



Capacity Building of PHCCs on Accreditation Lebanon Terms Of Reference	
Country / Region	Lebanon (Beirut)
Start date	From 22/04/2024 to 25/04/2024
Source of funding	AFD

1. CONTEXT AND JUSTIFICATION

1.1. Context

Primary Healthcare Centers (PHCCs) are the backbone of healthcare delivery systems in many countries, including Lebanon. While PHCCs are essential in providing essential healthcare services to the population, there is a lack of standardized accreditation system for these facilities. This has resulted in varying levels of quality across PHCCs and limited accountability for the delivery of essential healthcare services.

The Ministry of Public Health (MoPH) has prioritized Accreditation as a key strategy to improve the quality and safety of healthcare services, and establish a sustainable process for implementing and measuring compliance with set standards. The overarching objectives of accreditation are to improve community confidence and trust, enhance the reputation of MoPH network facilities, ensure a focus on safety and quality, drive standardization and people-centered objectives, improve patient satisfaction, and fundamentally improve health outcomes.

In 2009, the Lebanese Ministry of Public Health launched the Primary Healthcare (PHC) accreditation program to improve quality across the continuum of care. Lebanon was the first to introduce an international accrediting entity in the region and the first to have contextualized primary care standards in the region.

While accreditation practices have ceased post 2018 given a plethora factors, the most impactful being the economic crisis, the MOPH have taken steps to maintain adequate quality levels within PHCCs and place building blocks for the next national accreditation system. A critical aspect of this effort is the capacity building of PHCC staff, ensuring they are adequately trained and prepared for the accreditation process. This training is essential to close the existing gap in trained surveyors and meet the requirements for a robust and effective national accreditation system.

1.2. Rationale

This training is designed to empower PHCCs with comprehensive knowledge and skills in national accreditation standards. The program aims not only to familiarize PHCC staff with these standards but also to equip them with the practical know-how to implement these standards effectively in their respective centers.

2. CONSULTANCY OBJECTIVES

2.1. Overall Objective

The primary goal is to strengthen the capacity of 4 MdM supported PHCCs (25 Participants) under SAQIRH project for successful accreditation. This involves extensive training on national accreditation standards, practical exercises, and continuous support throughout the accreditation process.

2.2. Specific Objective

- Develop and deliver a detailed training program tailored to the unique needs of PHCCs, focusing on national accreditation standards.



3. METHODOLOGY

3.1. Overall scope of the work

The consultancy will involve a comprehensive approach to training, including theoretical instruction, practical exercises, and. The aim is to ensure a thorough understanding and effective implementation of national accreditation standards.

3.2. Main tasks

In the context of this assignment, the consultant will adhere to the planned methodology outlined below:

- **Interactive Training Sessions:** Conduct interactive and engaging training sessions for PHCC staff (25 Participants), ensuring a deep understanding of accreditation standards and their practical application.

3.3. Implementation

- Provision on the training sessions for the supported MdM supported PHCCs under SAQIRH by using the developed materials validated by MOPH PHCC department
- Pre- post test for the training
- Offer evaluation form for the participants to provide a feedback on the training
- Comprehensive Reporting: compile and present detailed reports and analyses of the training outcomes, and recommendations to follow up ongoing improvement.

3. DURATION OF THE STUDY

Four days training on the 22 to 25/04/2024 and report to be completed middle of May 2024 with a detailed schedule for each activity of the tasks.

4. FUNCTIONAL LINKS

The Consultant will be working directly under the overall supervision of MdM technical and program team. The consultant will be led by one Consultant firm that must meet the criteria specified in Section 8 (Requirements).

5. EXPECTED DELIVERABLE

5.1. Training tools

- **provision of training on accreditation** including the planning of the sessions along with the provision by end of the consultancy for the detailed set of training materials (English and Arabic), including handbooks, slide decks, and interactive modules., pre-post test, attendance sheet.
- **Extensive Final Report:** A thorough final report encapsulating the training process, effectiveness, participant feedback, and strategic recommendations for future accreditation efforts.

6. FINAL REPORT

Upon validation of MdM team, the consultant is required to submit the final report, encompassing the following components:

- a) Executive summary
- b) Background
- c) Objectives
- d) Methodology of training
- e) Results of conducted trainings, including pre and posttests, and certificates
- f) Discussion
- g) Conclusion
- h) Recommendations and priorities
- i) References



7. PREREQUISITE QUALIFICATIONS

a. Education

Master's degree or PHD with proven knowledge in Public Health, Health policy and management, Quality of care Who are members of firm

b. Professional experience

- Extensive experience in developing and delivering training programs.
- Previous involvement in accreditation implementation, with familiarity with policies and procedures at the PHCC level.
- Consulting experience in accreditation is advantageous.
- Proficiency in data management based on prior experience.
- Mandatory experience collaborating with MoPH.
- Relevant experience in the health sector.

c. Competencies and knowledge

Excellent knowledge in Lebanese healthcare system and primary healthcare

d. Languages

Fluency in English and Arabic language

8. SELECTION CRITERIA

a. Technical evaluation

The evaluation criteria consist of the following:

- Understanding of the Terms of Reference (TORs) (15 points)
- Relevance and quality of the proposed methodology (25 points)
- Experience and relevant technical references (15 points)
- Candidates' profiles (15 points)

Only technical offers scoring at least 70% will be deemed technically valid and considered for the subsequent evaluation phase.

b. Financial evaluation

Only the financial offers from the candidates with at least 70% of the technical evaluation score will be considered. A financial evaluation score will be calculated for each offer, starting on the lowest bid.

c. Final evaluation

The ultimate assessment will integrate both previous evaluations, with a 70% weighting for the technical offer and a 30% weighting for the financial offer. The candidate securing the highest overall score will be chosen. The financial proposal will be potentially negotiated with the selected candidate, staying within the confines of the available budget.

9. OFFERS PRESENTATION

a. Technical offer composition (in English)

A technical proposal (5-10 pages) comprising:

- Comprehension of the study's challenges and the Terms of Reference (ToR): articulation of a problem statement and formulation of questions that the proposal aims to address.
- Presentation of the assessment's methodology and tools proposed.
- A detailed timeline indicating the completion schedule for each assessment phase. The proposed schedule should allocate time for mission briefing and debriefing.

b. Financial offer composition (in English)

- Financial offer, incorporating the budget allocation (Price including taxes & MOF tax 7.5% consultancy tax, transportation, the validity of the offer, terms of payment, payment modality etc).



- A copy of legal documents (MOF registration, VAT registration, Commercial Circular ...)
- Any and all relevant information or deemed of value to MdM.

- **Deadline for submission:** 25/03/2024, 05:00 PM.
- **Expected date of the training:** 22 to 25/04/2024

Submission of applications

The proposal must be sent by email to: logmanag.lebanon@medecinsdumonde.net, and must mention in the subject of the email "24 LB BEY 054 – Capacity Building of PHCCs on Accreditation", before 25th March 2024 at 05:00 PM.

Applications submitted after the above stated deadline for submission, for whatever reason or cause, shall be considered defaulting.