



## Terms of Reference

### Consultancy on analysis of the context in view of the development and implementation of new job profiles and roles for family nurses in Albania

#### 1. Background

Health for All Project (HAP) is funded by Swiss Agency for Development and Cooperation (SDC) of the Swiss Government. Its overall goal is that the Albanian population benefit from better health due to improved primary health care (PHC) services. As of 1 April 2019, HAP entered the second phase implemented by Swiss Tropical and Public Health Institute (Swiss TPH) through HAP Centre.

The primary health care system in Albania faces several challenges. Phase 2 of the Health for All project (HAP) supports among other the initiative of MoHSP and other partners of the health sector to redefine roles and responsibilities of PHC personnel with a focus on nurses working in health centres and in health posts. The purpose of this undertaking is to redesign job profiles of nurses in order to capacitate this professional category to face the new health challenges and the burden of disease in Albania, especially those related to NCDs and cancer, women children and adolescents' health and care for elderly people in the ageing population of Albania as close as possible to the communities. For this purpose, Primary Health Care (PHC) services should be tailored to the prevailing burden of disease, while roles and responsibilities of PHC personnel, particularly the role of nurses, need to be redefined and nurses need to acquire and be able to use the necessary competencies and skills to work confidently and to a high standard in an extended role.

HAP will provide the necessary technical expertise in order to share the best models on job profiles for nurses working in PHC settings and at community level considered successful in selected countries with similar economic and social conditions. In this regard, has been established and made functional a Core Technical Group (CTG). The mandate of the CTG is to provide technical inputs in all steps of implementation of this initiative.

In this frame, HAP is looking for a local consultancy to provide a situational analysis of the context in view of the re-definition, development and implementation of the family nurse role in Albania. The consultancy will produce a written report of the contextual factors that could affect the development and implementation of the new role of family nurse.

#### 2. Objectives

The main objective of this consultancy is to provide context analysis in view of the development and implementation of new job profiles and roles for family nurses in Albania.

##### Specific objectives are:

1. Describe and analyze the policy and legal framework that regulates the exercise of the nurse practice in Albania. This should include policy objective and/or health outcomes that Albania want to achieve through family health nursing and the legal frame analysis.
2. Provide a description of current situation of Primary health care services with all its strengths, weaknesses, opportunities and threats using the existing documents and reports. A specific focus will be also on current financing mechanisms and reimbursement policies for medical costs and for nursing intervention.
3. Identify and describe the health and to some extent socio-economic needs of population that are not met by present PHC and social services, including epidemiological trends that may impact the structure of the care model and the scope of the nursing role.
4. Identify and describe the factors, opportunities and barriers that can impact the development of new job profiles and organization and provision of a more comprehensive set of PHC services. The analysis should include but not limited to the following: HR related aspects and specific requirements to exercise new roles; specific areas where nurses feel confident and less confident in their professional role in the community; decision-making processes that can impact the structure of the model or the scope of practice of the family nurse;

infrastructure and equipment; external change agents who can formally influence or facilitate decisions in a desirable direction (donors, etc.)

### **3. Methodology and Approaches of the consultancy:**

1. Desk / review
2. Key informant interviews
3. Focus groups
4. Consultation and exchanges with the Core Technical Group (CTG) and HAP team
5. Round table with key informants and stakeholders

#### **3.1 In order to reach objectives, the service company is required to undertake the following actions:**

##### **Tasks and activities:**

1. Compile a consultancy protocol, timelines of the activities included (*explaining the approach of operationalization of consultancy, professionals proposed to undertake the tasks, etc.*)
2. Documents' Review (Albanian context documents: WHO – “A Comprehensive assessment of PHC in Albania 2018”, BPS of PHC in Albania, Contract with HIF, Job description of workforce, Findings of HAP Survey on role of nurses in PHC 2019, HAP “Context analyses for a professional Master's in Family Nursing», in Albania as well as relevant technical literature). Specific objectives 1, 2 and 3 are going to be addressed by desk review.
3. Carry out interviews with key informants (*please specify in the Consultancy Protocol the proposed key informants, representatives of what institutions, or health services within PHC or beyond*)
4. Carry out Focus Groups with stakeholders (*population/beneficiaries; government and government-affiliated entities, Primary Health Care providers*)
5. Continual consultation and exchanges with the core technical group.
6. Process/analyze the collected information and
7. Write a detailed report with following chapters:
  - Policy and legal framework of the nurse practice in Albania
  - Analyses of the current Primary health care sector (describing its strengths, weaknesses, opportunities and threats);
  - Health and socio-economic needs of population that are not met by present PHC and social services;
  - Factors, opportunities and barriers that can impact the development of new job profiles and provision of a more comprehensive set of PHC services.
  - Findings and conclusions related to context analysis
8. Formulate a policy brief reflecting the findings and observations.
9. Participate and contribute in a round table that will be organized in strong coordination with HAP and international consultants engaged by HAP, with the most important stakeholders and key informants in order to discuss the factors (facilitating and enabling), opportunities and barriers in the process for development and implementation of the new profiles and roles of nurses in PHC.

The consultant (s) should coordinate the activities and consult with the international experts and the CTG in charge of redesigning nurses job profiles. Also, the consultant(s) will be supported by HAP staff on the technicalities of background intervention.

#### **4.The applicants core team and criteria**

The consultant organization/company should have a core team composed by a Leader and other experts that are expected to satisfy the following criteria:

**4.1** A Team Leader is necessary in order to organize the work of the team of experts. The Team Leader should fulfil the following criteria:

- Senior expert in Public Health, Health Management, Family Medicine or Nursing
- Master's degree in public health, Health Management or Family Nursing is highly desirable
- Not less than 10 years proved experience in the above-mentioned areas
- Deep knowledge of Primary Health Care organizational and functional structure in Albania
- High level of analytical and synthetic skills
- Excellent writing skills in Albanian and English
- Excellent teamwork capacities.

**Other experts:**

- Know very well the context (organization and functioning) and the practice of PHC in Albania;
- Proven previous experiences with similar consultancies and/or with analysis and assessment of different aspects of primary health care services in Albania (not less than 5 years).
- Proven capacities for implementing qualitative surveys through focus groups and key informant interviews
- Record of analytical capacities to process and analyze the collected information in order to produce evidence-based findings and conclusions
- Record of synthetic capacities and report writing skills (previous reports).

**Any proposal regarding the configuration of the team of experts is accepted and it will be evaluated in line with the criteria in these terms of reference.**

**5. Time of conducting the service: By January 31, 2020**

**6. Deliverables**

- Consultancy Report structured in chapters as previously described in accordance with Point 3.7 of these ToRs
- Short summary of all the process implemented/work done (signed and submitted to HAP electronically and in hard copy)
- Policy brief reflecting the findings and observations

**Attached with the:**

- Consultancy protocol and respective calendar of the tasks/activities
- Participants' list of meetings, discussions held
- Photos from different activities

**7. Logistical aspects of the consultancy.**

As per the calendar of the meetings agreed between 2 (two) parties (HAP and the consultant), HAP will make announcements of the respective participants in the study (stakeholders, population and beneficiaries; government and government-affiliated entities, health providers etc.).

The service provider will keep HAP informed about any difficulties or any hindrances that may affect or delay the implementation of this consultancy.

During the time of implementation of this consultancy, the service provider will closely collaborate with HAP staff in charge of nursing care.

**8. The interested organization(s)/companies should submit the following documents which will be evaluated with the respective percentage:**

1. Proposal of the consultancy protocol (operational approach/methodology of the service implementation) including description on how data will be collected, processed, etc., (no longer than 5 pages, excluding annexes), and developed activity plan/timeline of the consulting service on context analyses. (40%)
2. Financial proposal, in ALL, VAT included (30%)
3. CVs of the Team Leader, with the focus on responding requirements on these TORs on Part 4.1 (15%)
4. CVs of individual experts, responding requirement on Part 4 of these TORs. (10%)
5. CV of the organization/company, focusing on responding requirements on Part 4 of these TORs. (5%)
6. Registration documents of the organization/company (NIPT, QKB etc)

The application package should be delivered **by 4pm, of 6 January 2020**, with clearly marked **“Consultancy”** to the address below.

Procurement Team  
HAP Centre  
Rruga “Themistokli Gërmenji”, Pallati Helios, Kati II, Tirana, Albania

E-mail: [info@hap.org.al](mailto:info@hap.org.al); Website: [www.hap.org.al](http://www.hap.org.al)