



## TERMS of REFERENCE

**Support for capacity building on enhanced role of family nurse, related to chronic patient care and elderly care in clinical settings and in their homes, targeting health centers of Fier, Diber and Tirana regions.**

### 1. Background

Health for All (HAP) is a project of the Swiss Agency for Development and Cooperation (SDC) of the Swiss Government and is being implemented in Albania since 2015. Its overall goal is that the Albanian population benefit from better health due to improved primary health care (PHC) services.

HAP supports among others the Ministry of Health and Social Protection (MoHSP) and other partners of the health sector for implementation of the Primary Health Care (PHC) Strategy, 2020-2025. Two of the objectives are «to expand and redefine the role of nurses within the PHC professional team»<sup>1</sup> and «to reorganize PHC services with integrated health and social care at the local level with creation of service models of PHC, including home care»<sup>2</sup>.

These objectives foresee the redesigning of nurse job profiles in Health Centers (HCs) and Health Posts (HPc), training of this professional category to face the new challenges in health and the burden of disease in Albania, (especially those related to NCDs) and health care for elderly people in the ageing population of Albania, including home care. In this context, HAP has provided international expertise aiming at updating the family nurses' profiles of relevance to Albania with specific consideration on PHC services and has supported the creation of Home-Based Care (HBC) models, in close cooperation with national stakeholders. New nursing profiles and implementation of HBC interventions include a substantial role expansion for PHC nurses who require substantial capacity building and adaption of the respective regulation within HC. In this context, HAP supported the development of a training curriculum for nurses, as specified below: a) The set of practical tools for implementation of Clinical Guidelines Program for Diabetes, Hypertension, Dyslipidaemia, Asthma and COPD, HAP 2020 b) Manual of standard nursing procedures for provision of HBC, HAP 2020; c) Manual of use of nursing bag equipment, HAP 2018.

In view of progressing with implementation of the enhanced FN role and piloting HBC services in different contexts of PHC, HAP will support the provision of education activities and technical expertise to ensure a) the capacity building of FN to fulfill new responsibilities in health center/post settings and b) the functioning of the HBC intervention.

In this context, HAP is seeking to contract an organization that offers Continuing Education (CE) activities and consulting services for strengthening capacities of FN and support functioning of HBC interventions in the selected HCs in the region of Fier, Dibra and Tirana, to provide proper nursing care to chronic patients and elderly people in clinical settings and/or in their homes.

A framework contract will be signed with the selected provider, which will include the provision of training, coaching, and counselling activities as specified below. The capacity building activities and consultancies will be provided in the period starting from the day the contract becomes effective till 28<sup>th</sup> of February 2023. The potential provider company should submit a proposal answering the requisites as described in these ToRs for implementation of CE activities and consultancies in Fier, Dibra and Tirana regions.

### 2. Objectives

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<sup>1</sup> Decision No. 405, date 20.05.2020, On the approval of the strategy for the development of primary health care services in Albania, 2020-2025; 3.3.1 Specific Objective 4 2 «Expand and redefine the role of nurses within the PHC professional team»

<sup>2</sup> Decision No. 405, date 20.05.2020, On the approval of the strategy for the development of primary health care services in Albania, 2020-2025; 3.7.1 Specific Objective 7; «To organize PHC services, increasingly integrated with social care at the local level, including home care»

The main purpose of these ToRs is to provide Continuing Education (CE) activities and technical expertise to strengthen the capacity of FN and support functioning of HBC interventions in the selected HCs in the region of Fier, Dibra and Tirana, to provide proper nursing care to chronic patients and elderly people in clinical settings and/or in their homes.

## **2.1 Specific objectives**

The specific objectives of these ToRs are to:

### **2.1.1 Provide as per the HAP demand the following:**

1. Accredited Training for family nurses with the purpose of enabling them to provide up-to-date nursing care for chronic patients, elderly care, including nursing assessment, continuous care, and patient education.
2. On-the-job training as a CE activity at the Diber, Fier and Tirana health centre's premises, at patient's home or at provider facilities regarding the provision of nursing care for NCDs control and elderly care.
3. Technical expertise/consultancy support, as per HAP request and HCs needs to facilitate implementation of new Profiles of nurses and the expanded Home-based Care services.
4. Other interventions related to the capacity building of family nurses and well-functioning of HBC interventions, as it might be needed and agreed with HAP.

Execution of these interventions will contribute to expand the scope of practice of nurses working at selected HCs level. This includes but is not limited to:

- a. Performing comprehensive and focused health assessment
- b. Documenting nursing observations and their own work practice
- c. Monitoring the chronic diseases and supporting implementation of care plan
- d. Taking up specific technical nursing interventions or complex care activities
- e. Working independently and be self-directed

## **3. Approaches**

### **3.1 General aspects**

- The Provider should be able to deliver the training activities and consultancies as defined in the objectives' section of these ToRs with its own human resources in Health Center's premises, at provider's facilities and other venues in Fier, Diber and Tirana regions.
5. Accredited Training should be composed by theoretical sessions as well as practical ones applying "hands on" learning techniques. The practical activities may be carried out with models and real patients in the facility where the training is held. Therefore, the team of trainers engaged in the provision of the service these ToRs foresee should be experienced PHC providers. The materials on which the training will be offered will be based on the curriculum below: a) Manual of use of nursing bag equipment, HAP 2018 b) Manual of standard nursing procedures for provision of HBC, HAP 2020 c) The set of practical tools for implementation of Clinical Guidelines Program for Diabetes, Hypertension, Dyslipidaemia, Asthma and COPD, HAP 2020
- The maximum number of the trainees in one training session should not exceed 12 (twelve). The minimum number of participants must be 8 (eight).

6. Technical expertise / Consulting means to carry out the necessary meetings and preparatory work leading to creation of a product that will facilitate the implementation of new Profiles of nurses and the expanded Home-based Care services.
  - On-the-job training should be provided as an immersive method of delivering knowledge and teaching skills to the family nurses at the workplace in Dibra, Fier and Tirana (at health centres premises, at patient's home and/or or at provider's facilities). This means showing to the nurses what they must do, guide/observe and give feedback related to their performance of the new tasks with the purpose of their improvement and feel more comfortable to perform their new roles/tasks effectively. This training activity should be an accredited activity.
  - For the specific service to be covered by the framework contract, the selected provider will receive a written request from HAP, specifying the details for the training activity (topics, the number of trainees, names, positions of health professionals to be enrolled in this activity, the venue of the activity, the respective timelines, and any additional detail of the activity to be implemented) and information about the nature of the consultancy required from the provider.
  - Then, the provider will plan the training activity or consultancy, and within a week inform HAP about the dates and trainers who will deliver the CE activity and will provide the technical expertise. Once the plan is approved by HAP, the provider should be in conditions to implement it as agreed by both parties.
7. HAP will supply to the provider: a) Manual of use of nursing bag equipment, HAP 2018 b) Manual of standard nursing procedures for provision of HBC, HAP 2020 c) The set of practical tools for implementation of Clinical Guidelines Program for Diabetes, Hypertension, Dyslipidaemia, Asthma and COPD, HAP 2020.
8. The PPT-s, manuals, and any other documents elaborated in the frame of this contract are property of HAP and are submitted to SDC rules on intellectual property.

### **3.2 Specific aspects for the CE activities:**

- The selected provider will take the responsibility to mobilize the trainers and experts who will provide respectively the training and the technical expertise.
- The trainers mobilized by the provider, will prepare the handout, the respective PPT and any other eventual working materials. The printed power point presentations and any relevant working material (eg certificates) and any electronic teaching resource will be made available to the trainees from the provider during the activity. The respective printing cost will be under them. The printed training manuals [a)Manual of use of nursing bag equipment, HAP 2018 b) Manual of standard nursing procedures for provision of HBC, HAP 2020 c) the set of practical tools for implementation of Clinical Guidelines Program for Diabetes, Hypertension, Dyslipidaemia, Asthma and COPD, HAP 2020], will be made available to the trainees by HAP during the activity.
- The provider is responsible for the accreditation of the class training and On-the-job training activity, including the payment of accreditation fee, at the National Centre for Continuing Medical Education. The payment of accreditation fee will be covered by the selected provider.
- Transportation of trainers to Fier, Diber and Tirana regions will be under the responsibility of the provider.
- HAP will be responsible for providing logistic support during the training activities: accommodation for

trainers and trainees, meeting room venue, refreshments, and meals.

### **3.3 During the time of implementation of the contract, the provider will:**

- closely collaborate with the HAP specialist in charge of Family/Community Nursing *and*
- keep HAP informed about any difficulties, change of trainers and/or experts or any hindrances that may affect or delay the provision of the service foreseen by the specific Contract. In case of changing the trainers, the provider should send the CV-s of the team proposed and wait for HAP approval.

## **4. Deliverables**

### **After the provision of each specific service the provider will submit to HAP:**

#### **4.1 For CE activities: The Report describing the work done/service provided (signed and submitted to HAP electronically and in hard copy), attached with**

- PPT, any other eventual working materials/educational tools (manuals/patient education materials and promotional materials), and any electronic teaching resource
- the trainees' evaluation of the course and of trainer's performance.
- list of participants submitted to NCCE and original list of participants.
- Photos of the activities

#### **4.2 For the consultancy work: The report of the consultancy work, including the product as it will be described in detail in the specific terms of reference.**

### **5. The interested bidders for participation in the tender should send the following documents:**

1. The profile of the organization (CV), proving that it is a PHC provider and having an experience at least 5 years in : 1) provision of training activities and 2) delivery of PHC services with advanced involvement of family nurses, including patient education and health promotion activities (2 to 3 pages);
2. The CV of the trainers (Family Health Nurses) the provider will deploy, proving a minimum of 3-5 years as PHC providers, and a minimum of 3 years of experiences in development training materials for PHC providers and provision of accredited training to them. This mandate is labor-intensive and therefore the minimum number of mobilized trainers should be no less than 4 (four) ones in total.
3. The CV of the technical expert(s) that will provide consultancy as explained in previous sections of these ToRs. The candidate(s) should have a minimum of 5 years of experience in management of PHC services with a focus on nursing care. Persons that will be mobilized as trainers can be engaged also as technical experts for the consultancy, providing they have the necessary skill, capacities, and experience.
4. The training daily fee, in All, VAT and tax included, including the preparatory work to master training materials provided by HAP and development of the respective PPT and any other eventual working materials/tools.
5. The daily fee, in All, VAT and tax included, for on-the-job training service of PHC providers
6. Consultancy daily fee, in All, VAT and tax included
7. Transport cost for trainers in All/km, tax included
8. The registration documents of the organization (NIPT, QKB,etc) and Certificate of tax liability, stating

whether they are subject to VAT or not.

All fees proposed should not include any cost related to the rental of training venue, transport costs of the trainees, accommodation of trainers and trainees, food and drinks to be consumed during the training.

To meet the criteria required by these ToRs and if necessary, it is recommended that you mobilize experts outside your organization in order to become eligible for this contract.

The proposals must be delivered within **21<sup>st</sup> of December 2021**, 4pm, in sealed envelopes (in hard copies and scanned in CD/USB), with clearly marked “**Support for implementation of CE activities**” to the address below:

HAP Centre  
Rruga “Themistokli Gërmenji”, Pallati Helios, Kati II, Ap.1, Tirana, Albania/