

TERMS OF REFERENCE
Service Contract
Baseline Assessment on Access Barriers to Health Services
1st July 2022 – 25th July 2021

1. Background : To support the Ministry of Health in their efforts to improve access to health services in the hinterland regions of Guyana, PAHO/WHO Guyana Office has been requested to conduct a baseline assessment in Region 2 that will include a Rapid Health Facility Assessment and a health worker training needs assessment. The baseline assessment is conducted to implement PAHO/WHO agenda to improve the health of populations in situations of vulnerability.
2. Purpose: To improve access to health services and improve the health of populations in situations of vulnerability in the country with a focus on women and adolescent girls.
3. Objectives: The contractor will plan and conduct a baseline assessment of service delivery in Region 2. This assessment will consist of:
 - 3.1 Rapid healthcare facility (HCF) assessment: To improve service delivery for vulnerable populations in Guyana, it is important to assess the current availability and utilisation of services in healthcare facilities. This survey aims to determine the types of services available at different levels of the health care system in Region 2, and to assess utilisation of services at these levels. The regional hospital, a district hospital and a sample of health centres and health posts in the region will be selected for the assessment. A framework of services typically provided at each level will be developed, against which the current availability and utilisation of services in each facility will be assessed.
 - 3.2 Knowledge, attitudes and practices (KAP) survey among health staff: Improvements in health care provision necessitates proper training of health staff serving these groups at the primary care level. Training programmes for health staff should be based on an initial assessment of their current levels of knowledge, understanding, practice and actual training needs. This survey aims to determine the knowledge, attitudes and practices of primary health staff in Region 2 and to assess their training needs in key areas of health provision. The contractor will visit the health facilities identified for the rapid healthcare facility (HCF) assessment and hand out the self-administered questionnaires to health staff in these facilities. At the conclusion of the HCF assessment, the completed KAP questionnaires will be collected from the staff. The 2 surveys will run concurrently. The contractor will support with the data analysis and be available for clarifications on the data entered into the questionnaires.
4. Expected Outcomes The responsibilities of the contractor will include the following:
 - 4.1 Plan the two surveys in region 2.
 - 4.2 Conduct field work including visits to facilities.
 - 4.3 Timely and accurate entry of data.
 - 4.4 Assist in the preparation of reports on survey findings.
 - 4.5 Perform other related duties as required to bring these activities to a successful conclusion.
5. Duration of Contract: The duration of the assignment is two weeks (from 1st July 2022 to 15th July 2022).
6. Education and experience of the service contractor's team
 - 6.1 CXC (at least five passes including English language and a science subject) for the field survey team.
 - 6.2 At least 3 years post qualification experience for survey team members in conducting similar surveys or working in the health sector.
 - 6.3 Advanced knowledge in MS Excel for at least 1 member of survey team.
7. Language: Excellent knowledge of written and spoken English. Knowledge of Spanish or Portuguese an asset.