



TERMS OF REFERENCE (ToRs) *(Frame Contract)*

Providing coaching to monitoring teams of Health Operator and Local Units of Health Care during the assessment of homecare service implementation by the primary health care teams.

I. 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 Center are implementing the Consolidation Phase (third phase) of HAP.

As part of the support to the Ministry of Health and Social Protection (MoHSP) for the implementation of the Primary Health Care Development Strategy (PHC), 2020-2025, HAP has succeeded up to now in a) designing the new model of homecare services (approved by the MoHSP on October 2021) and pilot it in 9 (nine) Health Centers (HC) in Fier and Dibër regions; b) providing support to Health Operator (HO) and the Local Unit of Health Care (LUHCs) for the horizontal scale-up of homecare services in 49 (forty-nine) health centers in six new geographical areas such as Korça, Durrës, Elbasan, Shkodra, Tirana and Berat. In this context, HAP supported the development of monitoring tools that enable health authorities to assess the implementation of home care services. These tools include key indicators and checklists that can be used to gather qualitative and quantitative data. Furthermore, HAP supported relevant training sessions aiming to build the capacities of Operator/LUHCs to interpret and analyze the key indicators and to effectively use the respective checklists. In addition to training activities, HAP aims to provide on-the-job coaching sessions, with the purpose to further strengthen the monitoring skills of specialists working in HO and LUHC to effectively conduct the monitoring of home care services implemented by primary health care teams.

For this purpose, HAP is looking for a local consultancy organization to provide on-the-job coaching sessions to monitoring teams of HOs and LUHCs during the implementation of their monitoring plan(s) of home care services provided by primary health care teams in Korça, Durrës, Elbasan, Shkodra, Tirana, Fier, Diber regions. A framework contract will be signed with the selected provider.

II. Objective

The provider will offer up to 35 (thirty-five) on-the-job coaching sessions to monitoring teams of the Health Operator and LUHCs during the implementation of their monitoring plan(s) of home care services provided by primary care teams in Korça, Durrës, Elbasan, Shkodra, Tirana, Fier, Berat, Diber.

III. Participants Participants in the coaching sessions will be around 60 (sixty) specialists from primary health care units/departments of the Operator and LUHCs in Korça, Durrës, Elbasan, Shkodra, Tirana, Berat, Fier, Diber.



The monitoring teams will be appointed by the respective regional Operators and LUHCs.

III. Approaches

- The provider will provide up to 35 (thirty-five) on-the-job coaching sessions to monitoring teams of the Health Operator and LUHCs during the implementation of their monitoring plans of home care services by primary health care teams in Korça, Durrës, Elbasan, Tirana, Shkodër, Berat, Fier, Diber regions. This means identifying areas for improvement, reinforcing their positive attitudes, knowledge, and skills, and further developing their monitoring performance during the assessment of home care service implementation through online and on-site support.
- On-the-job coaching sessions will be in accordance with the monitoring plan of the respective HO and LUHC.
- One consultant designated by the provider will be present during one coaching day in the selected HC.
- The size of the monitoring team participating in one coaching day in one Health Center may vary from two to four people.
- The monitoring team, the day, and the HC to be monitored will be defined by the respective regional Operator and/or LUHC.
- **One coaching session includes online, and onsite support as follows:**
 - i) before each monitoring visit:
 - the consultant will establish contact with the monitoring team designated by the respective LUHC with the support of HAP. He/she will provide online support (*via phone calls, email, zoom*) to the monitoring team for drafting the plan (agenda) of the monitoring visit.
 - ii) during the monitoring visit at the health center:
 - the consultant will provide on-site supportive supervision to the monitors of LUHC for implementation of all sections of the agreed monitoring plan.
 - iii) during the last session of the on- site monitoring day, outside the HC premises:
 - the consultant will provide feedback on the joint monitoring conducted, presenting for discussion what was done well and what the monitoring team should consider for improvement, including advice for the report writing.
 - iii) after the monitoring visit:
 - the consultant provides online support to the monitoring team to draft the monitoring report that will be submitted to the monitored health center and to the respective Local Unit of Health Care, Regional Health Operator and/or Central Health Operator.

IV. Roles and responsibilities

The provider:

- has the responsibility to mobilize one to two Consultants to provide up to (ten) coaching sessions to monitoring teams of the Operator and LUHCs in Korça, Durrës, Elbasan, Tirana, Shkodër, Berat, Fier, Diber during the implementation of their monitoring plan on provision of home care services by primary health care teams.
- the consultant(s) mobilized by the provider, will read, internalize, and master the following materials: Manual Trajnimi mbi Monitorimin e Jashtëm të zbatimit KSHB, available in the link below: https://www.hap.org.al/wp-content/uploads/2023/11/Manual-Trajnimi-mbi-Monitorimin-e-Jashtem-te-zbatimit-KSHB_2023.pdf



- The consultant(s) will make appropriate reference to the above-mentioned document during the coaching (online and on-site support) of monitoring teams.
- The consultant(s) will also:
 - remotely revise any comments and suggestions the plan (agenda) of the monitoring visit once shared by the monitoring team of the respective Health Operator and/or LUHC and send back the revised version within two days after receiving this plan by the monitoring team.
 - participate in the monitoring visit and provide supportive supervision to the monitoring team during all the planned sessions of the monitoring visit.
 - Provide feed-back during the last session of the monitoring day outside the HC premises, on the joint monitoring conducted, presenting for discussion what was done well and what the monitoring team should consider for improvements, including advice for the Report writing.
 - revise remotely the Report of the monitoring team and send the revised version of the Report within three days after reception of the draft-Report.
- prepare and signs the certificate for the participants of the coaching sessions and send them to HAP
- provide transport for the consultant (s)
- keep HAP informed about any difficulties, change of consultants or any hindrances that may affect or delay the provision of the service foreseen by this specific Contract. During the implementation of this assignment, the provider will be in contact with HAP staff Nursing Specialist.

HAP:

- will inform in advance the provider about the calendar, the monitoring teams including their contacts, the HCs that will be monitored and the venue where the last session of the monitoring day will take place. The calendar of activities will be agreed between HAP and the provider, following the confirmation from the respective Operator and/or LUHC.
- ahead of the joint monitoring visits and in close collaboration with the Operator and/or LUHC, will conduct the preparatory meetings with the monitoring teams of the above-mentioned LUHC and will make available to them the printed “Manual Trajnimi mbi Monitorimin e Jashtem te zbatimit KSHB”.
- will provide logistical support on a case-by-case basis and as needed during the coaching day, including accommodation for consultant(s) and their driver, meeting rooms, refreshments and meals for consultant(s) and monitoring teams.
- after receiving provider’s signed certificates with the name and surname of each monitoring team member participating in the coaching sessions, attached with the respective signed list of attendees, HAP will co-sign and distribute the certificates to the respective participants through the respective LUHCs.

V. Deliverables

At the end of the assignment pursuant to these ToRs, the provider will prepare and submit to HAP:

A summary Report describing the work done/service provided (signed and submitted to HAP electronically and in hard copy), in Albanian language, attached with:

- The agenda of each coaching session
- The evaluation for each member of the monitoring teams participating in the coaching days (highlighting the level of engagement, the fulfilment of his/her tasks and the competencies demonstrated during the monitoring session/s and what he/she needs to improve).
- List of attendees on each coaching session.



- The completed table of the participants (template to be provided by HAP)
- Calendar of coaching activities implemented.
- Photos from the coaching activities.

VI. Timing: The service will be provided during the period February 2024 – February 2025

VII. Documents for the application

1. The profile of the organization (CV), proving that: 1) it is a healthcare provider in Albania; 2) has an experience in provision of Continuous Medical Education (CME) activities to healthcare providers (physicians and nurses) in the last three years (2 to 3 pages);
2. The CV of the consultant (s) the provider will deploy, proving a minimum of 5 years as health care providers, and a minimum of 3 years of experiences as per requirements in these ToRs.
3. A financial proposal for one coaching session in ALL, VAT included.
4. Transport cost for consultant (s) in All/km, VAT/tax included.
5. Registration documents (NUIS, QKB, Court Decision, etc).
6. Certificate of tax liability, stating whether they are subject to VAT or not.

