



TERMS OF REFERENCE

Consultancy Services

Evaluation of the Implementation of the Multidisciplinary Rehabilitation Model in Gia Lai

Overview

The International Center (formerly known as Vietnam Veterans of America Foundation -VVAF) is a humanitarian organization that has addressed the consequences of war through advocacy and service programs in Vietnam for the last three decades. As a co-founder of the International Campaign to Ban Landmines, IC-VVAF was awarded the Nobel Peace Prize in 1997. The International Center (IC) now focuses on disability support, landmine removal, and mental health programs.

Under the financial support of the United States Government through the *Program for Enhancing the Quality of Life of Persons with Disabilities in Provinces Heavily Sprayed with Agent Orange* (Inclusion 2B), the International Center (IC), as a sub-implementing partner, is responsible for implementing Objective One of the program, which aims to expand rehabilitation services in order to improve the quality of life of persons with disabilities.

During the project implementation period, Gia Lai Province has adopted a multidisciplinary rehabilitation model across three hospitals and six district health centers. The model has been introduced to enhance service quality and increase access to functional rehabilitation, while promoting person-centered care and coordinated intervention planning. Initial outcomes have demonstrated positive progress, including improvements in the organization of rehabilitation services, establishment and operation of multidisciplinary rehabilitation teams, development of individualized rehabilitation plans based on functional assessment tools, strengthened interdisciplinary case management, and increased access to rehabilitation services for persons with disabilities at both facility and community levels.

IC is looking for a consultant service for an independent evaluation to document results, analyze effectiveness, identify lessons learned, and recommend solutions to sustain and expand the model in the coming years.

1. DUTY STATION

- Duty Station: Hanoi and Gia Lai provinces.
- Duration of Assignment: The evaluation is expected to take place in November and December 2025, over approximately four to six weeks, including the following stages:

Phase	Key Activities	Timeline
Phase 1	Preparation and Inception Report development	Week 1
Phase 2	Field data collection in health facilities and communities	Weeks 2–3
Phase 3	Data analysis and draft report preparation	Week 4
Phase 4	Finalization of report and presentation at the provincial workshop	Weeks 5–6

2. SCOPE OF WORK

The consulting team will conduct an independent evaluation within the following scope:

2.1 Geographic coverage: Three hospitals and six district health centers implementing the multidisciplinary rehabilitation model in Gia Lai Province.

2.2 Subjects: System organization, human resources, professional processes, and the functional rehabilitation outcomes of persons with disabilities benefiting from services.

2.3 Objectives

a. Overall Objective

To evaluate the results and effectiveness of implementing the multidisciplinary rehabilitation model in Gia Lai Province during 2023–2025, and to recommend strategies for sustaining, improving, and scaling up the model in the future.

b. Specific Objectives

- Assess the extent to which the model has been implemented across facilities, including organizational structure, staff capacity, interdisciplinary coordination, and case management processes.
- Analyze the rehabilitation outcomes of persons with disabilities using the Functional Independence Measure (FIM) frameworks
- Identify best practices and lessons learned in organizing and operating the multidisciplinary rehabilitation model.
- Provide technical and management recommendations to improve model quality and expand its application in the next phase.
- Develop and finalize a Multidisciplinary Rehabilitation Quality Assessment Framework as a technical product for quality management and evaluation of the model's performance.

2.4 Methodology

The evaluation will employ a mixed-method approach, combining quantitative and qualitative methods, as well as on-site data collection and professional record review:

- Quantitative data collection: Analyze clinical rehabilitation records from facilities implementing the model.
- Qualitative data collection: Conduct in-depth interviews with rehabilitation staff, focus group discussions with caregivers, and direct observation of multidisciplinary sessions.
- Clinical case analysis: Examine rehabilitation progress using the Functional Independence Measure (FIM)

3. Expected Deliverables

The consulting team shall deliver the following outputs:

No.	Deliverable	Description
1	Inception Report	Description of the evaluation design, methodology, and data collection plan
2	Data Collection Tools	Questionnaires, clinical case analysis templates, and facility assessment checklists
3	Multidisciplinary Rehabilitation Quality Assessment Framework	Developed using scientific standards, including operational quality indicators, technical criteria, and measures of functional progress based on FIM and ICF
4	Final Evaluation Report	At least 30 pages, evidence-based analysis of results
5	Presentation for provincial workshop	Summary slides (at least 20 slides)
6	Data and Evidence Package	Interview transcripts, consolidated data tables, photo documentation (if applicable)

4. Supervision and Coordination

- The consulting team will work independently and objectively, ensuring transparency and adherence to the agreed scope.
- Coordination will be maintained through the provincial rehabilitation program's technical focal point to facilitate access to facilities and stakeholders.
- The consulting team is responsible for developing a detailed evaluation plan, aligning schedules with facilities, and conducting data collection accordingly.
- All information and data collected must be traceable, verifiable, and scientifically reliable.
- The quality of outputs will be assured through review of the inception report, methodology, data collection tools, analytical framework, and final report.

5. Selection Criteria

Criteria Group	Description	Max Points
Evaluation Experience	Proven experience conducting independent evaluations of health or rehabilitation programs	25
Technical Knowledge	Demonstrated understanding of multidisciplinary rehabilitation systems	20
Technical Competence	Ability to analyze evaluation data, use FIM and ICF frameworks	20
Methodological Approach	Logical, coherent, and feasible evaluation methodology	20
Implementation Plan	Clear work plan and realistic timeline	10
Quality of Past Work	Submission of two relevant evaluation reports	5
Total		100

6. Application Requirements

Interested consulting teams/ firms interested in this mission are invited to submit your applications in English, either by email (to icvietnam@theintlcenter.org) or by post (to The International Center, R.103-203, B3 Building, Van Phuc Diplomatic Compound, 298 Kim Ma, Ba Dinh District, Hanoi, Vietnam).

Please state "Application for the <position>" in the subject line or on the envelope. The short-listed candidates will be contacted.

Applications should include:

- Expression of Interest letter
- Technical proposal detailing methodology, evaluation design, data collection plan, and proposed quality assessment framework
- Curriculum Vitae of key experts' profile and relevant experience

Deadline for submission: **30th October 2025**

For further information, please contact:

Ms. Hua Thi Thu Len – Receptionist

Tel: (84-24) 3733 9444, ext.: 9

Email: icvietnam@theintlcenter.org