



## TERMS OF REFERENCE (ToRs)

### Provision of accredited training-of-trainers (ToT) on “Health care for elderly people by family medicine teams (General Practitioners/Family Doctors and Family Nurses).

#### 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. Since April 2019, the Swiss Tropical and Public Health Institute (Swiss TPH) and the HAP Centre are implementing the second phase of the project.

As part of the strategy to improve the quality of PHC, HAP has supported Albanian partner organizations to elaborate i) the clinical guidelines and protocols (CGP) for management of diabetes, hypertension, dyslipidaemia, asthma and Chronic Obstructive Pulmonary Disease (COPD) and to support the training (Peer Groups included) of GP/FD and FN in Fier and Diber region and beyond, on daily application of these CGP *and* ii) the Manual of health care for elderly people in primary health care. CGPs and the Manual of health care for elderly people in PHC were approved by MoHSP on March 18, 2022.

The “Manual of health care for elderly people in PHC” fills the existing gap for adequate guidelines and clinical protocols related to management in primary health care of common geriatric syndromes namely, osteoporosis, depression, dementia, urinary incontinence, nutrition and weight related issues, rational drug prescribing for elderly patients.

In this frame to strengthen capacities of family medicine teams on health care for elderly people, HAP will provide support for the provision of a series of trainings targeting General Practitioners (GPs)/Family Doctors (FDs) and Family Nurses (FNs) working in 20 Health Centers (HCs) in Fier and Diber region. In these HCs, HAP has also introduced and is supporting the implementation of new roles of nurses in PHC: family nurse in HC, family nurse in health posts and home care nurse.

For this purpose, HAP will contract a consulting company for the provision of accredited training on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people”.

#### Objective

The provision of twenty (20) sessions of two-day accredited training-of-trainers (ToT) (six effective training hours per day) with the purpose of enabling the selected GPs/FDs and FNs working in 20 HCs in Fier and Diber region to:

- i) apply in their daily practice the clinical guidelines, protocols and tools contained in the “Manual of health care for elderly people in PHC” *and*,
- ii) transfer these capabilities to their colleagues at health centre level via Peer Groups.

The topics to be covered during the training are as follows:

- Comprehensive geriatric assessment in PHC
- Osteoporosis
- Falls
- Depression
- Dementia
- Urinary Incontinence
- Nutrition and weight related issues
- Rational drug prescribing for elderly patients

#### Participants in the Training



Participants in the training “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people “will be selected GPs/FDs and FNs working in 20 HCs in Diber and Fier region (Annex 1 contains the list of 20 HCs and the place of the training).

## **Approaches**

The Provider will deliver:

Twenty (20) sessions of two-day accredited training-of-trainers (in total 40 training days) on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people in PHC “, to selected GPs/FDs and Family Nurses working in 20 HCs in Diber and Fier region.

The number of trainees participating in one training session will vary from 10 to 15 (fifteen) in one meeting room in respect of local COVID-19 prevention measures.

The number of trainees should not be lower than 10 people per training session.

The number of trainers present during each training day should be two.

The agenda of the training “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people “, should involve the following:

- Training will be based on clinical cases given in each chapter of the Manual (in total 8 clinical cases). The principles of the consultation of elderly patient and of the comprehensive geriatric assessment should be used in the discussion of all clinical cases. Thus, the agenda is expected to follow/reflect the practical work with the 8 clinical cases included in the Manual. The PPTs and any other teaching material should stress the clarifying information related to the respective answers/discussions/clinical tools for each clinical case, including the references (the number of pages at the respective chapter of the Manual).
- Exercises with clinical cases mean individual and/or small group practical work and presentation of the results to the rest of participants on a rotating way in order for each trainee to exert clinical judgement and presentation skills. The PPTs can be used to clarify the doubts, and/or give evidence-based clinical certainty.
- role play on trio (patient, GP/FN and observer) for the practice with clinical instruments (questionnaires, assessing tools, patient informing tools etc) changing the roles in order for each trainee to exercise at least once for each clinical instrument.
- roles of the FD and FN and *the* indicators for monitoring the use of the Manual should be presented and discussed in terms of their documentation in the patient files.

## **Roles**

### **The provider**

The provider has the responsibility to mobilize the trainers to provide 20 sessions of two-day accredited training-of-trainers (in total 40 training days) on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people in PHC“, to selected GP/Family Doctors and Family Nurses working in 20 HCs in Diber and Fier region

The provider will draft the agenda and the calendar of the training that will be discussed and commented by HAP. The agenda and the calendar that will be implemented will be agreed by the provider and HAP.



The provider is responsible for the accreditation of the training including the payment of accreditation fee at the Agency of Quality Insurance of Health and Social Services. These costs will be reimbursed by HAP against the respective invoices.

The trainers mobilized by the provider, will read, internalize, and master the reference training material “Manual of health care for elderly people in PHC” 2022, (developed with HAP support) and make use of it to prepare the respective PPTs and any other working material. The training material can be downloaded at the following link:

<https://drive.google.com/file/d/173y3mEazo17-dNdB80BHM04wYnk4FMrD/view?usp=sharing>

The printed power point presentations and any relevant didactic material and any electronic teaching resource will be made available to the trainees from the provider during the activity, therefore the respective printing cost will be under the provider.

The provider has the obligation to ensure the safety and well-being of trainees and to guarantee necessary measures minimizing the risk of exposure to COVID-19 infection, according to the international and local instructions/recommendations.

Transportation of trainers to Fier and Diber region will be under the responsibility of the provider.

After each training session, the provider will hand over to HAP the signed certificates with the name and surname of each participant attached with the respective signed list of attendees, for co-signature and distribution to the respective trainees through HAP local coordinators.

The provider will keep HAP informed about any difficulties, change of trainers or any hindrances that may affect or delay the provision of the service foreseen by this specific Contract.

During the time of implementation of these ToRs, the provider will be in contact with HAP staff in charge of quality of health care.

## **HAP**

Will revise the proposed agenda of the training for any comments or suggestions for a better alignment with the ToRs.

Will revise and approve the proposed calendar of the training(s) following previous confirmations from HAP Fier and Diber coordinators.

Will make available the printed reference material “Manual of health care for elderly people in PHC” to the trainees during the activity via the provider trainers and/or HAP local coordinators.

HAP will be responsible for providing logistic support during the trainings, such as accommodation for trainers, trainees and provider drivers, meeting rooms, refreshments and meals.

After receiving the provider signed certificates with the name and surname of each participant attached with the respective signed list of attendees, HAP will co-sign and distribute the certificates to the respective trainees through HAP local coordinators.



HAP will reimburse the Provider for the trainers' transport cost after the reporting for the service provided.

### **Deliverables**

After implementation of the services described in these ToRs, the provider will submit to HAP:

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

- Agenda of the training
- PPT, any other eventual working materials/tools, and any electronic teaching resource
- The trainees' evaluation of the course and of trainer's performance.
- Accreditation of the training
- List of participants submitted for the purpose of accreditation and the real list of participants.
- Training calendar implemented
- Photos from the trainings

### **Time frame**

The implementation of the activities should take place from September 2022 until 28 February 2023

**The interested providers in submitting offers must address and provide the following documents within 6<sup>th</sup> of September, 4pm:**

- 1) The profile of the organization (CV), proving previous training experiences with health care providers
- 2) List of the trainers, at least composed of 2 (two) General Practitioners/Family doctors and 2 (two) Family Nurses.
- 3) The CV of the trainers, the provider will deploy, testifying that:
  - i) they are currently working respectively as family doctors and family nurses
  - ii) they possess experience in elaboration of training materials and
  - iii) they have provided training to PHC providers in the past.
- 4) The draft-agenda of the training in accordance with explanations given by the terms of reference
- 5) The calendar of the trainings
- 6) The training fee/day, 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. Please note that one training day will be offered with two trainers.
- 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

#### **Annex 1** List of 20 HCs and the place of the training

##### **Vendi i Trajnimit: Fier (Zyra e HAP)**

- 1.QSH Patos
2. QSH Frakull
3. QSH Portez
4. QSH Ballagat
5. QSH Roskovec
6. QSH Dermenas
7. QSH Kuman

##### **Vendi i Trajnimit: Lushnjë**

- 1.QSh Golem

##### **Vendi i Trajnimit: Mallakaster**

1. QSH Aranitas
- 2.QSH Mallakaster

##### **Vendi i Trajnimit: Klos:**

- 1.QSH Klos

##### **Vendi i Trajnimit: Burrel**

1. QSH Komsj,
2. QSH Lis,
3. QSH Suc
- 4.QSH Burrel

##### **Vendi i Trajnimit: Bulqize**

1. QSH Shupenze,
2. QSH Gjorica
3. QSH Zerqan

##### **Vendi i Trajnimit: Peshkopi (Zyra e HAP)**

- 1.QSH Melan,
- 2.QSH Maqellare