



## Terms of Reference

### Consultancy on collection, processing and reporting of patients' complaints

#### 1-Background

The **Health for All Project in Albania (HAP)** is funded by **Swiss Agency for Development and Cooperation (SDC)** of the **Swiss Government** and is being implemented by HAP Centre. Its overall goal is that the Albanian population, including the most vulnerable, benefit from better health due to improved primary health care services and health promotion activities.

The Health for All Project (HAP) is supporting the increase of transparency and accountability in the health sector in the alignment with Albanian Cross-cutting Strategy against corruption 2015-2020 and Anti-corruption Action Plan 2015-2017.

Comments and complaints from consumers and patients provide unique information about their needs and the quality of care they receive. Open discussion of patients' concerns helps health care professionals to understand potential problems and how to improve their service to the public.

Only a small proportion of people who are not satisfied will make a complaint, but they will tell their family and friends about their bad experience and go elsewhere if they can. A proactive approach to capturing patient's feedback is needed if patients are to make a useful contribution to quality improvement, whether it's through complaints, suggestions or comments.

To strengthen the accountability and responsiveness of primary care services, transparency and accountability mechanisms are established to track the quality of care and especially the opinions of patients and feed them back to PHC practitioners and health institutions.

With the support of the Health for All project all the health centers in Diber and Fier are equipped with patient rights poster, anticorruption poster and the Anticorruption corner (opinion boxes, questionnaires, leaflets, poster holder). The Anticorruption Units established and placed in Public Health Directorates in Diber and Fier are collecting and analyzing the patient's complaints and identifying the ways for improvements of primary health care.

Aiming a successfully management and resolution of patients' complaints, HAP intends to seek the collaboration with local experts/ NGOs that have experience in performing training in understanding complaints, complaints management, and reporting and statistics of complaints. The local experts/NGO will train the staff of anti corruption units established in Public Health Directorates in Diber and Fier .

The direct beneficiaries of the training are expected to be the staff of anti corruption units established in Public Health Directorates in Diber and Fier who lack the needed capacities for the collection, processing and reporting of patient's complaints.

The indirect beneficiaries are the patients and population in Diber and Fier, health institutions and local government.



## **2 Objective:**

HAP will contract a provider to conduct in Tirane a two days training in understanding complaints, complaints management, and reporting of complaints. By doing that, the provider should improve the level of the knowledge and skills of the staff of the anticorruption units in understanding complaints, complaints management, and reporting of complaints

### ***Specific objectives:***

Increase the knowledge and skills of participants:

- A. to understand the main types and sources of complaints.
- B. to manage complaints from receipt to resolution
- C. to understand what staff and other resources are required in managing of complaints
- D. to develop a complaint database
- E. to identify failure points in the system and use information to suggest improvements of health care services

## **3. Methods, Approaches, Activities and Deliverables**

The selected provider will develop a budgeted plan of activities displayed in the Annex 1, focusing on “Training of the staff of anti corruption units and managers of health centers on collection, processing and reporting of patients complaints”.

Budgeting of the activities should take into account the settings of implementation, targeted groups, time lines, required items and how they are going to be supervised and monitored. The budget proposal should be prepared according to the template in Annex 2

### ***Approaches:***

1. Training materials should be in line with documents developed by the Ministry of Health and Public Health Directorates
2. Training modules prepared for the identified topics must contain the contemporary knowledge and information.
3. Training modules prepared for the identified training topics must contain not only theory but be accompanied with concrete examples and case studies..

For the implementation of the contract the selected provider will work closely and collaboratively with Project Manager, HAP Accountability & Governance Officer and local coordinators. HAP Accountability & Governance Officer will ensure that the provider performs the activities as planned and in line with the contract.





***Activities:***

Under the overall guidance of the HAP team, the duties and responsibilities of the experts/NGO are as follows:

1. Review various documents developed by the Ministry of Health , Public Health Directorates and other national institutions (Anticorruption Strategy 2015-2020 , Action Plan of the Strategy against Corruption 2015-2017, Guideline about the role and responsibilities of Anticorruption Units )
2. Visit some Public Health Directorates to better understand the roles and responsibilities of anticorruption Units and assess the needs of the staff. The provider should consider the collected information during the development of the training materials
3. Develop the training module for all identified training topics (see Anex1).
4. Prepare the agenda of the training and share it with HAP team
5. Conduct in Tirane a 2 days training according to the identified topics. The group will be composed by no more than 20 participants.
6. Develop a questionnaire/evaluation tool for the different aspects of the training, including the training course and the technical assistance to be provided to trainees by HAP during the follow-up period

***Deliverables:***

During the execution of the contract and in accordance with the contractual terms, the contracted provider will make available to HAP the following:

1. The final plan and respective budget for the implementation of the activity; this plan will be prepared during the first two weeks after the signing of the contract
2. Training module
3. Agenda of the training activity
4. Final report on the activities organized in line with the implementation plan
5. Signed list of the participants; the list of participants should provide gender and institution/organization of participants
6. Final report and the Beneficiaries Report ( attached to this document)

**3 Documents to be submitted with the offer and criteria for considering the proposals**

- A. Technical offer describing the approaches to be adopted for carrying out the training activity (1 page);
- B. Financial offer according to the template in Annex 2
- C. The applicant company should have previous experiences with activities on transparency, accountability and complaints management.
- D. Evidences of experience are proved through:
  - o Copy of the registration of the organization



- Professional CV of the Organization.
  - CVs of main trainers/facilitators who will be engaged in the implementation.
- E. The company should confirm that it is be able to issue an invoice (VAT or A4) based on the service contract.

## 5. Contractual aspects

For the implementation of the contract, the provider will work in close collaboration with and under supervision of HAP project manager, HAP Accountability and Transparency Specialist, and local coordinators. The specialist of Accountability & Transparency will support the provider to perform the activities as planned and in line with the contract.

### *Time Frame*

The implementation of the activities of the plan should take place starting from the day signing of the contract up to the end of November 2017

### *Payment for the work/service provided*

The provider will be paid for each activity completed according to the budgeted implementation plan. The details of the payments will be established in the contract between Terre des Hommes and the provider.

### *Deadline for application*

Offers should be submitted in electronic version, labeled: “**Consultancy on collection, processing and reporting of patients’ complaints**” within **29th September 2017, 5pm**, to the e-mail address: [info@hap.org.al](mailto:info@hap.org.al) or by post to the below address:

HAP Centre  
Street “Themistokli Gërmenji”, Pall.10, Kati II, Apt.1  
Tirana, Albania

**\*Please note that the shortlisted applications will be contacted within 8<sup>th</sup> October 2017.**

## Annex 1





1. Review various documents developed by the Ministry of Health , Public Health Directorates and other national institutions (Anticorruption Strategy 2015-2020 , Action Plan of the Strategy against Corruption 2015-2017, Guideline about the role and responsibilities of Anticorruption Units )
2. Visit some Public Health Directorates in Diber and Fier to better understand the roles and responsibilities of anticorruption Units and assess the needs of the staff
3. Develop the training module for all identified training topics ( see Anex1)
4. Prepare the agenda of the training and share it with HAP team
5. Conduct a 2 days accredited training according to the identified topics
6. Develop a questionnaire/evaluation tool for the different aspects of the training, including the training course and the technical assistance to be provided to trainees by HAP during the follow-up period

#### **Identified topics:**

1. Definition of complaint
2. Why do people make complaints
3. Resolution of complaints

#### **The complaint management process**

1. Receiving of complaints
2. Recording of complaints
3. Assessment of complaints
4. Development of the investigation plans
5. Preparation of the investigation report
6. Resolution of complaints
7. Development of a template of the letter confirming that complaint has been resolved
8. Complaint Management Policy Flowchart

#### **Reporting and statistics of complaints**

1. How complaints should be counted
2. How complaints should be counted according to categories
3. Statistics of number of complaints and their resolution should be prepared and reported
4. How time of complaints and time between the complaint and resolution should be counted and reported
5. How graphs and tables should be used to report statistics of complaints
6. How comparative analyses between statistics of different periods should be done and reported
7. How improvements in the system in relation to the complaints should be observed and confirmed

