

**REPORT  
OF THE EXTERNAL EVALUATION COMMISSION  
ON THE RESULTS OF COMPLIANCE ASSESSMENT  
OF THE MEDICAL CENTRE FOR CONTINUING EDUCATION MEDICIN  
ALI LIMITED LIABILITY PARTNERSHIP  
WITH THE STANDARDS FOR INSTITUTIONAL ACCREDITATION OF  
ORGANISATIONS FOR CONTINUING PROFESSIONAL DEVELOPMENT  
(CPD) FOR HEALTHCARE PROFESSIONALS**

**Dates of the site visit: July 03-04, 2019**

**1. Composition of the External Evaluation Commission**

In accordance with the ECAQA order No.42 dated June 23, 2019, the External Evaluation Commission (EEC) was formed to conduct institutional accreditation of the Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals with the following composition:



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In the period from July 3, 2019 to July 4, 2019, the conformity of the core operations of The Medical Centre for Continuing Education MEDICIN ALI LLP (hereinafter referred to as MEDICIN ALI) with the ECAQA Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals (hereinafter referred to as accreditation standards) was conducted.

The EEC report contains evaluation of The Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the ECAQA Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals, and the EEC recommendations for further improvement of operations in continuing education.

## **2. General Part of the EEC Final Report**

### **2.1 Introduction of the medical education organisation**

The MCCE MEDICIN ALI LLP was established in 2018 in relation to the practical health care requirement of continuing education. On February 12, 2019, the MEDICIN ALI Charter was re-registered. The total area of office premises, including study rooms, is 157 sq.m. under a lease agreement.

Taking into account the need for continuing professional development of doctors in various specialties, MEDICIN ALI has involved 34 specialists with scientific, pedagogical and clinical experience in healthcare as educators on the basis of the contracts: 10 professors, 9 associate professors, incl. 10 doctors of medical sciences, 9 candidates of medical sciences, 8 doctors with the highest category, 1 doctor with the first category, 1 master in medical sciences.

The number of trained students for 2018-2019 comprises 276 trainees including 53 students in 26 medical specialties in retraining cycles.

### **2.2 Information on previous accreditation**

MEDICIN ALI has not yet been accredited as an organisation of continuing education.

### **2.3 Analysis of the self-evaluation report of the Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals**

The MEDICIN ALI Institutional Self-Evaluation Report on Compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals is presented on 83 pages including tabular applications and characterized by the completeness, structuredness and internal unity of the activities information provided by the organisation seeking accreditation. The cover letter signed by the founding director B.S. Orazbayeva that confirms the accuracy of the information and data in the report is attached to the report.

The report is compiled in accordance with the Guide to institutional self-evaluation of organisations for continuing medical education and is fully consistent with the

ECAQA Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals. The list of members of the internal self-evaluation commission indicating the responsibility of each member of the internal commission (9 people in total) is available. The representative of MEDICIN ALI who is responsible for the institutional self-evaluation is the director B.S. Orazbayeva.

The institutional self-evaluation of MEDICIN ALI was carried out on the basis of the organisation internal order No. 1 “On undergoing institutional accreditation” dated March 26, 2019.

The following work was done by the working group on preparation of the Self-Evaluation Report: the necessary data was collected in accordance with the Standards for Institutional Accreditation; a careful analysis of the materials was carried out, contents of the materials were reflected in the report; missing documents were filled in; contracts with clinical setting were concluded. The contents of the Self-Evaluation Report are structured in accordance with the ECAQA Standards for Institutional Accreditation and include a description of strengths and areas requiring improvement for each of the 9 standards.

The database, applications are presented comprehensively, sequentially and include links to them in the text of the report.

The report is written in a competent language, the wording for each standard is clear and understandable, and the tables contain links in the text and have continuous numbering.

### **3. EEC conclusions on external evaluation and site visit**

The site visit of the External Evaluation Commission (EEC) to MEDICIN ALI for external evaluation for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals was organised in accordance with the programme that was approved by the Director General of the ECAQA S.S. Sarsenbayeva on June 18, 2019 and agreed upon with the Chairman of the EEC L.Kh. Asenova and the Director of MEDICIN ALI B.S. Orazbayeva.

During the site visit and the external evaluation of The Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals, members of the EEC carefully studied and evaluated key performance indicators of the educational organisation.

The information received by external experts during the site visit to MEDICIN ALI, meetings with leadership, departments employees, studying documentation, questioning of trainees and educators, interviewing employers, graduates were analyzed and compared with the data of the Self-Evaluation Report, which made it possible to verify the reliability and validation of the information that was provided by MEDICIN ALI for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals.

Despite the fact that MEDICIN ALI described its best practices regarding compliance with accreditation standards in the Self-Evaluation Report, during the site visit, external experts requested the necessary information on self-evaluation (15 documents): MCCE MEDICIN ALI LLP Strategic Development Plan for 2018-2022 (5 years); Job descriptions of September 20, 2018; Charter of The Medical Centre for Continuing Education MEDICIN ALI LLP; Joint operation agreement No. 4 of February 13, 2019 with Oblast Tuberculosis Dispensary Public State Enterprise; Joint operation agreement No. 5 of February 13, 2018 with Polyclinic No.1 of Karaganda Public Health Department Public State Enterprise; Regulation on rendering paid services dated April 25, 2019; Safety regulations and labour protection, fire safety dated October 25, 2018; Safety Training Register; Regulation on the MCCE of September 20, 2018; Price list of September 20, 2018; Grade book and Attendance Record of Functional Diagnostics specialty, “Clinical Electrocardiography” topic, teacher: L.P. Kammerer, date: from 01.07.19 to 15.07.19, nine trainees (9); Regulation No.1 “On conducting a continuing education cycle for doctors and paramedical workers free of charge according to the list (appendix) with issuing certificates of continuing education” dated October 01, 2018 – 41 people; Regulation No.1 “On conducting a cycle of continuing education, a master class for doctors and paramedical workers free of charge according to the list (appendix) with the issuance of certificates of continuing education” dated February 20, 2018 – 11 people; Minutes of the Educational and Methodological Board regarding the approval of the “Cardiology” working programme (16 weeks), Working Curriculum on “Paediatrics” specialty (54 hours); orders for admission, enrolment termination orders; Certificate issuing journal. The above documents revealed the conformity of MEDICIN ALI activities with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals.

On the last day of the site visit to MEDICIN ALI, members of the EEC filled out the “Quality profile and criteria evaluation of The Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals”. The above document was individually completed by each member of the EEC. The experts noted the fact of compliance with all accreditation standards.

Thus, the external evaluation made it possible to verify and validate the data of the Institutional Self-Evaluation Report comprehensively and in accordance with the Regulation on the External Evaluation Commission, the Guide on External Evaluation of the Medical Education Organisation of The Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care.

#### **4. Analysis of compliance of the Medical Centre for Continuing Education MEDICIN ALI LLP with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals and review of the strengths of each standard**

### **Standard 1: Mission and outcomes**

External experts obtained evidence that the organisation had developed and approved its mission that was stated as "MEDICIN ALI mission is to provide an integrated approach to the training of highly qualified competitive specialists" and the vision that was accessible to stakeholders on the MEDICIN ALI website ([www.medicinali.kz](http://www.medicinali.kz)). MEDICIN ALI successfully collaborates with private and public organisations that are interested in improving qualifications of their employees.

The experts were able to study the Strategic Plan until 2021, which was consistent with the mission and vision, and the main directions of the organisation's development were educational activities (forming a qualified teaching staff, increasing the availability of quality continuous professional medical education, ensuring a high level of requirements for students and educators guaranteeing an appropriate training of specialists, etc.). The implementation of strategic directions and objectives contributes to the implementation of the plan for establishment of an advanced centre in continuing education of medical workers.

MEDICIN ALI has clearly defined competencies for each discipline and course according to specialties at each stage of training, so that the formation of competencies determined by the continuing education and retraining programmes is achieved in a staged manner. During interviews and conversations, it was found that students had been informed about the learning outcomes in the first training, thus, students were aware of the competencies and skills that they should acquire or improve as a result of mastering the continuing education and retraining programmes.

#### **Strengths:**

- 1) Observation of the regulatory legal acts of the Republic of Kazakhstan;
- 2) Presence of firm strategic planning and management;
- 3) Organisation rendering services to organisations of all levels in all specialties;
- 4) High percentage of teaching staff with academic/scientific degrees;
- 5) Improvement of the educational process, including the development and implementation of effective innovative technologies in the educational process;
- 6) Dynamically developing infrastructure and physical facilities;
- 7) Collaboration with organisations at national and international levels.

*The EEC conclusions on the criteria:* comply – 12, partially comply – 1, do not comply – 0.

*Standard 1: accomplished*

#### **Recommendations on improvement:**

1. To involve all stakeholders in the discussion of the mission.
2. To enhance indices and indicators towards the strategic plan.

### **Standard 2: Educational programme**

The educational programmes of continuing education, which are implemented in MEDICIN ALI, are adapted to the needs and requests of individual healthcare professionals, while taking into account the needs of the healthcare system. In total, the organisation has included 26 CPD areas in the syllabus. Implementation of the programmes is carried out in accordance with the Model programmes for continuing

education and retraining of medical and pharmaceutical personnel, which were approved by the order No. 165 of the Minister of Healthcare of the Republic of Kazakhstan dated April 14, 2017, as well as the MEDICIN ALI's Rules for the Organisation of Continuing Professional Education that were approved at a meeting of the Educational and Methodological Board.

During planning of training, individual work is carried out with a trainee to specify the themes for inclusion in the working programme and the working curriculum is drawn up and approved by agreement. The organisation provides training for students at the clinical sites of 7 medical organisations of the city, which have modern equipment and allow trainees to fully master the skills in accordance with the requirements of the regulatory framework. The experts visited 2 of the 7 clinical sites, conducted video conference with one clinical site, where a visual inspection was conducted to find evidence of the adequacy of resources for organising continuing education programmes. The distance learning has been implemented in accordance with established standards and technical specifications.

The organisation uses the appropriate teaching and learning methods, guarantees the integration of components in practice and theory, experience in patient's care management, independent and active learning, implements programmes based on the principles of quality and equality, provides students with both academic knowledge and the necessary skills, which may influence their personal development and may find application in their future careers, guarantees the integration between training and medical care.

MEDICIN ALI introduces the scientific foundations and methodology of medical research into continuing education and retraining programmes, including clinical research and clinical epidemiology, applies methods of critical assessment of literature, articles and scientific data in training.

**Strengths:**

1) Compliance of the content of the CPD programmes with the requirements of the Model Curriculum, ensuring the breadth and depth of training of students in accordance with the name of the programme and specialty;

2) A wide range of implemented disciplines, which are adapted to the requirements of legal regulations, innovations;

3) Availability of clinical sites.

*The EEC conclusions on the criteria:* comply – 16, partially comply – 3, do not comply – 0.

*Standard 2: accomplished*

**Recommendations on improvement:**

1. To document active learning techniques.
2. To unify all documents regarding the CPD.

**Standard 3: Assessment and documentation**

The competency assessment policy and documentation of the CPD is based on existing knowledge and practical skills, current achievements during training and achievements of the learning outcomes (confirmation of a medical category, specialist

certificate, introduction of new technology, etc.).

Formative and summative assessment of knowledge is carried out using modern methods in order to determine the level of knowledge, skills and competences of trainees of continuing education and retraining cycles, as well as to monitor the progress of acquirement of the learning material. The form of assessment is determined by the educators themselves. In the first days of training, an initial assessment of knowledge is conducted to determine the level of knowledge and select an individual trajectory.

The formative assessment of knowledge of trainees of continuing education and retraining cycles is conducted in the form of testing, assessment of task performance, direct observation, interviews, as well as working with medical documentation and patients (under the guidance of an educator). The formative assessment of knowledge is carried out throughout the duration of training.

The summative assessment of knowledge of trainees of continuing education and retraining cycles is an integral part of the training and is a determination of the degree of trainees' acquirement of the knowledge, skills and competences, which are established by the goals and implemented by the training programme. The summative assessment of knowledge upon the completion of the continuing education cycle is carried out in the form of an exam and is assessed as "passed".

#### **Strengths:**

1) Compliance of the outcome competencies of the continuing education and retraining programmes of MEDICIN ALI with the requirements of the state standards of training;

2) Application of principles and assessment methods that facilitate integrated training and involvement in practical clinical work, and provide interprofessional training.

*The EEC conclusions on the criteria* comply – 5, partially comply – 2, do not comply – 0

*Standard 3: accomplished*

#### ***Recommendations on improvement:***

1. To change the grading scale.
2. To introduce an internal audit of the quality of the main activities.

#### **Standard 4: The Healthcare Professionals**

Currently, MEDICIN ALI seeks to train competent and competitive healthcare professionals at the country's educational services market in order to provide the healthcare industry with qualified personnel in this field.

A healthcare specialist personally takes the main responsibility for his participation in training, for this purpose contracts, which describe the rights and obligations of a trainee (organisation), are concluded with a medical organisation or with an individual; the submission of an application by each trainee provides voluntary involvement and responsible attitude to the training process.

276 trainees have been trained in total in various areas of health care, including 53 persons in retraining cycles.

The policy of encouraging trainees consists in low price policy, flexibility of the



schedule (cycles can be organised upon request), an individual approach based on the specialization of a professional, and the specifics of an organisation. During interviews with trainees, the experts observed a high level of satisfaction with the educational process.

**Strengths:**

- 1) Transparency of the trainee selection procedure and equality of access to continuing education:
- 2) Flexible procedure for admitting small groups of 1-3 people to larger groups of 10.
- 3) Ongoing advice services for trainees, including individual support;

**The EEC conclusions on the criteria:** comply - 18, partially comply -1, do not comply - 0

**Standard 4: accomplished**

**Recommendations on improvement:**

1. To introduce distance learning technologies (DLT)

**Standard 5: CPD Provision**

The organisation complies with the requirements of the main documents in continuing education, which was verified by the external experts when studying methodological materials and during interviews with management and employees. Initiating institutional accreditation as an organisation implementing CPD programmes is also a step towards ensuring the quality of continuing training for health professionals.

The aim of the personnel policy of MEDICIN ALI is to create an effective human resources management system that provides opportunities to maximize the potential of employees.

The recruitment policy is designed to maximize the efficiency of the search, selection and admission of employees who are necessary to achieve strategic aims and objectives of MEDICIN ALI. Out of 34 educators, 19 (56%) have a degree (10 doctors of medical sciences, 9 candidates of medical sciences), including 10 professors and 9 associate professors.

**Strengths:**

- 1) High potential of faculty (high percentage of educators with academic credentials, first and higher categories).

**The EEC conclusions on the criteria:** comply – 11, partially comply – 1, do not comply – 0

**Standard 5: accomplished**

**Recommendations on improvement:**

1. To carry out the examination of the CPD programme.

**Standard 6: Educational resources**

The experts obtained evidence that MEDICIN ALI had an equipped room fund that is sufficient at this stage of the implementation of continuing education programmes, and is supported by agreements with 7 clinical sites (private and state medical

organisations).

Access to international databases such as PubMed, MedlineComplete, ClinicalKey, CochraneLibrary is provided. Resources and services are intended for the educational and research process of trainees, educators and employees. The experts visited The Polyclinic No.1 of Karaganda Public State Enterprise and The Oblast TB Dispensary Public State Enterprise.

Under terms of the joint activity agreements with the clinical sites of the MEDICIN ALI, the faculty and students have access to patients and specialized departments of the clinical site, including surgery unit, intensive care unit. The access is provided in accordance with the themes of practical training and those competencies that are defined in the educational programmes of specialties, as well as taking into account the order established by the internal organisational and administrative documents of the clinical site, except the cases when the admission of trainees to the treatment process is not permitted by the applicable law and/or patient requirements.

Uninterrupted operation of the Internet is provided.

**Strengths:**

- 1) A sufficiently high percent of educators with academic/scientific degrees;
- 2) The directions of care at clinical sites cover all the educational areas of the organisation seeking accreditation;
- 3) The application of active professional practical training methods aimed at stimulating cognitive activity and motivation, and development of decision-making skills, critical thinking, teamwork in real professional activities;
- 4) The availability of sufficient area and material and technical equipment.

*The EEC conclusions on the criteria:* comply – 22, partially comply – 2, do not comply – 0

*Standard 6: accomplished*

***Recommendations on improvement:***

1. To provide the implementation of initiative scientific and social projects with the involvement of educators and trainees.

**Standard 7: Evaluation of CPD activities**

The system for evaluation and monitoring of the quality of educational programmes includes discussion at the development stage (Educational and Methodological Board), internal review, feedback at the implementation stage (educators' opinion, trainee polling), and remedial actions to improve programmes. The experience of monitoring of the educational process consists in periodic review of working educational programmes by qualified specialists. In connection with the preparation for institutional accreditation, all working programmes have been reviewed by leading educators with academic/scientific degrees, and each educator has evaluated the relevance of themes and the novelty of literature regarding the discipline that he conducts.

In the future, it is planned to create a group that will independently monitor data on the implementation of continuing education programmes and the achievement of the learning outcomes.

During conversations with the educators and students, a high degree of satisfaction with the programmes, working conditions and communications with the organisation's management has been determined. In the future, it is planned to create a group that will independently monitor data on the implementation of continuing education programmes and the achievement of the learning outcomes.

**Strengths:**

- 1) The system for monitoring and evaluation of the educational programme is carried out at all levels, a flexible system for review in cases of trainees' statements.
- 2) Consideration of the opinions of trainees, trainees' employers.

*The EEC conclusions on the criteria:* comply – 8, partially comply – 3, do not comply – 0

*Standard 7: accomplished*

**Recommendations on improvement:**

1. To include specialist competencies in the CPD programmes.
2. To involve employers in the evaluation of CPD programmes.
3. To strengthen monitoring of the trainees' progress (personal and professional growth) at year-end.

**Standard 8. Organisation**

MEDICIN ALI has an organisational structure corresponding to the mission, goals and objectives, administrative staff (8 people) and 34 educators working on a contractual basis. The organisation has developed and approved documents that define the summary of responsibilities and powers in relation to the educational programme of continuing education and retraining, including the obligation to provide the educational process to the fullest extent with all the necessary information sources: textbooks, study guides, teaching aids and guidance papers in educational disciplines, active handouts and instructions for independent work, electronic textbooks, the access to online educational resources.

**Strengths:**

- 1) Continuous organisational, coordinating and administrative work that is aimed at achieving the mission and aim;
- 2) Responsibilities and obligations regarding the management of the educational programme are defined;
- 3) Sustainable financial status of MEDICIN ALI.

*The EEC conclusions on the criteria:* comply – 9, partially comply – 0, do not comply – 0

*Standard 8: accomplished*

*Recommendations on improvement:* none

**Standard 9. Continuous renewal**

The organisational structure of MEDICIN ALI, the content, learning outcomes/competencies, assessment methods and the educational environment of CPD programmes are updated periodically taking into account changes in the needs of

practical healthcare and pharmacy, new regulatory documents, and transformations in society.

These processes are regulated by management, the results are recorded. Amendments are submitted to the meeting of the Educational and Methodological Board with written minutes keeping; orders are issued based on the minutes.

The strategic plan of MEDICIN ALI No. 4 dated February 04, 2019 provides the updating and development of the organisational structure, content, learning outcomes/competencies, assessment methods and the educational environment of CPD programmes, taking into account changes in the needs of practical health care and pharmacy, new regulatory documents, transformations in society.

When updating educational programmes of continuing education, teaching staff and employees of the organisation use look-back analysis, prospective analysis, study of the literature, laws and regulations, clinical protocols. A mandatory requirement of the organisation for teaching staff is the constant study of materials from the WHO website. The educational process which is conducted at the MEDICIN ALI is aimed at developing healthcare professionals' responsibility, clinical skills, knowledge and skills, the aspiration to continuous self-improvement, continuous professional development and lifelong learning. The MEDICIN ALI's peculiarity is that 80% of the time is devoted to consulting and implementing the requests of trainees. The teaching staff is not challenged by paper work; the attention is focused on communication with trainees. The MEDICIN ALI successfully cooperates with private and public organisations that improve the qualifications of their employees.

Trained professionals can express their opinion by filling out "Feedback and Suggestions" section on the website, passing questionnaires and posting on social networks.

Amendment planning is initiated by the teaching staff; the decision is made by the Educational and Methodological Board and the organisation's leadership.

**Strengths:**

- 1) Fair wage of the teaching staff;
- 2) MEDICIN ALI has a state license to carry out activities (examination of temporary disability, examination of professional suitability, outpatient care for adults and (or) children in the following specialties: primary health care: first-aid, qualified care);
- 3) MEDICIN ALI provides consultative and diagnostic assistance in 19 specialties.

**The EEC conclusions on the criteria:** comply – 5, partially comply – 0, do not comply – 0

**Standard 9: accomplished**

**Recommendations on improvement:**

1. To make greater use of the website's capabilities to inform trainees about continuing education programmes;
2. To develop feedback with trainees and employers with the inclusion of suggestions for improving and developing the organisation;
3. To intensify work with clinical sites, partner universities in the development of continuing education programmes.


**6. Recommendations on improvement of the operation of the Medical Centre for Continuing Education MEDICIN ALI LLP to comply with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals:**


1. To provide discussion of the mission with stakeholders (trainees, medical organisations);
2. To enhance indices and more clearly define indicators in the strategic areas of the organisation's strategic development plan;
3. To unify the design of educational and methodical and reporting documentation on continuing education with the mandatory inclusion of specialist competencies in the programme;
4. To integrate distance learning elements in continuing education programmes;
5. To enhance the participation of educators in scientific research;
6. To improve the system for evaluation and monitoring of the quality of the educational process through the involvement of employers, the introduction of internal audit and external evaluation of programmes.
7. To strengthen monitoring of the trainees' progress (personal and professional growth) at year-end;
8. To make greater use of the website's capabilities to inform trainees about continuing education programmes;
9. To develop feedback with trainees and employers with the inclusion of suggestions for improving and developing the organisation;
10. To intensify work with clinical sites, partner universities in the development of continuing education programmes.

**Члены Внешней Экспертной Комиссии по институциональной аккредитации  
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**Quality profile and evaluation criteria of the Medical Centre for Continuing Education MEDICIN ALI LLP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals**

Standard	Evaluation criteria	Evaluation		
		Comply	Partially comply	Do not comply
1.	Mission and outcomes	12	1	0
2.	Educational programme	16	3	0
3.	Assessment and documentation	5	2	0
4.	The Healthcare Professionals	18	1	0
5.	CPD Provision	11	1	0
6.	Educational resources	22	2	0
7.	Evaluation of CPD Activities	8	3	0
8.	Organisation	9	0	0
9.	Continuous renewal	5	0	0
	<b>Total:</b>	<b>106</b>	<b>13</b>	<b>0</b>