



TERMS of REFERENCE

Support with Continuing Education (CE) activities and consultancy focusing on enhanced role of family health nurse, related to chronic patient care and elderly care, in clinical settings and in their homes, for nursing teams in Health Centers in Fier, Dibra 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. As of 1 April 2019, HAP entered the second phase implemented by Swiss Tropical and Public Health Institute (Swiss TPH) through HAP Centre.

Phase 2 of the HAP supports among others the initiative of Ministry of Health and Social Protection (MoHSP) and other partners of the health sector for the implementation of the Primary Health Care (PHC) Strategy, 2020-2025. This Strategy for Health outlines key health reform aspects including a change towards a more health system giving higher attention to PHC services and Non-Communicable Diseases (NCD) control.

Two of the objectives are «to expand and redefine the role of nurses within the PHC professional team»¹ 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»².

These objectives foresee the redesigning of the job profiles of nurses in Health Centers (HCs) and Health Posts (HPc), in order to train this professional category to face the new challenges in health and the burden of disease in Albania, especially those related to (NCDs), health care for elderly people in the ageing population of Albania, including home care.

Another very important issue is the management of the health situation caused by the Covid 19 pandemic. Providing care to patients, families and communities for the prevention and treatment of the COVID 19 is essential to the role of Primary Health Care teams.

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 care models, in close cooperation with national stakeholders.

In view of progressing with the implementation of the enhanced FHN role and piloting HBC services in different contexts of PHC, HAP will offer a set of CE activities and consultancies, to ensure capacity building of Family Health Nurses (FHN) in order to fulfill new responsibilities in clinical settings and in-patient's home.

In this context, HAP will contract a provider that offers continuing education activities and consulting activities. A framework contract will be signed with the selected provider, which will include the provision of training, coaching and counselling activities in order to strengthen the capacity of family health nurses from the selected HCs in the region of Fier, Dibra and Tirana to offer nursing care in patients with NCDs, Covid 19 and to provide care for the elderly in their own homes. The CE activities and consultancies will be provided in the period of 12 months from the day the contract becomes effective. The potential provider organisations should submit a proposal answering the requisites as described in these ToRs for implementation of CE activities in Fier, Dibra and Tirana regions.

2. Objectives

The main purpose of these ToRs is to provide CE activities and technical expertise / consultancy support, in order to improve capacities, knowledge, confidence and clinical skills of family health nurses in selected

¹ 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»

² 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»

HC-s in the regions of Fier, Dibra and Tirana to provide proper nursing care for chronic patients, patients with Covid 19 and for the elderly 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 health nurses with the purpose of enabling them to provide up-to-date nursing care for chronic patients, patient with Covid 19 and elderly care, including routine evaluation, continuous care, patient education, lifestyle management and health promotion.
2. Peer supportive supervision as a CE activity at the Diber, Fier and Tirana health centre's premises or at provider's facilities, regarding the provision of nursing care for NCDs control, Covid 19 and elderly care.
3. Technical expertise / consultancy support, as per HAP request and HCs needs, related to a) elaboration of organizational manuals and guidelines; b) development of patient education and promotional materials etc., in order to facilitate implementation of new Profiles of nurses and the expanded Home based Care services.

It is expected that the provider will assist HAP in defining and designing training initiatives and related activities (including provision of inputs on equipment and procedures) necessary for improving the capacity of the family health nurses working at pilot HCs.

Execution of these approaches will contribute to expand the scope of practice of nurses working at selected HCs level, for an updated and integrated care to PHC users. 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. Applying educational strategies to promote health and patient education in safety and wellbeing
- f. Working independently and be self-directed

3. Approaches

3.1 General aspects

- The Provider should be able to deliver the training activities as defined in the objectives' section of these ToRs with its own human resources in Health Center's premises and other venues in Fier, Diber and Tirana regions.
- When appropriate, training courses should have theoretical sessions as well as practical ones applying "hands on" learning techniques. The practical activities may be carried out with models and patients and/or mock 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 PHC providers.
- The number of the trainees in one training session should not exceed 12 (twelve). The minimum number of participants must be 8 (eight) and the maximum will be 12 (twelve).

- The number of Trainers present during the training should be no less than two.
- 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 time lines and any additional detail of the activity to be implemented).
- Then, the provider will plan the training activity, and within a week inform HAP about the dates and trainers who will deliver the CE activity. Once the plan is approved by HAP, the provider should be in conditions to implement it as agreed by both parties.
- HAP will supply to all providers the set of educational and practical tools for implementation of Clinical Guidelines Program for Diabetes, Hypertension, Dyslipidaemia, Asthma and COPD.
- 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.
- Peer supportive supervision will be provided as an accredited training activity in Dibra, Fier and Tirana health centres premises or at provider's facilities. Peer supportive supervision means the clinical observation/supervision of the family health nurses' daily practice and in-service provision of educative feedbacks and guidance by the end of the supervision day/time.
- Technical expertise / Consulting related to organization of work means to carry out the necessary meetings and other preparatory work leading to elaboration of organizational manuals and guidelines for internal use, in close cooperation with HC teams (Directors, Head nurses and nurses). This includes development of the required technical and administrative forms and other documents required for the proper exercise of the new functions of nurses, in close collaboration with the Albanian partners and HAP.
- Consulting related to development of patient education and promotional materials means to create the content of patient education and promotional materials using everyday language that people understand.

3.2 Specific aspects for the CE activities:

- The selected provider will take the responsibility to mobilize the trainers who will provide the training.
- 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 of NCDs will be made available to the trainees by HAP during the activity.
- The provider is responsible for the accreditation of the training and peer supervision 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 and Diber 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 HAP staff in charge of Family/Community Nursing Care *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:

- 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.
- 2) For the consultancy work. The report of the consultancy work, including the deliverables such as manuals, guidelines, forms etc. as it will be described in detail in the specific terms of reference.

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 in : 1) provision of training activities and 2) delivery of PHC services with advanced involvement of family nurses, including offering 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 5 years as PHC providers, and a minimum of 5 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 organization and 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, if provided for the first time, including the preparatory work to prepare training materials and development of the additional educational tools, PPT and any other eventual working tools (clinical manuals)
5. The training daily fee, in All, VAT and tax included, if training is a repeated one
6. The daily fee, in All, VAT and tax included, for the supportive supervision of PHC providers
7. Consultancy daily fee, in All, VAT and tax included
8. Transport cost for trainers in All/km, tax included
9. The registration documents of the organization (NIPT,QKB,etc)

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 **16th of October 2020**, 4pm, in sealed envelopes, with clearly marked **“Support for implementation of new profiles of Nurses”** to the address below:

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