



TERMS OF REFERENCE (ToRs)

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 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 PHC, HAP has succeeded up to now to i) elaborate the Manual of health care for elderly people in primary health care (approved by the MoHSP on March 18, 2022 and to ii) provide a series of trainings for General Practitioners (GP)/Family Doctors (FD) and Family Nurses (FN) on the use in their everyday practice of the Manual of health care for elderly people, Peer Groups (PG) included.

In the frame of the consolidation phase, to strengthen the capacities of family medicine teams for the practical implementation of the new Manual of health care for elderly people, HAP will provide further support to the Operator of Health Services and the respective Local Unit of Health Care (LUHC) for implementation of a series of Training of Trainers (ToT) in Tiranë, Kavajë, Elbasan, Pogradec, Shkodër, Kukës, Lezhë, and Mirditë.

For this purpose, HAP will contract a consulting company for the provision of accredited training of trainers on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people” to family doctors and nurses working in selected primary health centers.

Objective

Provide eight (8) two-day sessions of accredited training-of-trainers (ToT) for a total of 16 days of training with six effective training hours per day on the “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people by family medicine teams (family doctors and nurses)”. The target group for these ToTs will be selected GPs/FDs, FNs working in 34 HCs from eight LUHCs: Tiranë, Kavajë, Elbasan, Pogradec, Shkodër, Kukës, Lezhë, and Mirditë. At the end of the training the participants should be able 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 to,*

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 ToT

Participants in the Training of Trainers on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people by family medicine teams (family doctors and nurses)” will be up to 120 professionals among the GPs/FDs and FNs working in Health Centers (HC). The participants will be appointed by the respective LUHCs in collaboration with the Directors of the 34 targeted health centers.

Approaches

The Provider will deliver:

eight (8) two-day sessions of accredited training-of-trainers (in total 16 training days) with six effective training hours per day on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people in PHC “.

The number of trainees participating in one training session will vary from 10 to 15 (ten to fifteen).

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 2 (two).

The agenda of the Training of Trainers on “Use of clinical guidelines, protocols and tools of the Manual of health care for elderly people by family medicine teams“, should involve particularly the following:

- group work with clinical cases given in each chapter of the Manual. The principles of comprehensive geriatric assessment should be applied/referred to in the discussion of all clinical cases. Thus, the agenda is expected to follow/reflect the group work with these clinical cases. The PPTs and any other teaching material should stress the clarifying information related to the respective answers/discussions/clinical decision tools for each clinical case, including the references (the number of pages at the respective chapter of the Manual and/or other reliable references).

--dedicated time for individual and/or small group work and dedicated time for the presentation of the answers by each member of the family medicine team (FD, FN) 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, presentation, communication and education skills. The PPT can be used to clarify doubts, and/or give evidence-based clinical certainty and education information /messages.

- role play on trio (patient, GP/FN and observer) for the practice with clinical decision tools (questionnaires, assessing tools, patient informing tools etc.) changing the roles in order for each trainee to exercise at least once for each clinical decision tool.

-dedicated time to the PPT presentation on the importance and relevance of the patient education referring to the respective chapters of the "Manual of health education for elderly people" (hard copy and electronic one) in accordance with the topic of the training session.



- integration of: i) the roles of FD and FN, ii) clinical decision and professional and patient education tools and iii) *the* indicators for monitoring the use of the respective clinical guidelines, and protocols into group works 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, education sessions included.
- dedicated time to presentation and discussion of pedagogical skills the future trainers should have using as example the documents needed for setting up and operation of the Peer Group on "Medical care for elderly people in PHC" at HC level.

Roles and responsibilities

The provider

Has the following roles and responsibilities:

-Mobilize the trainers to provide 8 (eight) two-day sessions of accredited training-of-trainers (in total 16 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 34 targeted primary health centers of eight above-mentioned LUHCs.

-The trainers mobilized by the provider, will read, internalize, and master the following training materials:

1. "Manual of health care for elderly people in PHC" 2022, which can be downloaded at the following link:

https://www.hap.org.al/wp-content/uploads/2022/08/MANUALI-KUJDESI-MJEKESOR-PER-PACIENTET-E-MOSHUAR-NE-KSHP_web-1.pdf

2. Manual of health education for elderly people which can be downloaded at the following link:

<https://www.hap.org.al/wp-content/uploads/2024/01/Edukim-shendetesor-per-te-moshuarit-web.pdf>

and

3. "Guidelines in support of peer group establishment and operation" which can be downloaded at the following link:

http://www.hap.org.al/wp-content/uploads/2023/08/UDHEZUESI-PER-GRUPET-E-KOLEG%C3%8BVE_2023.08_FINAL.pdf

These documents will be used to prepare the respective PPTs and any other working material.

- 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 provider and HAP.

-Make possible the accreditation of the training including the payment of the accreditation fee to the Agency of Quality Insurance 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 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.

-After each training session, the 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.

-Is responsible for the transportation of trainers to the venue of the training.

-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 ToRs.

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

HAP

Has the following roles and responsibilities:

-Revise the agenda of the training proposed by the provider for any comments or suggestions for a better alignment with these ToRs.

-Revise and approve the calendar of the training(s) proposed by the provider following the previous confirmations from the respective LUHCs.

-Make available the printed “Manual of health care for elderly people in PHC” including the respective clinical decision tools and the “Manual of health education for elderly people” to the trainees during the activity via the provider trainers and/or involved LUHCs.

-Be responsible for providing logistic support during the trainings, such as accommodation for trainers and their driver, meeting rooms, refreshments and meals for trainers and trainees.

-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 the respective LUHCs.

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

Deliverables

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



The Report describing the work done/service provided, **electronically and the signed 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.
- ASCK document confirming the accreditation of the training
- List of participants submitted for the purpose of accreditation.
- Training calendar implemented
- Photos from the trainings

Deliverable Time: November 2024-15 March 2025