

## TERMS OF REFERENCE (ToRs)

### **Training of Trainers (ToT) on the use of Guidelines for management of mental health disorders in Primary Health Care (PHC)**

#### **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 1st April 2023, the Swiss Tropical and Public Health Institute (Swiss TPH) and the HAP Centre are implementing the Consolidation Phase (third phase) of HAP.

As part of the strategy to improve the quality of PHC, HAP has supported Albanian partner organizations to elaborate “Guidelines for the Management of Mental Health Disorders in Primary Health Care”. These guidelines were approved by MoHSP on July 15, 2022.

The “Guidelines for the Management of Mental Health Disorders in PHC” fills the existing gap for adequate guidelines and clinical protocols for the management of mental health disorders in primary health care. Enabling the family medicine team - general practitioners/family physicians (GPs/FDs), family nurses (FNs), social workers<sup>1</sup>, and/or psychologists<sup>1</sup> - for implementation of these guidelines contributes directly to improvement of the population’s access to quality mental health services in PHC.

In this frame, to strengthen the capacities of family medicine teams in the management of mental health disorders, HAP will provide support for implementation of a series of Training of Trainers (ToT) in six LUHCs: Durrës, Tiranë, Elbasan, Shkodër, Korçë and Berat.

For this purpose, HAP will contract a service provider for the provision of accredited training of trainers on the “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC”.

#### **Objective**

The provision of six (6) sessions of two-day accredited training-of-trainers (ToT) (six effective training hours per day) on the “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC”. The target group for this ToT will be the selected GPs/FDs, FNs, Social workers and Psychologists working in 49 HCs from six LUHCs: Durrës, Tiranë, Elbasan, Shkodër, Korçë and Berat. At the end of the training the participants should be able to:

- i) apply in their daily practice as a team the clinical guidelines, protocols and tools contained in the “The Guidelines for the management of mental health disorders in PHC” *and*,
- ii) transfer these capabilities to their colleagues at the health centre level via training and /or Peer Groups.

#### **Participants in the Training**

Participants in the ToT “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC” will be 90 professionals among the GPs/FDs, FNs, Social Workers and/or Psychologists

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<sup>1</sup> Social Workers and/or Psychologists are members of the family medicine teams in the Social and Health Care Centers. (Statute of Health Center, approved on July 13, 2022, prot.no.2954)

working in Health Centers. The participants will be appointed by the respective LUHCs in collaboration with the Directors of the 49 targeted health centers.

## **Approaches**

The Service Provider will deliver:

12 training days (6 sessions of two-day accredited training-of-trainers) on the “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC”.

The number of trainers present during each training day should be 2 (two): one psychiatrist and one psychologist.

The number of trainees participating in one training session will vary from 10 to 15 (ten to fifteen) and should not be lower than 10 (ten) people per training session.

The Training calendar and the agenda will be agreed between the two parties: HAP and Service Provider.

The agenda of the training “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC” should involve particularly the following:

- practical work of trainees with clinical cases given in a separate chapter of the Guidelines (in total 7 clinical cases) and any additional clinical case brought by the trainees. The principles of the consultation of mental health patient should be applied in the discussion of all clinical cases. Thus, the agenda is expected to follow/reflect the practical work with the 7 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 Guidelines and or reliable other references).

- dedicated time for individual and/or small group practical work with clinical cases and dedicated time for the presentation of the answers by each member of the family medicine team (FD, FN, Social worker, Psychologist) to the rest of the participants. The presentation of group work will be conducted in rotation in order for each trainee to exert clinical judgement and presentation skills. The PPTs can be used to clarify doubts, and/or give evidence-based clinical certainty.

- trio role-play (patient, GP/FN/Social Worker/Psychologist and observer) for the practice with clinical instruments (questionnaires, assessing tools, patient and family informing tools, etc.) changing the roles in order for each trainee to exercise at least once for one clinical case.

- integration of the roles of the FD, FN, Social Worker and Psychologist and *the* indicators for monitoring the use of the clinical guidelines, protocols and tools for the management of mental health disorders into practical work and ensuing discussion including the documentation in the patient files of the contribution to the patient care by each member of the family medicine team.

## **Roles and responsibilities**

### **The Service Provider**

The Service Provider has the responsibility to mobilize the trainers to provide six (6) sessions of two-day accredited training-of-trainers (in total twelve (12) training days) on the “Use of clinical guidelines, protocols and tools for the management of mental health disorders in PHC”, to selected GPs/FDs, FNs, Social workers and Psychologists working in 49 targeted primary health centers of six LUHCs.

The Service 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 upon by the Service Provider and HAP.

The Service Provider is responsible for the accreditation of the training including the payment of the accreditation fee at the Agency of Quality Assurance of Health and Social Services (ASCK). This cost will be reimbursed by HAP against the respective invoice issued by ASCK and the evidence of payment made.

The trainers mobilized by the service provider will read, internalize, and master the main training material, namely "Guidelines for the Management of Mental Health Disorders in Primary Health Care" 2022, which can be downloaded at the following link:

<http://www.hap.org.al/wp-content/uploads/2022/08/UDHEZUESI-PER-SHENDETIN-MENDOR-web.pdf>

The trainers will make use of the Guidelines to prepare the PPTs and to extract the clinical instruments (of real practical value in the clinical practice of family medicine) to be used by trainees during their practical work with clinical cases and after the training in the real practice of care for mental health patients in PHC.

The trainers will develop and/or adapt any other working tools supporting the clinical decision-making of FDs, FNs, Social workers and Psychologists for the management of mental disorders in PHC. For example, they will adapt to the context of PHC centers, the tools/instruments that Social Workers and Psychologists use in Community Mental Health Centers.

The selected Provider will ensure the clearance of the Trainers and that their license of the respective profession exertion is into power 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 for obtaining the consent of the patient before the examination takes place.

The transportation of the trainers to the venue of the training will be under the responsibility of the Service Provider.

After each training session, the Service Provider will hand over to HAP the certificates with the name and surname of each participant signed by them, along with the corresponding signed list of attendees, for co-signature and distribution to the trainees through the respective LUHC.

The Provider will keep HAP informed about any difficulties, changes 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 Service Provider will be in contact with HAP staff in charge of the quality of health care.

**HAP will:**

- revise the agenda of the training proposed by the Service Provider for any comments or suggestions for a better alignment with these ToRs.
- revise and approve the proposed calendar of the training(s) following previous confirmations from the respective LUHCs.
- make available the printed "Guidelines for the Management of Mental Health Disorders in Primary Health Care" 2022 and the clinical instruments (developed /adapted by the trainers) to the trainees during the activity via the Service Provider trainers and/or involved LUHCs.

- be responsible for providing logistic support during the trainings, such as accommodation for trainers, meeting rooms, refreshments and meals or any other expenditure that might be considered strictly related to the activity.

After receiving the Service Provider's 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 the respective LUHCs.

### **Deliverables**

After the implementation of the services described in these ToRs, the Service 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
- PPTs, any other eventual working materials/tools, and any electronic teaching resources
- The trainees' evaluation of the course and of the trainer's performance.
- Accreditation of the training
- List of participants submitted for the purpose of accreditation and the real list of participants.
- The completed table of the participants (template will be provided by HAP)
- Training calendar implemented
- Photos from the trainings

**Deliverable Time:** July 2023 - February 28, 2024

**Payment terms:** Payments will be made against submission of deliverables satisfactory to the client and upon submission of a fiscal invoice as per national legislation in place.

**The interested applicants are requested to submit offers with the following documents within 6<sup>th</sup> of July 2023, 4pm:**

- 1) The profile of the organization (CV), proving previous training experiences with health care providers
- 2) List of the trainers and their licences. The team must be composed of at least 2 (two) trainers: one psychiatrist and one psychologist
- 3) The CV of the trainers, showing the following:
  - i) previous experience with provision of mental health care services
  - ii) previous experience in elaboration of mental health related training materials *and*
  - iii) previous experience with mental health related training, preferably to PHC providers
- 4) 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.
- 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 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.