architectures;
- Excellent knowledge of current principles, best practices and trends guiding the engineering, maintenance and support of IT infrastructures;
- Previous experience conducting IM-IT inventories or assessments;
- Demonstrated experience reporting back to executive-level leadership;
- Previous experience working with Caribbean or Latin American health sector clients is highly-desirable.

Language requirements:

- Fluent written/spoken \_\_\_\_\_

## Competencies

- Ability to work as a team
- Ability to work under pressure
- Produce and deliver quality results
- Ability to communicate with and present to a variety of technical and non-technical audiences

## Travel

The person is expected to travel one time to \_\_\_\_\_. Internal travel within \_\_\_\_\_ will be required.