

TERMS OF REFERENCES

Developing a Nationwide Assessment on the Mental Health

Country: Kosovo

World Bank Loan/Credit Name: Kosovo Emergency COVID-19-Additional Financing

Project ID: P173819

Ref. No.: XK-MOH-314922-CS-CQS

Introduction/Background

At the request of the Government of Kosovo (GoK) for support to respond to the COVID-19 emergency, the Kosovo Emergency COVID-19 Project (P173819) was approved on May 20, 2020, with an Additional Financing (AF) approved in June 2021. Both the Kosovo Emergency COVID-19 and AF project's objective is to prevent, detect, and respond to the threat posed by COVID-19 and strengthen national systems for public health preparedness in Kosovo.

The following are the components of the project:

Component 1: Health Care delivery and health system strengthening: This component supports activities to prevent new cases of COVID-19, limit local transmission through contact-tracing and containment strategies, and treat established cases, including the most severe. Component 1 finances equipment for hospital networks, rehabilitation works for hospitals, mobilization of healthcare staff, as well as vaccine deployment activities. In addition, this component also finances investments in system strengthening and resilience, particularly towards preparedness of system delivery for future shocks. Under this component, the Project will support the MoH in developing a national strategy on how to maintain and increase mental health services during pandemics and afterward.

Component 2: Supporting households to comply with public health containment measures: This component has supported the Government to fund the Social Assistance Scheme (SAS) to (i) ensure that existing social assistance payments are delivered on time, given the emerging fiscal constraints the country faces; (ii) finance an increase in the value of the benefits provided to SAS beneficiaries to assist them in meeting their basic needs in the face of rising health care costs and loss of other income sources; and (iii) expand the coverage of the SAS to additional households, which have lost their sources of income as a result of the pandemic.

Component 3: Project monitoring, communication, and community engagement: This component supports project implementation in the overall administration of the project as well as regular monitoring and reporting of implementation.

Mental disorders are one of the most significant public health challenges in the European Region. Without good mental health, people feel unable or less able to carry out activities of daily living, including self-care, education, employment, and participation in social life. Therefore, investments in mental health are essential for the sustainability of health and socioeconomic policies. As evidenced, COVID-19 has significantly disrupted people's daily lives and put the mental health and well-being of people at risk with the potential for long-term poor mental health consequences. Globally, the ongoing pandemic crisis has generated increased demands for information, psychosocial support, and mental health services and has raised questions about the provision of mental health services, shortage of human resources, severe lack of preventive and promotive services, lagging policy changes, and insufficient investments.

The professional mental health services in Kosovo are organized into three (3) levels of health care and seven (7) functional administrative-regional units that are interdependent, and conceptually interlinked. Mental health services in primary care are offered through Family Medicine Centers (FMCs) by specialized family physicians. The secondary level of care includes psychiatric wards at regional hospitals, community-based mental health centers, integration houses, and the center for chronic psychiatric patients in Shtime. Whereas the tertiary level of care includes the psychiatric clinic and psychiatric intensive care under the University Clinical Center of Kosovo.

Kosovo is dedicated to implementing the Agenda for Sustainable Development 2030, and within Goal 3, to improve measures on mental health mainly focused on structured prevention efforts, and legislation, but also on accessibility to quality and safe medicines.

Objective of the Assignment: The overall objectives of this assignment are (i) to provide a mapping of mental health services to provide evidence on the context and availability of services for the sector's long-term strategy, (ii) provide specific recommendations on the service gaps and estimated costing for necessary actions to offer holistic and improved services, (iii) identify human resource gaps for mental health services at the national level, (iv) assess infrastructure current situation and provide recommendations for improvements, and (v) review policy and regulatory framework.

Specific Scope of Work:

The selected consulting firm will be responsible for the following activities:

- To assess in detail the Policy and Legislative Framework for mental health services in Kosovo, as well as to make concrete recommendations for changes in the legal acts on mental health, in accordance with best practices;
- To conduct a mapping of available services in mental health within the existing health system, and provide specific recommendations for service improvement. Mapping should include all types of services at all levels of care. A specific disaggregation should be taken into account when mapping the services: the services for children ages 0-6 and adolescents aged 7-18, as well as for the general population. Service mapping should also look at referral mechanisms and pathways in practice including also the interaction with other governmental departments/institutions such as social services of the country;
- To assess the needs for the establishment of the Addiction Diseases Centre, and provide specific recommendations for the establishment of such a centre, including the cost of construction/adaptation, equipment needs, logistics, human resources, and other;
- To assess in detail the conditions for the establishment of a separate clinic (or annex, or another appropriate unit) within the Hospital and University Clinical Service of Kosova (HUCSK) for the treatment of children and adolescents with mental health disorders;
- Assessment of the infrastructure conditions of all mental health institutions in the country;
- To assess the human resource availability for mental health services, including qualifications, and identify needs gap;

- To conduct a comprehensive analysis of the funding structure of mental health services, including financial responsibilities of departments/institutions and social services;

Note: Recommendations provided should follow the guideline of the Parliamentary Commission of Health and Social Welfare provided in Annex 1.

Expected Outcomes and Deliverables:

- Inception report detailing the proposed approaches, methodology (including desk review, surveys, field visits, stakeholder interviews etc.), forms/questionnaires, and specific work plan timeline for conducting the comprehensive assessment (2 weeks after contract signature). The inception report will be approved by the Office of the General Secretary and Division of Mental Health of the Dep. of Health Services (DMH/DHS) for consistency and possible additions/changes.
- Interim work progress (status) report - This report should present the main findings and proposed actions (activities) required, in the middle of the assessment period. The report will consult with the DMH/DHS to track progress according to the required results, and the consultant should implement the required additions/changes (upon client request)
- Eventually additional short interim reports, as per request of the MoH, on specific issues
- Draft Comprehensive Report (12 weeks after contract signature) with all findings, recommendations, action plans, recommendations, and annexes of the Report, according to the requirements under scope of work. MoH reserves the right to request amendments to the report, as needed.
- Final Comprehensive Report (15 weeks after contract signature).

Governance and reporting arrangements:

The contracted consulting firm will be directly under the close supervision of the Mental Health Division of the Department of Health Service. The reports and recommendations will be forwarded to the Minister, through the General Secretary of the Ministry of Health.

The consulting firm shall perform duties in accordance with contract terms and conditions, legal acts of the Republic of Kosovo, as well as the World Bank requirements and procedures.

Duration and level of effort

For this lump-sum contract, the foreseen level of effort is 45 person-days. Work is expected to start as soon as possible to be completed latest 3 months after the contract signature. The contract will be the Standard World Bank lump-sum contract.

The contracted consulting firm will directly be under the close supervision of the Division of Mental Health/ Department of Health Services.

Through the Division of Mental Health, the consulting firm will report to the General Secretary MoH/Project Coordination Unit. The consulting firm shall perform duties in accordance with contract terms and conditions, legal acts of the Republic of Kosovo, as well as the World Bank requirements and procedures.

Duty Station:

It is expected that the consulting firm to spend days in Kosovo to assess all levels of Mental Health Care Services in Kosovo.

Qualifications of the Consulting Firm

The Consulting Firm:

1. Must be a legal entity with experience in drafting and implementing Public Health assessments, preferably in public health management;
2. Experience in the field of at least 5 years. Prior collaboration with international organizations is desirable;
3. Experience in Policy and Legislative Framework, particularly in the current legislation in Kosovo.
4. At least one similar contract successfully completed for the development and implementation of the similar assignment;

Eligible consulting firms will be shortlisted according to the above mentioned qualifications.

The team of experts proposed by the consulting firm shall include the following key members:

Team Leader (Total person days of effort 30 days)

- Post-graduate degree in the required field -Public health management [which covers the administrative and managerial capacities, organizational structures, and systems, finance, health services etc.].
- Minimum 7 years' experience, of which at least 5 years involve the assessment and adaptation related projects
- Proven knowledge and experience on programme management, including substantial knowledge of the health system.
- Strong skills in developing and using both quantitative and qualitative methods and conducting both types of analysis.
- Strong writing skills and ability to convey technical and complex information in a structured, logical, clear, and concise manner.
- Previous working experience with the Government Institutions.
- Strong computer proficiency in producing written reports of adequate quality and including a clean visual representation of data and findings.
- Experience in working as part of a multidisciplinary team of experts and consultants.
- Excellent communication, analysis and writing skills, fluency in English.

Legal Expert (Total person days of effort 15 days)

- Post-graduate degree in the required field.
- Minimum 5 years' experience, of which at least 3 years involve the assessment and adaptation related projects in the field of public health.
- Proven knowledge and experience in the implementation of development initiatives, policies, and legislation.
- To ensure that any initiatives are in line with policy and in support of government enterprise policy and funding.
- Excellent writing skills and ability to convey technical and complex information in a structured, logical, clear, and concise manner.
- Previous working experience with the Government Institutions.
- Strong computer proficiency in producing written reports of adequate quality and including a clean visual representation of data and findings.
- Experience in working as part of a multidisciplinary team of experts and consultants.
- Excellent communication, analysis, and writing skills, fluency in English.

Note: that key staff qualification and experience (including their CVs) will not be part of the evaluation criteria/selection process - such key staff qualification/experience will be taken into consideration during contract negotiations with the successful/first ranked firm.

Selection Process

Experienced and qualified firms will be selected according to the World Bank's Procurement Regulations for IPF Borrowers' (the Regulations), issued in July 2016, and revised in November 2017 and August 2018, based on the selection method for Consultant's Qualification based Selection (CQS).

Selection Criteria:

The consulting firm will be selected based on:

1. Proven experience in the field of public health, management, and working experience with the Government institutions (50%);
2. Specific experience in providing similar scale public health assessment/quantitative and qualitative methods, knowledge and experience in the implementation of development initiatives, policies, legislation with local or international organization-funded project (50%);

Annex 1:

Recommendation of the Parliamentary Commission of Health and Social Welfare

- Ministry of Health to draft a new Law on Mental Health.
- To draft sub legal acts in a timely manner as provided in the Law.
- Specific planning for adequate drugs based on protocols, and allocate sufficient budget for drugs, to ensure sufficient and adequate amount for the treatment of patients with mental disorders.
- To regulate the procedures for the treatment of the prisoners with mental disorders, especially adults, women and the elderly.
- To regulate the status of some institutions that deal with the treatment of persons with mental disorders and to approve the status of these institutions.
- To create sufficient space within health institutions and HUCSK for the dignified treatment of patients with mental disorders.
- To establish a separate clinic within the HUCSK, for the treatment of children and adolescents with mental health disorders.
- To establish a health institution within the HUCSK for the treatment of persons with addictive diseases.
- To redefine the National Policies and the Strategy for the Prevention and protection of the mental health of the population, in case of deterioration of the epidemiological situation.
- Drafting a long-term National Strategic Plan (deep reforms in the plan).
- Human and infrastructural capacity building in the service of mental health.
- Budget allocation for this legal strategy.