



TERMS OF REFERENCE

Training and Coaching of Nurse-Trainers on “Standard Nursing Procedures for Homecare 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 (Phase 3) of HAP.

As part of the support of the Ministry of Health and Social Protection (MoHSP) in implementing the Primary Health Care Development Strategy (PHC) 2020-2025, HAP designed and piloted a homecare service model, which was approved by MoHSP in October 2021. HAP is currently providing ongoing support for the upscaling of these services, covering a total of 150 (one hundred and fifty) Health Centers (HCs) across 4 (four) regions of health operators: Vlora, Elbasan, Shkoder and Tiranë

A key aspect of HAP's support was the training of nurse-trainers in 120 HCs, who would then provide cascade training to their peers. HAP will support the enhancement of nurse-trainers' confidence and competence in pedagogy, home care technical procedures, and facilitation techniques through a blended approach consisting of a series of pedagogical training sessions and individualized coaching.

For this purpose, the HAP project is seeking a **Consultant (NGO, company or individual)** capable of training and coaching nurse-trainers. A framework contract will be signed with the selected **Consultant**. This consultancy will contribute to ensuring consistent and good-quality training delivery across health centers.

II. OBJECTIVE

This assignment has two main objectives:

- To strengthen the basic pedagogical capacities of nurse-trainers through a series of 3-day accredited training, preparing them to independently deliver practical training sessions.
- To improve the technical and facilitation skills of nurse-trainers through a series of on-site coaching, enabling them to independently conduct peer-to-peer training on standard nursing procedures for home care services.

III. METHODS & APPROACHES



To fulfill this assignment, the Consultant should support the nurse-trainers in two phases: 1) first, by training them in the classroom in groups of 15 participants with a focus on didactic and pedagogical aspects of home care training, 2) and then by coaching them as they deliver the training on standard nursing procedures for home care services to their colleagues. This process is outlined below in more detail.

Phase 1: Three-day accredited Pedagogical Training

- The Consultant should mobilize two (2) experts to prepare and deliver a series of 3-day, classroom-based pedagogical accredited training sessions. Each day of training will last not less than five (5) effective hours. The training will be provided for several groups of nurse-trainers. Each group should have 10-15 nurse-trainers, but not less than 10.
- The training will focus on adult learning principles and andragogy, effective structuring of clinical training sessions; the use of didactic tools (e.g., PowerPoint presentations, moulages, videos); practical exercises and participant-led presentations. Clinical topics to be used as examples during this didactic training include a selection of standard nursing procedures such as urinary catheterization, stoma and tracheostomy care, ear lavage, pressure sores care, intravenous (IV) catheterization, and venipuncture. The training should also promote evaluation and reflective practices through group discussions, feedback, and role-play.
- The training venues will be in Tirana, Elbasan, Vlora, and Shkodra

Phase 2: On-Site Coaching

- The Consultant should mobilize 1 (one) expert to provide on-site coaching/observation during the training provided by the nurse-trainers to their peers on standard nursing procedures required for home care services. Each coaching day will last 5 (five) effective hours. An expert will be present on-site to observe the nurse trainers during the training day and, if requested, provide assistance with hands-on practice using moulages and other equipment. One coaching day will last 5 effective hours. At the end of each training day, the expert will lead a debrief to summarize key points and offer feedback and suggestions. A concise report summarizing observations and recommendations for each individual nurse-trainer will be submitted to HAP. Venues of the coaching will be in Tirana, Elbasan, Vlora, and Shkodra.
- **The training topics the nurse-trainers will cover with their peers are as follows:** general nursing assessment - head to toe assessment, measurement and interpretation of vital signs – ear examination, lung sounds, blood pressure, pulse, respiration, ear lavage, oral cavity care, rapid urine test, urinary catheterization, stoma care, tracheostomy care, placement of the naso-gastric tube, use of inhalers, use of the pump with bronchodilators, administration of oxygen therapy, evaluation and treatment of pressure ulcers, treatment of malignant wounds, diabetic foot treatment, IV catheterization, lymphedema treatment, perform electrocardiography, using of insulin pen, performing enema, breathing exercises, performing basic exercises for people with



limited mobility, patient hygiene in bed and nail care, venipuncture, standard of BP measurement, administration of opiates in the home premises, documenting nursing observation in the nursing chart. Reference material is the Manual of Standard Nursing Procedures, available at: <https://www.hap.org.al/en/procedurat-infermierore-KSHB/>. As mentioned earlier, nurses mobilized as trainers have attended previously training sessions on these clinical standard nursing procedures.

In this frame, the Consultant will:

- Mobilize at least three experts who will be in charge for implementation of this consultancy
- Review and internalize the use of training materials listed in Annex 1, as well as the Manual of Standard Nursing Procedures provided by HAP, available at: <https://www.hap.org.al/en/procedurat-infermierore-KSHB/>.
- Elaborate preliminary agenda for the pedagogical training, to be discussed and finalized with HAP.
- Prepare educational tools including PowerPoint presentations, worksheets, simulation scenarios, and evaluation forms respectively for respective activities: pedagogical training and coaching sessions.
- Be responsible for the accreditation of the Three-day Pedagogical Training, including the payment of the accreditation fee to the Agency for Quality Assurance in Health and Social Services (AQAHSC). This cost will be reimbursed by HAP upon submission of the respective invoices issued by AQAHSC and proof of payment.
- Elaborate a preliminary calendar in coordination with HAP for both activities: pedagogical training and coaching sessions
- Submit to HAP the certificates signed by the Consultant, after each training session including the full name of each participant, dates, along with the corresponding signed attendance list. These documents will be co-signed by HAP and distributed to the trainees.
- Ensure the transportation of experts to and from the training venue.
- Maintain regular communication with the HAP staff responsible for Home Care implementation.
- Inform HAP promptly of any issues or delays that may affect the timely execution of the assignment outlined in these Terms of Reference.

HAP will:

- Review and approve the training calendar proposed by the Consultant.
- Review and approve the pedagogical training agenda that has been proposed by the Consultant.
- Provide the user manuals for the training moulages in both English and Albanian to the Consultant
- Ensure in advance the PowerPoint presentations for the training sessions that nurse-trainers will deliver to their peers.



- Ensure that each training participant receives a copy of the *Manual of Standard Nursing Procedures for the Provision of Home Services*.
- Provide the training agenda for 'Standard Nursing Procedures for Homecare Services' delivered by the nurse-trainers with their peers.
- After receiving the certificates signed by the Consultant, HAP will co-sign and distribute the certificates to the trainees.
- Provide logistical support during the training, including accommodation for the expert/s, refreshments and meals for both trainers and trainees.
- Reimburse the Consultant for experts' transportation costs upon receipt of the service report.

IV. APPLICANT ELIGIBILITY CRITERIA

To be eligible for this assignment, the applicant must fulfill the following criteria:

- A. **Experience in Continuing Education:** The applicant (NGO, company or individual) must demonstrate solid experience in the field of continuing professional education, particularly within the healthcare sector.
- B. **Professional Background of the Experts:** The experts mobilized by the Consultant company must have a professional background in nursing. They should be actively engaged in academic roles, such as teaching or mentoring in a Faculty of Nursing and/or have at least 3 years' work experience as a clinical nurse.
 - **Training Experience:** The consultant/s must possess strong pedagogical and clinical nursing expertise. Proven experience in delivering training programs, especially those involving adult learning methodologies and clinical nursing skills development.
 - **Coaching and Mentorship Skills:** The consultants should have demonstrated experience in observing, supporting, and providing constructive feedback to other trainers or healthcare staff.
 - **Familiarity with Training Materials:** The consultants must be capable of effectively utilizing the training equipment listed in Annex 1.
 - Prior knowledge of the "Manual of Standard Nursing Procedures for the Provision of Home Services" will be considered an asset.

V. TIMING

June 2025 – March 2026

VI. DELIVERABLES

- **After each accredited pedagogical training, the Consultant should submit to HAP:**



- A summary report (signed and in both hard and electronic copy) including a summary of the work completed, observations and recommendations, and photographic documentation of the training
- Agenda of pedagogical training activities
- An evaluation form for each nurse-trainer and the findings of this evaluation
- Calendar of activities
- Training Certificates
- Photographic documentation of sessions
- List of presence

- **After each coaching day, the consultant should submit to HAP:**
 - A summary report (signed and in both hard and electronic copy) including a summary of the work completed, observations and recommendations, and photographic documentation of the coaching day.
 - An evaluation form for each nurse-trainer and the findings of this evaluation
 - Calendar of activities

Anex 1 The list of available moulages and training materials:

- Multi-Venous IV Training Arm Kit for Nurse Teaching
- Teaching Model - Male and Female Interchangeable Catheterization Model for Nurse Teaching
- Pressure Ulcers Nursing Model for Nurse Teaching
- Nasogastric & Tracheostomy Teaching Model for Nurse Teaching
- Levine NG Tube: 12 Fr; 14 Fr, 16 Fr, 18 Fr
- Silicon Foley Catheter Nr 10 Fr, 12 Fr, 14 Fr, 16 Fr
- Wound Measuring Ruler
- Stethoscope
- adult cuff sphygmomanometer
- pulse oximeter
- insulin pen
- bronchodilator pump
- nebulizer device
- breathing exercises tool
- ear washing device.
- enema bag
- ECG



- pneumatic apparatus for lymphedema