



TERMS OF REFERENCE

Local consultancy to evaluate the pilot interventions of Home Health Care (HHC) in Fier and Diber 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. HAP is presently implementing its Phase 2, 2019-2023. The overall goal of the Health for All Project (HAP-2 Project) is to ensure better health for the Albanian population thanks to improved primary health care services.

HAP supports among else the initiative of Ministry of Health and Social Protection (MoHSP) to implement and strengthening home-care services. MoHSP approved Home-Health Care (HHC) as a planned service provided at patient's home for homebound patients and the elderly. It involves the management of common health problems. HHC aims to provide access to effective and efficient health care by improving the target person's functioning and to promote their optimal level of well-being.

Nine primary health centers (5 in Fier and 4 in Diber) are implementing the HHC, supported by HAP, since May 2021. To implement the new service some interventions have been undertaken:

- Reorganization of work within the HC, allowing time to nurses to conduct HHC. In some cases, nurses have dedicated some time to HHC, and in other cases, a full-time nurse only for HHC has been appointed.
- Development of specific documents, describing the content of HHC and organizational patterns, such as "Manual of Standard Nursing procedures" "HHC Internal Regulation", "Job profile for HHC nurse", etc.
- Trainings are being offered for the staff of these piloting HCs. 92 family nurses have been trained in the classroom and on the job through supporting supervision approaches, to increase skills and capacities for offering a wider range of nursing's services during 2020-2022. 370 patients were identified and received HHC services during this time.
- Provision of a package of medical and para-medical equipment for HHC for each HC involved.

HAP has developed a Monitoring and Evaluation Plan for HHC, and as result two main documents have been produced: (1) an Interim Monitoring Report focusing on the launching phase of HHC (Nov. 2021) and (2) a baseline evaluation on "Measuring the Quality of Life and Access to HHC" (Jan. 2022). An endline assessment is planned to be conducted later, maybe end of 2022. Also, HAP progress reports track the activity of HHC during this implementation phase; initially this was carried out through the processing of data collected manually by HHC nurses, while recently all nursing services provided in the framework of HHC are registered in the electronic database of the CHIF and can be downloaded by the authorized personnel of the Fund, the Operator and/or



Local Unit of Health Care (LUHC). A cost estimation assessment will be done separately and in parallel to this assessment and won't be subject of this TORs.

HAP is looking for a local consultant to carry out an evaluation of the implementation process for HHC in two regions of Albania, Fier and Diber, as part of the HHC Monitoring and Evaluation Plan.

2. AIM AND OBJECTIVES OF THE CONSULTANCY

The aim of this consultancy is to evaluate the **implementation process** of Home Health Care (HHC) Service **results and outcomes**, offered through public Primary Health Care, in Fier and Diber regions in Albania.

Specific objectives of the consultancy are:

The consultant is expected to apply process evaluation approaches to:

- Examine the **process** of implementing the HHC service from the provider standpoint; present experience, strong points, problems, further needs (technical skills or operational ones) of providers.
- Examine the **process** of implementing the HHC service from the beneficiary standpoint (how, what, when etc. is HHC offered). Collect and analyze opinions of beneficiaries about implementation of HHC-in terms of being adequate/meeting the needs, accessible etc.
- Examine the implementation approaches and determine whether the service is operating as planned. **Results**.
- Provide lessons learned and recommendations based on results to improve the service and extend it in other settings.

3. APPROACH OF THE CONSULTANCY

It is expected that the consultant uses qualitative and quantitative methodologies to explore the process of implementation. Data collected during routine monitoring of HHC implementation will be used for this purpose. In-depth interviews and focus groups with providers and beneficiaries (including family members), are strongly suggested.

To fulfill these specific objectives, the consult should:

- Conduct desk review of the existing documents mentioned in the background of this TORs.
- Elaborate and propose an approach/methodology to implement the evaluation, including development of instruments for data collection.
- Collect and analyze qualitative (and eventually quantitative data) as per needs of the evaluation.
- Elaborate the report, including findings and recommendation as per objectives in these TORs, related to evaluation of the implementation process.



4. DELIVERABLES

By the end of the consultancy, the consultant should submit the **Consultancy technical report on the evaluation of implementation of HHC**, including:

- Findings on the process of implementing the HHC service from the health providers' standpoint; present experience, strong points, problems, further needs (technical or operational ones).
- Findings on the process of implementing the HHC service from the beneficiary standpoint (how, what and when is HHC offered; satisfaction with the service in terms of being adequate/meeting the needs, accessible etc.).
- Findings on implementation approaches. How the service is being offered.
- Lessons learned and recommendations to improve the service, and/or extend it in other settings.
- The report should be written in Albanian language.

5. CONSULTANCY PERIOD

This consultancy is expected to be conducted during the period October-December 2022.

6. QUALIFICATION OF THE CONSULTANT

HAP is looking for candidates preferably fulfilling the following criteria:

Qualifications and Experience:

- The consultant should have a background in the following areas: public health, medicine or nursing, social sciences, or other human sciences.
- The consultant should have more than 10 years of research/evaluation experiences in program/project or service evaluations.
- The consultant should have excellent analytical skills.
- The consultant should have excellent interpersonal skills and ability to discuss opinions and positions with the people involved in the process.
- The consultant should have proven capacity to write technical reports in Albanian and English language.

7. PROPOSAL

The consultant is expected to submit a proposal including:

1. Proposed methodology and operational plan of consultancy (about 3 pages)
2. Financial offer for the consultancy, in All, VAT (where applicable)/tax included
3. CV of the consultant/s, demonstrating expertise as per these TORs requirements.