



TERMS of REFERENCE (ToRs)

Provision of ToT activities on use of Clinical Guidelines and Protocols for Diabetes, Hypertension, Dyslipidaemia, Asthma and Chronic Obstructive Pulmonary Disease by family medicine teams (family doctors and nurses) and coaching for the monitoring of their implementation.

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 benefits from better health due to improved and inclusive primary health care. Since 1 April 2023 the Swiss Tropical and Public Health Institute (SwissTPH) and the HAP Centre are implementing the Consolidation Phase(third phase) of HAP.

As part of the strategy to improve the quality of Primary Health Care (PHC), HAP has succeeded up to now to: i) develop clinical guidelines and protocols (CGP) for the five most common non communicable diseases (NCDs) managed daily at PHC such as diabetes, hypertension, dyslipidaemia, asthma and Chronic Obstructive Pulmonary Disease (COPD); ii) provide a series of training a)for family doctors (FD) (General Practitioners(GP) and FD) and nurses on the use in their everyday practice of CGP for 5 NCDs and b)for monitoring capacities of central and local health authorities on enabling them to monitor the implementation of CGP for 5NCDs by family medicine teams at health center level. In the frame of consolidation phase, HAP in collaboration with the central and respective local health authorities, plans to provide a series of ToT activities on NCDs and their monitoring till February 2024 for the target health centers identified by MoHSP and the Central Operator.

In this context HAP is seeking to contract one consultancy organization to provide 1)Continuous Medical Education (CME) activities i)to selected family doctors and nurses (family medicine teams) on everyday use of CGPs for diabetes, hypertension, dyslipidaemia, asthma, and COPD; ii) coaching to enhance monitoring capacities of LUHCs and the managerial teams of the selected health centers for implementation of their monitoring plan regarding the clinical practice of CGPs for 5 NCDs. A framework contract will be signed with the selected consultancy organization, that will encompass the provision of the training and coaching as specified below.

The training and coaching will be provided in the period starting from the day the contract becomes effective till 28th of February 2024. The potential consultancy organization (Provider) should submit a proposal answering the requisites as described in these ToRs for implementation of training activities and coaching the selected LUHCs and HCs teams in Durrës, Berat, Shkodër, Elbasan, Korçë, Tiranë.

2. Main Objective

The main objective of these Terms of Reference is 1)to strengthen capacities of selected family doctors and nurses to use in their daily practice the CGPs for diabetes, hypertension, dyslipidaemia, asthma and COPD and 2)to provide support for strengthening capacities of local health authorities in monitoring the use of the CGPs for 5 NCDs by family medicine teams (GP/FD and Family Nurses).

3. Specific objectives

The specific objectives of these ToRs are the following:

3.1. Provide a series of ToT accredited training on “Enabling FDs and nurses to implement in their daily practice the CGPs for diabetes, hypertension, dyslipidaemia, asthma and COPD”;

3.2. Provide the accredited training “Strengthening capacities of local health authorities on monitoring the implementation of the CGPs by family medicine teams”.

3.3 Provide coaching to monitoring teams of LUHCs during the implementation of their monitoring plan on the clinical practice of CGPs for 5 NCDs by family medicine teams.

4. Approaches

4.1 General aspects

The Provider should be able to deliver the training activities and coaching as defined in the objectives' section of these ToRs with its own human resources in the respective areas under the responsibility of LUHCs of Durrës, Berat, Shkodër, Elbasan, Korçë, Tiranë.

Training courses should have a combination of theoretical and practical sessions applying “hands on” learning techniques, meaning the consistent and active involvements of all trainees. 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 trainers engaged in the provision of these services should be experienced PHC providers. The number of trainers present during the training should be two. The number of trainees participating in one training session will vary from 10 (ten) to 15 (fifteen) but should not be less than 10 participants

The coaching on the job to monitoring teams of LUHCs for implementation of their monitoring plan of the CGPs for 5 NCDs by family medicine teams will be provided by one consultant. The coaching includes the following:

i) before the monitoring visit provide support to draft the plan of the monitoring visit, ii) during the monitoring visit at health center premises provide supportive supervision to the monitors of LUHC and the HC teams and iii) after the monitoring visit, provide support to draft the monitoring report for the monitored health center and the health authorities. The provider will be informed about the calendar of the joint monitoring visits in the above-mentioned LUHC areas, timely in advance through HAP.

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 activity (topics, draft-agenda, the number of participants, names, positions of health professionals to be enrolled in the activity, the venue of the activity, the respective timelines, and any additional detail of the activity to be implemented).

Then, the provider will plan the training and/or the coaching activity, and within one week will inform HAP about the agenda, dates, trainers, consultants who will deliver respectively the training or the coaching. Once the training or the coaching agenda and plan are approved by HAP, the provider will implement it as agreed by both parties.

HAP will supply the provider with respective reference training and working materials.

The PPTs and any other documents elaborated in the frame of this contract are property of HAP and are submitted to SDC rules on intellectual property.

4.2 Specific aspects for the CME activities

The selected provider will take the responsibility to mobilize the trainers who will provide the training. The number of trainers during the training should be two: one family doctor and one family nurse. The trainers mobilized by the provider will read, internalize, and master the reference training materials (CGP, respective training manuals) provided by HAP and make use of them to prepare the respective PPTs and any other working materials.

The printed reference training material will be made available to the trainees by HAP during the activity. 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 them.

The selected provider will assure the clearance of the trainees when, as part of the training course, they

are required to examine or be present during the examination of patients. The provider is also responsible to obtain the consent of the patient before the examination takes place.

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

Transportation of trainers and coaches to the venue of the activity will be under the responsibility of the provider. HAP will be responsible for providing logistic support during the activities, such as accommodation for trainers, consultants, their driver and participants, meeting room venue, refreshments, and meals.

4.3 During the time of implementation of the contract, the provider will:

1. Closely collaborate with HAP staff in charge of Quality of Health Care.
2. Keep HAP informed about any difficulties, change of trainers and/or consultants or any hindrances that may affect or delay the provision of the service foreseen by the specific Contract. In case of changing the trainers, consultants the provider should send the CV-s of the new team member(s) proposed and wait for HAP approval.

5. Deliverables

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

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

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

in case of coaching attached with:

- Monitoring visit Agenda and calendar of implemented activities
- The evaluation of the coaching experience and of consultant's performance from the direct beneficiaries (LUHC and HC representatives)
- The real list of participants (during the provision of coaching)
- Photos from the technical assistance related activities

6. Time Frame

The implementation of the activities should take place starting from the day of signing of the contract up to 28th of February 2024.

The offer should include:

1. The profile of the organization (CV), proving that: 1) it is a PHC provider or other organization with experience in PHC in Albania ; 2) has an experience in provision of CME activities to PHC providers (physicians and nurses) in the last three years (2 to 3 pages);
2. The CV of the trainers (Family Doctors and Family Nurses) the provider will deploy, proving a minimum of 5 years as PHC providers, and a minimum of 3 years of experiences in development of training materials for PHC providers and provision of accredited training. This mandate is labor-intensive and therefore the minimum number of mobilized trainers should be no less than 4 Trainers, including 2 family doctors and 2 family nurses.
3. 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.
4. The coaching fee/day in All, VAT and tax included, for coaching on the job to monitoring teams of LUHC

5. Transport cost for trainers in All/km, tax included.
6. 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, consultants and their driver and trainees, food and drinks to be consumed during the training and technical assistance day.

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

The proposals must be delivered within **1st of June 2023**, 4pm, in sealed envelopes (in hard copies and scanned in CD/USB), with clearly marked **“Support for implementation of ToT activities”** to the address below:

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

Evaluation criteria of offers:

Technical criteria: 70 points

The profile of the organization (CV): 30 points,

The CV of the trainers/consultants (Family Doctors and Family Nurses): 30 points,

Size of the trainers team no less than 4 Trainers: 10 points

Financial offer: 30 points