



## TERMS OF REFERENCE

### Supporting the production of a series of 6 (six) tutorial videos on “standard nursing procedures for home care services”.

#### 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 Centre 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 care and further pilot Home Care (HBC) services in 9 (nine) Health Centers (HC) in Fier and Dibër regions (approved by the MoHSP on October 2021); b) providing support for the horizontal scaleup of homecare implementation in 49 (forty-nine) health centers located in six new geographical areas such as Korça, Durrës, Elbasan, Shkodra, Tirana and Berat.

In this frame, HAP is supporting the strengthening of the clinical skills of nurses involved in the provision of homecare services. For this purpose, the curriculum of tutorial has been developed, aiming at teaching of twenty-eight clinical nursing procedures that are classified as basic and advanced. The participation in this tutorial enables nurses to develop and then build on a foundation of skills. However, it is challenging for health centres to develop the technical skills of their nurses providing home care, especially when it comes to difficult or infrequently used clinical procedures. The evidence<sup>1</sup> showed that a step-by-step skill-specific video allows nurses to learn these skills at the same level in comparison to traditional teaching methods.

In this context, HAP will support the production of a series of 6 (six) tutorial videos featuring six of the most advanced nursing procedures such as: urinary catheterization, colostomy, placement of the nasogastric tube, treatment of pressure ulcers, lymphedema treatment and tracheostomy. For this purpose, HAP is seeking **a health care provider** to contribute to the production of these video series through the mobilization of 1-2 nurse “actors”; video script preparation and provision of the moulages, devices/equipment under the supervision and guidance of the HAP team (Nursing Specialist and Communication Officer) and in close collaboration with a video production provider to be mobilized by HAP.

#### II. OBJECTIVE

Contribute to the production of 6 (six) tutorial video series featuring six nursing procedures as follows: urinary catheterization, colostomy, placement of the naso-gastric tube, treatment of pressure ulcers,

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<sup>1</sup> Using an online video to teach nursing skills; Kassie McKenny MSN, RN, CNE; 2011; <https://doi.org/10.1016/j.teln.2011.04.003>; accessed online 15 January 2024.



lymphedema treatment, and tracheostomy.

### **III. APPROACHES AND ACTIVITIES**

Under the supervision of the HAP Nursing Specialist and Communication Officer and in close collaboration with a video production provider, the provider will be responsible for the following:

- Will contribute to produce 6 (six) tutorial videos showing the following clinical procedures: urinary catheterization, colostomy, placement of the naso-gastric tube, treatment of pressure ulcers, lymphedema treatment, and tracheostomy. The tutorial videos will be used for tutorial purposes of the Albanian nurses.
- Mobilize 1-2 nurse "actors" to demonstrate in front of the camera how to perform the above-mentioned nursing clinical procedures.
- The nurse "actors" will show how to perform the respective nursing procedure featuring a review of key points, the necessary equipment, and step-by-step procedures including effective engaging, clear, and realistic conversational style speech and tone, that puts viewers at ease. The performance will be recorded to be used as tutorial videos to help nurses get knowledge and skills related to the above-mentioned nursing practices. Throughout the videos, nurse "actors" follow the steps as they perform the nursing procedures in realistic clinical settings.
- The nurse procedures should be carried out making use of moulages and devices/equipment provided by the provider.
- Language Required: Standard Albanian.
- The video production and filming will take place in Tirana.

### **IV. Roles**

**The provider has the following responsibilities:**

- mobilize 1-2 qualified nurses as players/actors that will perform 6 (six) nursing procedures such as urinary catheterization, colostomy, placement of the naso-gastric tube, treatment of pressure ulcers, lymphedema treatment, and tracheostomy, in front of the camera.
- the video-players/actors mobilized by the provider, should read, internalize, and master the respective nursing procedure from the tutorial material "Manual of Standard Nursing Procedures for the Provision of Health Care in the Home" 2021, which can be downloaded at the following link: <https://www.hap.org.al/wp-content/uploads/2022/11/MANUALI-PROCEDURAT-PER-OFRIMIN-E-KSHB-web.pdf> and make use of it to prepare the scenario (script) for each video. This manual should serve as the technical reference for the performance of the aforementioned procedures and the steps laid out therein should be strictly adhered to.
- draft the scenarios (with detailed activities) that will be discussed and agreed with HAP.
- propose an activity schedule, to be agreed with HAP
- ensure that video scenarios and final videos are produced as requested by HAP.
- support HAP to achieve the best possible video product from the technical content point of view.
- work with the highest professional ethical standards.
- collaborate closely with the video production provider responsible for video recording that will be mobilized by HAP and presented to the provider.



- provide moulages and devices/equipment.
- give written permission of consent for the videos to be used by the HAP project and its partners/stakeholders.
- carry out the transportation of -nurses (players/actors) to the place of video-filming.
- keep HAP informed about any difficulties, or any hindrances that may affect or delay the provision of the service foreseen by these ToRs.
- operate in close contact with HAP staff (HAP Nursing Specialist and Communication Officer), during the time of implementation of these ToRs.
- agree that the videos produced under this assignment will be property of HAP.
  
- ensure close cooperation with the technical operators of the video production provider through HAP mediation.
- ensure that all necessary changes requested by technical operators are carried out according to technical requirements.

**HAP has the following responsibilities:**

- coordinate the work between all parties in charge of the video supporting and recording.
- revise and comment on the draft scenarios of the videos proposed by the provider and agree on their content.
- revise the draft videos proposed by the provider for any comments or suggestions for a better alignment with these ToRs.
- make available to the provider the electronic version of the 'Manual of Standard Nursing Procedures for the Provision of Health Care in the Home'.
- provide logistic support during the production of the videos such as the venue of video registration and any other related expenses.

**V. TIMING:** Services to be provided during February- March 2024

**Experience required:**

- The provider should have experience in provision of family care, home health care, specialized care, or palliative care services.
- The nurse "actors" mobilized should have a minimum of three years of experience as professional nurse(s) performing in real life the above-mentioned standard nursing procedures.
- Preferable criteria - Experience in producing video products for social media, particularly YouTube.

**VI. DELIVERABLES**

After the completion of the (6) six tutorial videos 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**), attached with:

- written consent from each actor/player
- final scripts of the digital videos
- activity schedule



**The interested applicants should submit the following documents:**

- CVs of nurses that will be involved in this service.
- A letter of interest, demonstrating specific similar experiences as per TORs
- A signed statement of participation in the videos
- Financial proposal in ALL, VAT/ tax included, indicating separately: (i) **the fee** for the script preparation, in total for 6 scripts; (ii) the **daily fee** of the shooting service (video registration);
- Transport cost in ALL/KM, VAT included (if applicable) and taxes included.
- Registration documents (NUIS, QKB, Court Decision, etc.).
- Certificate of tax liability, stating whether the applicant is subject to VAT or not (issued by e-Albania)