



## 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, up to now HAP has provided support for: 1) elaboration of the “Guidelines for the Management of Mental Health Disorders in Primary Health Care” (approved by MoHSP on July 15, 2022) and ii) implementation of a series of ToTs for General Practitioners (GP)/Family Doctors (FD), Family Nurses (FN), Psychologists and Social Workers<sup>1</sup> on the use in their daily practice of the Guidelines for Management of Mental Health Disorders in Primary Health Care. Furthermore, HAP supported family medicine teams for setting up and operation of the respective Peer Groups (PG).

In the frame of the consolidation phase, to strengthen the capacities of family medicine teams in the management of mental health disorders, HAP will provide further support for implementation of a series of Training of Trainers (ToT) to the following LUHCs: Tiranë, Lushnjë, Mallakastër, Elbasan, Korçë, Berat, Shkodër, Lezhë, Dibër and Mat.

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” to family doctors and nurses, working in selected primary health centers of the above mentioned LUHCs..

#### Objective

The provision of nine (9) 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 43 HCs from the above mentioned LUHCs.

At the end of the training the participants should be able to:

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

#### 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 135 professionals among the GPs/FDs, FNs, Social Workers and/or Psychologists working in the selected Health Centers. The participants will be appointed by the respective LUHCs in collaboration with the Directors of the 43 targeted health centers.

**The training approach** The Service Provider will deliver 18 training days (9 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

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



day should be 2 (two): one psychiatrist and one psychologist.

The number of trainees participating in one training session may 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 the Service Provider.

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

- group works 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 group works with the 7 clinical cases included in the Guidelines. 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 Guidelines and or other reliable references).
- dedicated time for individual and/or small group 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 the clinical decision tools (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 clinical decision tools for the management of mental health disorders into group works and ensuing discussion including the documentation in the patient files of the contribution to the patient care given by each member of the family medicine team.
- dedicated time to presentation and discussion of pedagogical skills to the future trainers using as example the documents of the establishment and operation of PG on management of mental health disorders in Primary Health Care" at HC level.

## **Roles and responsibilities**

### **The Service Provider**

-has the responsibility to mobilize the trainers to provide nine (9) sessions of two-day accredited training-of-trainers (in total 18 (eighteen) 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 43 targeted primary health centers.

-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>

and

“Guidelines of the support of peer group establishment and operation” which can be downloaded at the following link: <https://www.hap.org.al/udhezues-per-grupet-e-kolegeve/>.

and make use of them to prepare the respective PPTs and any other working material.

-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.



- 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 printed power point presentations and any relevant didactic material and any electronic teaching resource will be made available to the trainees from the service provider during the activity, therefore the respective printing cost will be under the service provider.

- after each training session, 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.

- 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.

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

#### **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, the clinical decision tools to the trainees during the activity via the Service Provider trainers and/or involved LUHCs.

- be responsible for providing logistic support during the training, 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 a report describing the work done/service provided (signed and submitted to HAP electronically and in hard copy), attached with:

- Agenda of the ToT.
- Training calendar implemented.
- PPTs, any other eventual working materials/tools, and any electronic teaching resources.
- ASCK document confirming the accreditation of the training.
- The trainees' evaluation of the course and of the trainer's performance.
- List of participants submitted for the purpose of accreditation and the real list of participants.
- Photos from the trainings

**Deliverable Time:** June 2024 - February 28, 2025

