

## HRD Terms of Reference, For PEC consultancies

**Job Title:** Application of a telehealth assessment tool consultant

**Background of this search:** use this formula,

SCL/SPH is looking for a professional with digital health and telehealth background.

**The team's mission:** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

The Social Protection and Health Division (SPH) is tasked with the preparation and supervision of IDB operations in borrowing member countries in the areas of social protection (safety nets and transfers and services for social inclusion which include: early childhood development, youth programs, care services for dependency, among others), health (health capital investment strategies, health networks strengthening, health system financing, organization and performance, etc.) and nutrition.

Among digital health solutions that can contribute to the response to COVID-19 and other public health emergencies, telehealth solutions are particularly promising. These solutions can contribute to support health systems to cope with an uncontrolled and exponential demand during public health emergencies. For instance, teleconsultations are a safe and effective way to assess suspected cases and guide the patient's diagnosis and treatment, minimizing the risk of disease transmission (PAHO, 2020). Telemedicine can allow for specialists to provide quality care in hard to reach areas without trained personnel by supporting provider-to-provider tele-consult or directly to patients. Studies on physicians, especially those in training-learning relationships have shown important results such as shortened diagnosis time, faster and better patient management, improving accuracy of triage, increased confidence and reduced amount of unnecessary procedures (Deldar, Bahaadinbeigy, & Tara, 2016). Evidence suggests that provider-to-provider telemedicine may improve health worker performance, reduce the time for clients to receive appropriate care or follow-up, and decrease length of stay among individuals visiting the emergency department (WHO, 2019).

Even though only 23 cases and 2 deaths have been registered in Belize, the country is ranked 135 in the GHS Index and is among the countries with the lowest capabilities to respond to public health crises. In this context, the use of proven and successful telehealth solutions may be a key component of the national response to the pandemic.

**What you'll do:**

- Create materials and workshop methodology for the application of the telehealth assessment tool in Belize
- Organize a workshop to apply the telehealth assessment tool with key counterparts in Belize
- Elaborate a report with key highlights of the telehealth assessment tool including diagnostic, areas of improvement and recommended next steps

**Deliverables and Payments timeline:**

- Material and workshop methodology (30%)

## HRD Terms of Reference, For PEC consultancies

- Report on telehealth assessment in Belize (70%)

### **What you'll need:**

**Citizenship:** You are a citizen of one of our 48-member countries.

**Consanguinity:** You have no family members (up to fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB Group.

**Education:** Master's degree in public health or health informatics

**Experience:** 5 years of experience in the area of digital health including 2 years in telehealth

**Languages:** English

**Core and Technical Competencies: digital health, health informatics, communication skills**

### **Opportunity Summary:**

- Type of contract and modality: PEC
- Length of contract: 4 months
- Starting date: 16-Aug-20
- Location: TBD
- Responsible person: Alexandre Bagolle (SCL/SPH)
- Requirements: You must be a citizen of one of the IDB's 48 member countries and have no family members currently working at the IDB Group.

**Our culture:** Our people are committed and passionate about improving lives in Latin-America and the Caribbean, and they get to do what they love in a diverse, collaborative and stimulating work environment.

**We are the first Latin American and Caribbean development institution to be awarded the EDGE certification, recognizing our strong commitment to gender equality.** As an employee you can be part of internal resource groups that connect our diverse community around common interests.

**We encourage women, afro-descendants, people of indigenous origins, and persons with disabilities to apply.**

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**Our team in Human Resources carefully reviews all applications.**

*Selection process #::::::*

## **TERMS OF REFERENCE**

### *Design and implementation of telehealth pilots in Belize*

Belize

RG-T3730

*Support the design and implementation of key digital interventions for COVID-19 in Latin America and the Caribbean*

#### **1. Background and Justification**

- 1.1.** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.
- 1.2.** The Social Protection and Health Division (SPH) is tasked with the preparation and supervision of IDB operations in borrowing member countries in the areas of social protection (safety nets and transfers and services for social inclusion which include: early childhood development, youth programs, care services for dependency, among others), health (health capital investment strategies, health networks strengthening, health system financing, organization and performance, etc.) and nutrition.
- 1.3.** In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020). Among digital health solutions that can contribute to the response to COVID-19 and other public health emergencies, telehealth solutions are particularly promising. These solutions can contribute to support health systems to cope with an uncontrolled and exponential demand during public health emergencies. For instance, teleconsultations are a safe and effective way to

assess suspected cases and guide the patient's diagnosis and treatment, minimizing the risk of disease transmission (PAHO, 2020). Telemedicine can allow for specialists to provide quality care in hard to reach areas without trained personnel by supporting provider-to-provider tele-consult or directly to patients. Studies on physicians, especially those in training-learning relationships have shown important results such as shortened diagnosis time, faster and better patient management, improving accuracy of triage, increased confidence and reduced amount of unnecessary procedures (Deldar, Bahaadinbeigy, & Tara, 2016). Evidence suggests that provider-to-provider telemedicine may improve health worker performance, reduce the time for clients to receive appropriate care or follow-up, and decrease length of stay among individuals visiting the emergency department (WHO, 2019).

- 1.4. There is a need to support the use of recognized technological solutions to face the COVID-19 crisis. In LAC countries with increasing number of cases and deaths due to COVID-19 and a limited capacity of the health system to meet this increasing demand, the use of proven and successful telehealth solutions may be a key component of the national response to the pandemic. For this, it is necessary to define use cases, design models and processes of telehealth care, pilot and adapt existing telehealth solutions and promote the creation of a toolkit that allows replicating telehealth experiences at the regional level and the exchange of good practices between countries.

## **2. Objectives**

- 2.1. Promote the use of telehealth solutions in Belize to contribute to the response to the COVID-19 crisis

## **3. Scope of Services**

- 3.1. Define use cases, design models and processes of telehealth care, pilot and adapt existing telehealth solutions and promote the creation of a toolkit that allows replicating telehealth experiences at the regional level and the exchange of good practices between countries.

## **4. Key Activities**

- 4.1. Identification of prioritized use cases for telehealth, such as follow up on patients in quarantine, follow up of pregnant women and well-child visits, or follow up of chronically ill patients during the pandemic.

- 4.2. Design of processes and workflows for each identified use cases, defining the role of the different actors, their needs, their responsibilities, their relations, the technology that will be used, among other.
- 4.3. Pilot of telehealth solutions based on international best practices, and the identified use cases and designed workflows.
- 4.4. Creation of a toolkit for replication at the regional level. All findings will be packaged and shared with the rest of the region to support cross-country learning. The Belizean case will be used to define use cases and design processes, but the lessons learned, and tools created under this component will be used at the regional level.

## 5. Expected Outcome and Deliverables

- 5.1. Report description and prioritization of use cases for telehealth
- 5.2. Report including the design of processes and workflows for each identified use cases
- 5.3. Report on results and lessons learned from pilot of telehealth solutions
- 5.4. Toolkit for replication at the regional level

## 6. Project Schedule and Milestones

Activities	Months											
	1	2	3	4	5	6	7	8	9	10	11	12
Description and prioritization of use cases for telehealth												
Design of processes and workflows for each identified use cases												
Implementation of telehealth solutions pilots												
Creation of a Toolkit for replication at the regional level												

## 7. Reporting Requirements

- 7.1. Reports will be written in English and will include all the contents described in section 4

## 8. Acceptance Criteria

- 8.1. Reports will be review and accepted by the TC team leader after consultation of the country partners

## 9. Other Requirements

9.1. None

## 10. Supervision and Reporting

10.1. The TC team leader after consultation of the country partners

## 11. Schedule of Payments

- 11.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.
- 11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule	
<i>Deliverable</i>	<i>%</i>
Report description and prioritization of use cases for telehealth	20%
Report including the design of processes and workflows for each identified use case	30%
Report on results and lessons learned from pilot of telehealth solutions	20%
Toolkit for replication at the regional level	30%
<b>TOTAL</b>	<b>100%</b>

*Selection process #::::::*

## **TERMS OF REFERENCE**

*Implementation of ECHO projects in the three participating countries*

Belize, Ecuador, El Salvador

RG-T3730

*Support the design and implementation of key digital interventions for COVID-19 in Latin America and the Caribbean*

### **1. Background and Justification**

- 1.1.** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.
- 1.2.** The Social Protection and Health Division (SPH) is tasked with the preparation and supervision of IDB operations in borrowing member countries in the areas of social protection (safety nets and transfers and services for social inclusion which include: early childhood development, youth programs, care services for dependency, among others), health (health capital investment strategies, health networks strengthening, health system financing, organization and performance, etc.) and nutrition.
- 1.3.** In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020). Among digital health solutions that can contribute to the response to COVID-19 and other public health emergencies, telehealth solutions are particularly promising. These solutions can contribute to support health systems to cope with an uncontrolled and exponential demand during public health emergencies. For instance, teleconsultations are a safe and effective way to

assess suspected cases and guide the patient's diagnosis and treatment, minimizing the risk of disease transmission (PAHO, 2020). Telemedicine can allow for specialists to provide quality care in hard to reach areas without trained personnel by supporting provider-to-provider tele-consult or directly to patients. Studies on physicians, especially those in training-learning relationships have shown important results such as shortened diagnosis time, faster and better patient management, improving accuracy of triage, increased confidence and reduced amount of unnecessary procedures (Deldar, Bahaadinbeigy, & Tara, 2016). Evidence suggests that provider-to-provider telemedicine may improve health worker performance, reduce the time for clients to receive appropriate care or follow-up, and decrease length of stay among individuals visiting the emergency department (WHO, 2019).

- 1.4. At the regional level, an example of successful use of telehealth solutions is the project Extension for Community Healthcare Outcomes (ECHO), that contributed to the response to COVID-19 in Uruguay. The ECHO methodology uses proven adult learning techniques and interactive video technology, to connect groups of community providers with specialists at centers of excellence in real-time collaborative sessions. These collaborative sessions, called teleclinics, are designed around case-based learning and mentorship. During teleclinics local workers, services providers, and specialists work together in a collaborative and horizontal manner to provide better health services to the population. This telehealth methodology with low technological requirements is particularly suitable for countries with low levels of development in technological infrastructure. There are currently 389 ECHO Hubs around the world, in both developed and developing countries, and the IDB's Social Protection and Health Division (SCL / SPH) is currently supporting ECHO projects in Jamaica and Uruguay.
- 1.5. Due to its low technological requirements and its high impacts on the quality of health services, the scaling up of the ECHO model in Belize, Ecuador and El Salvador countries is particularly promising.

## 2. Objectives

- 2.1. Implement the ECHO Methodology in Belize, Ecuador and El Salvador to contribute to the response to the COVID-19 crisis

## 3. Scope of Services

- 3.1. Define use cases, design models and processes of telehealth care, create ECHO hubs and implement teleclinics based on ECHO methodology. Teleclinics will focus on specific topics including areas such as COVID-19, infectious diseases; infection control occupational health; family and community medicine; medical psychology; palliative care; and Oncological gynecology



#### 4. **Key Activities**

- 4.1. Design and deliver training activities to promote the adoption of the ECHO methodology,
- 4.2. Implementation of teleclinics
- 4.3. Design and delivery of courses, creation of reusable multimedia materials and best practice manuals focused on the new reality of COVID-19,
- 4.4. Activities to strengthen the capacities of frontline health teams
- 4.5. Activities to promote cross-learning and cooperation between ECHO hubs in LAC

#### 5. **Expected Outcome and Deliverables**

- 5.1. Training materials and methodology
- 5.2. Course materials and methodology
- 5.3. Report on results and lessons learned of teleclinics and ECHO hubs implementation
- 5.4. Report on Activities to strengthen the capacities of frontline health teams and on activities to promote cross-learning and cooperation between ECHO hubs in LAC

#### 6. **Project Schedule and Milestones**

Activities	Months											
	1	2	3	4	5	6	7	8	9	10	11	12
Design of training material and courses												
Delivery of training material and courses												
Implementation of ECHO Hubs												
Teleclinics												
Strengthening of frontline health teams												
Promotion of cross-learning and cooperation between ECHO hubs												

#### 7. **Reporting Requirements**

- 7.1. Reports will be written in English and will include all the contents described in section 4

#### 8. **Acceptance Criteria**

- 8.1. Reports will be review and accepted by the TC team leader after consultation of the country partners

## 9. Other Requirements

- 9.1. None

## 10. Supervision and Reporting

- 10.1. The TC team leader after consultation of the country partners

## 11. Schedule of Payments

- 11.1. Payment terms will be based on project milestones or deliverables. The Bank does not expect to make advance payments under consulting contracts unless a significant amount of travel is required. The Bank wishes to receive the most competitive cost proposal for the services described herein.
- 11.2. The IDB Official Exchange Rate indicated in the RFP will be applied for necessary conversions of local currency payments.

Payment Schedule	
<i>Deliverable</i>	%
Report Training and courses materials and methodology	30%
Report on results and lessons learned of teleclinics and ECHO hubs implementation	40%
Report on Activities to strengthen the capacities of frontline health teams and on activities to promote cross-learning and cooperation between ECHO hubs in LAC	30%
<b>TOTAL</b>	100%

## HRD Terms of Reference, For PEC consultancies

**Job Title:** Consultant to design and implementation of a tool to calculate Total Cost of Ownership of digital solution in health

### **Background of this search:**

SCL/SPH is looking for a professional with digital health and telehealth background.

**The team's mission:** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

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In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020).

It is necessary to ensure the sustainability of the digital solutions that are implemented and to strengthen the countries' capacity to respond to future health emergencies. For this, it is necessary to develop tools that adequately define the total cost of implementation and installation of technological solutions, also known as total cost of ownership (TCO)<sup>1</sup>. Having a clear dimensioning of medium-term costs is a key factor of sustainability and reinforces the capacity of countries to make informed decisions regarding technological development in health (McConalogue, E., Davis, P., Connolly, R., 2019).

**What you'll do:** Define a methodology and create tools to calculate the TCO of digital solutions in the area of health and other areas of social policy and apply the defined methodology to projects financed by the Bank. The above includes:

- Review and analyze the existing methodological frameworks to calculate CO, with special focus on technological solutions applied in the area of health and other areas of social policy.
- Analyze project documents and carry out interviews with key actors involved in the design and implementation of digital projects in the health area and other areas of social policies (team leaders,

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<sup>1</sup> TCO is defined as a calculation method that considers all costs related to the implementation of a technology, beyond the purchase price. In addition to the entry costs, the TCO considers the costs that arise during the different phases of the project life cycle (acquisition, start-up, operation, maintenance and closure) and typically includes acquisition costs, energy costs, costs of installation, maintenance costs, repairs, updates, personnel and training costs, liquidation costs, among others.

## HRD Terms of Reference, For PEC consultancies

team members, executing agency staff). The review of documents and the interviews with key stakeholders identified aim to identify the main characteristics of the digital projects financed by the Bank in the area of health and other areas of social policies, obtain information on the costs and benefits of digital solutions and implementation challenges.

- Develop a generic conceptual model for TCO calculation of digital solutions in different areas of the social policy. The generic conceptual model must be broad and flexible enough to be applicable to most of the digital projects in the social sector identified through the review of project documents and interviews with key actors in the previous point. The generic conceptual model includes the TCO calculation methodology, the cost categories and subcategories that the TCO model includes, concrete examples of costs and benefits, and their justification. Prepare a specific conceptual model for the TCO calculation of digital solutions in the health area. As in the previous point, the conceptual model includes the calculation methodology of the TCO, the categories and subcategories of costs to include in the TCO model, concrete examples of costs and their justification. The specific model for the health sector will give special emphasis to the characteristics of the sector and the specifications of digital transformation projects in the Health sector
- The model should compare different technological options for the same solution that may imply different costs and expense concepts such as proprietary software, software development from scratch, adaptation of open source solutions, software as a service or storage options in the cloud etc.
- Create tools for the TCO calculation and guides for using the tools. The tools and guidelines must allow the application of the proposed methodology and must be aimed at a technical and non-technical audience. It is understood that the precision of the model will only be indicative of the different components and global amount, but will serve as the basis for more precise implementations in each Bank project that are beyond the scope of this consultancy.
- Preparation of a learning material as part of the digital health series of no more than 30 pages for the executive staff of the Ministries of the region that explains in simple terms the basic concepts of the TCO calculation and the elements that vary between each type of implementation of a solution (contracting programmers, Licensing Vs and maintenance contracts, etc.).
- Apply the proposed methodologies and tools to Bank-financed digital transformation projects in the areas of digital health and other areas of social policy. Two projects will be selected, one in the area of health and social protection and the other in another area of social policy. Once the projects have been selected, the consultant will apply the methodology and tools created and present the results of the analysis, the lessons learned and the recommendation for their application in other projects.

### **Deliverables and Payments timeline:**

- Product 1: Detailed work plan with the programming of all the activities and products contemplated in the consultancy (15%)
- Product 2: Conceptual models. The report will include i) a review and analysis of the existing conceptual and methodological frameworks, ii) a generic conceptual model for the calculation of TCO of digital projects in different areas of the social sector, iii) a specific conceptual model for the calculation of the TCO of digital projects in the health area (15%)

## HRD Terms of Reference, For PEC consultancies

- Product 3: Tools and user guides. The report will include i) tools and guides for calculating TCO according to the generic conceptual model, ii) tools and guides for calculating TCO according to the conceptual model specific to the health sector (25%)
- Product 5: learning material. The learning material will follow the format and style of the series of digital health materials: <http://socialdigital.iadb.org/en/resources/research-publications/838> (25%)
- Product 4: Case studies. The report will include the results of the application of the methodology and tools to two Bank projects and will present the main conclusions and lessons learned from the analysis and will make a series of recommendations for their application in other projects (20%)

### **What you'll need:**

**Citizenship:** You are a citizen of one of our 48-member countries.

**Consanguinity:** You have no family members (up to fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB Group.

**Education:** Master's degree in informatics, health informatics or economics

**Experience:** 5 years of experience in the area of digital health

**Languages:** English or Spanish

**Core and Technical Competencies:** digital health, health informatics, communication skills

### **Opportunity Summary:**

- Type of contract and modality: PEC
- Length of contract: 9 months
- Starting date: 16-Aug-20
- Location: TBD
- Responsible person: Alexandre Bagolle (SCL/SPH)
- Requirements: You must be a citizen of one of the IDB's 48 member countries and have no family members currently working at the IDB Group.

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**Our team in Human Resources carefully reviews all applications.**

## HRD Terms of Reference, For PEC consultancies

**Job Title:** Consultant to design a tool to evaluate digital solutions in health

### **Background of this search:**

SCL/SPH is looking for a professional with digital health background.

**The team's mission:** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

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In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020).

It is also necessary to create tools to evaluate digital solutions and assess whether a given technology is adapted to the national context. Many solutions from the private sector and other regions rushed to market, however, the ability to harness and adapt these solutions, especially at scale, remains a challenge.

**What you'll do:** Define a methodology and create tools to evaluate digital solutions and assess whether a given technology is adapted to the national context

- Review and analyze the existing methodological frameworks to evaluate digital solutions in health
- Analyze project documents and carry out interviews with key actors involved in the design and implementation of digital projects in the health.
- Develop a generic conceptual model to evaluate digital solutions in health
- Create a tool to evaluate digital solutions in health

### **Deliverables and Payments timeline:**

- Product 1: Detailed work plan with the programming of all the activities and products contemplated in the consultancy (10%)
- Product 2: generic conceptual framework (40%)
- Product 3: Tool to evaluate digital health solutions

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**Education:** Master's degree in informatics or health informatics

**Experience:** 5 years of experience in the area of digital health

**Languages:** English or Spanish

**Core and Technical Competencies:** digital health, health informatics, communication skills

### **Opportunity Summary:**

- Type of contract and modality: PEC
- Length of contract: 6 months
- Starting date: 16-Oct-20
- Location: TBD
- Responsible person: Alexandre Bagolle (SCL/SPH)
- Requirements: You must be a citizen of one of the IDB's 48 member countries and have no family members currently working at the IDB Group.

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**Our team in Human Resources carefully reviews all applications.**



## HRD Terms of Reference, For PEC consultancies

**Job Title:** Consultant to develop of a methodology to measure the digital health divide and measure perceptions and attitudes of users towards the use of digital tools

### **Background of this search:**

SCL/SPH is looking for a professional with digital health or health economics background.

**The team's mission:** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

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In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020).

The sustainability of technological solutions in health also depends on their impact in terms of inclusion and inequality. Certain technological solutions tend to be more inclusive and contribute to reduce access gaps to health services while others can contribute to increase the digital divide making large scale implementation less sustainable (Azzopardi-Muscat and Sørensen, 2019). Moreover, the perceptions and attitudes of users and patients towards technological solutions can accelerate or slow down their sustainable adoption. In this context it is necessary to develop tools to measure the digital health divide in countries and to measure the knowledge, perceptions, and attitudes of users towards the use of digital tools for healthcare and public health emergencies.

**What you'll do:** Define a methodology to measure the digital health divide and measure perceptions and attitudes of users towards the use of digital tools in LAC

- Review and analyze the existing methodological frameworks to measure the digital health divide
- Review and analyze the existing methodological frameworks to perceptions and attitudes of users towards the use of digital tools
- Develop a generic conceptual model to measure the digital health divide Create a tool to evaluate digital solutions in health in LAC
- Develop a generic conceptual model to measure perceptions and attitudes of users towards the use of digital tools in LAC

## HRD Terms of Reference, For PEC consultancies

- Develop a methodology to measure the digital health divide in LAC
- Develop a methodology to measure perceptions and attitudes of users towards the use of digital tools in LAC

### **Deliverables and Payments timeline:**

- Product 1: Detailed work plan with the programming of all the activities and products contemplated in the consultancy (10%)
- Product 2: generic conceptual framework to measure the digital health divide and measure perceptions and attitudes of users towards the use of digital tools in LAC (40%)
- Product 3: Methodologies to measure the digital health divide and measure perceptions and attitudes of users towards the use of digital tools in LAC (50%)

### **What you'll need:**

**Citizenship:** You are a citizen of one of our 48-member countries.

**Consanguinity:** You have no family members (up to fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB Group.

**Education:** Master's degree in economics

**Experience:** 5 years of experience in the area econometrics, economic surveys, including 2 years in the area of health or digital transformation surveys

**Languages:** English or Spanish

**Core and Technical Competencies:** digital health, health informatics, communication skills

### **Opportunity Summary:**

- Type of contract and modality: PEC
- Length of contract: 9 months
- Starting date: 16-Nov-20
- Location: TBD
- Responsible person: Alexandre Bagolle (SCL/SPH)
- Requirements: You must be a citizen of one of the IDB's 48 member countries and have no family members currently working at the IDB Group.

**Our culture:** Our people are committed and passionate about improving lives in Latin-America and the Caribbean, and they get to do what they love in a diverse, collaborative and stimulating work environment.

**We are the first Latin American and Caribbean development institution to be awarded the EDGE certification, recognizing our strong commitment to gender equality.** As an employee you can be part of internal resource groups that connect our diverse community around common interests.

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**We encourage women, afro-descendants, people of indigenous origins, and persons with disabilities to apply.**

**About us:** At the IDB, we're committed to improving lives. Since 1959, we've been a leading source of long-term financing for economic, social, and institutional development in Latin America and the Caribbean. We do more than lending though. We partner with our 48-member countries to provide Latin America and the Caribbean with cutting-edge research about relevant development issues, policy advice to inform their decisions, and technical assistance to improve on the planning and execution of projects. For this, we need people who not only have the right skills, but also are passionate about improving lives.

**Our team in Human Resources carefully reviews all applications.**

## HRD Terms of Reference, For PEC consultancies

**Job Title:** Consultant to design a regional epidemiologic surveillance information system

### **Background of this search:**

SCL/SPH is looking for a professional with digital health background.

**The team's mission:** The Social Sector (SCL) is a multidisciplinary team convinced that investing in people is the way to improve lives and overcome the development challenges in Latin America and the Caribbean. Jointly with the countries in the region, the Social Sector formulates public policy solutions to reduce poverty and improve the delivery of education, work, social protection, and health services. The objective is to advance a more productive region, with equal opportunities for men and women, and greater inclusion of the most vulnerable groups.

The Social Protection and Health Division (SPH) is tasked with the preparation and supervision of IDB operations in borrowing member countries in the areas of social protection (safety nets and transfers and services for social inclusion which include: early childhood development, youth programs, care services for dependency, among others), health (health capital investment strategies, health networks strengthening, health system financing, organization and performance, etc.) and nutrition.

In the response to the COVID-19, digital health solutions can play a central role. Lessons learned from digital interventions during public health emergencies such as Ebola, Cholera, MERS, COVID-19, and other crisis, show that access to quality information was the most frequently encountered challenge among WHO's Health System Challenges of Digital Health Interventions. Evidence shows that during a public health emergency, having technological systems in place that provide timely and accurate information is a key aspect of the health response (Park et al. 2020).

To respond to future public health emergency it is necessary to strengthen regional surveillance. Currently there are no automated reported mechanisms at the regional level to detect outbreaks. More often, instead of harnessing existing digital data sources to automatically extract or share information, this data is collected in parallel, bespoke systems or Excel, effecting data quality, comparability, and timeliness. In this context, it is necessary to design a regional epidemiologic surveillance information system.

**What you'll do:** Define a methodology to measure the digital health divide and measure perceptions and attitudes of users towards the use of digital tools in LAC

- Review and analyze the technical specifications of existing regional epidemiologic surveillance information systems
- Define a conceptual design of a regional epidemiologic surveillance information systems for LAC countries
- Design technical specifications of a regional epidemiologic surveillance information systems for LAC countries
- Create a toolkit for the exchange and integration of healthcare information systems for public health emergencies for LAC countries

### **Deliverables and Payments timeline:**

## HRD Terms of Reference, For PEC consultancies

- Product 1: Detailed work plan with the programming of all the activities and products contemplated in the consultancy (10%)
- Product 2: a conceptual design of regional epidemiologic surveillance information systems for LAC countries (20%)
- Product 3: technical specifications of existing regional epidemiologic surveillance information systems (40%)
- Product 4: toolkit for the exchange and integration of healthcare information systems for public health emergencies (30%)

### **What you'll need:**

**Citizenship:** You are a citizen of one of our 48-member countries.

**Consanguinity:** You have no family members (up to fourth degree of consanguinity and second degree of affinity, including spouse) working at the IDB Group.

**Education:** Master's degree in health informatics

**Experience:** 5 years of experience in the area health informatics and digital transformation in health

**Languages:** English or Spanish

**Core and Technical Competencies:** digital health, health informatics, communication skills

### **Opportunity Summary:**

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