

**REPORT  
OF THE EXTERNAL EVALUATION COMMISSION  
ON THE RESULTS OF COMPLIANCE ASSESSMENT  
OF THE RSE ON THE REM NATIONAL SCIENTIFIC CENTRE OF  
PHTHISIOPULMONOLOGY OF THE MINISTRY OF HEALTHCARE  
OF THE REPUBLIC OF KAZAKHSTAN  
WITH THE STANDARDS FOR INSTITUTIONAL ACCREDITATION OF  
ORGANISATIONS FOR CONTINUING PROFESSIONAL DEVELOPMENT (CPD) FOR  
HEALTHCARE PROFESSIONALS**

**Dates of the site visit: June 26-27, 2019**

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

In accordance with the ECAQA order No.39 dated June 7, 2019, the External Evaluation Commission (EEC) was formed to conduct institutional accreditation of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals with the following composition:



**Chairman of the External Evaluation Commission**

**YELENA ALEKSEYEVNA SLAVKO**

Candidate of MedSc, Associate Professor, Director of the Department of Master's Degree Programme and Doctoral Studies of the Kazakh Medical University of Continuing Education JSC

phone: +7 777 221 0319

e-mail: slavkelena@yandex.ru



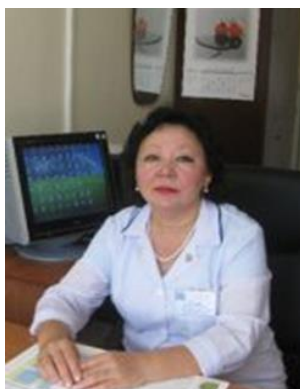
**Foreign expert**

**SERGEY ALEKSANDROVICH RYZHKIN**

Candidate of MedSc, Associate Professor of the Department of Radiodiagnosis, Head of the Continuing Professional Education Department of the Kazan State Medical Academy, Scientific Secretary of the Medical and Biological Sciences Department of the Academy of Sciences of the Republic of Tatarstan, accredited expert of the Federal Service for Supervision in Education and Science (Rosobrnadzor)

phone +7 927 440 4976

e-mail: rsa777@inbox.ru



**National academic expert**

**VAZILIYA SHAKENTAYEVNA ATARBAYEVA**

DMedSc, Professor, Head of the Department of Cardiology and Rheumatology of the Kazakhstan Medical University “KSPH”, Member of the Presidium of the Association of Cardiologists of the Republic of Kazakhstan, Member of the European Society of Cardiology and the World Heart Federation, Vice President of the Association for Primary Health Care

Phone: +77477504286 e-mail: [atarbaeva@mail.ru](mailto:atarbaeva@mail.ru)



**Expert-health care professional**

**BOLAT MEIRBEKOVICH ZHANTURIYEV**

Candidate of MedSc, DBA, Deputy Head of the Testing Centre with laboratories, head of the biological research laboratory of the Territorial Branch of Almaty, National Centre for Expertise of Medicines, Medical Devices of the MOH of the RK

phone: +77073338089

e-mail: [bolatzhan@gmail.com](mailto:bolatzhan@gmail.com)



**Expert-representative of practical health care**

**ZHANAR ADILKHANOVNA SAPIYEVA**

Director of the Centre of Phthisiopulmonology of Almaty

phone: +77077656564, e-mail: [Zhanar.sapieva@mail.ru](mailto:Zhanar.sapieva@mail.ru)



**ECAQA observer**

**MAKPAL ALDIBEKOVNA UMAROVA**

Head of the Accreditation and Monitoring Department  
Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care NPO,

phone: +777475609212

e-mail: [info@ecaqa.org](mailto:info@ecaqa.org)

From June 26, 2019 to June 27, 2019, an assessment of the conformity of the main activities of the RSE on the REM National Scientific Centre of the Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan (hereinafter referred to as the NSCP) with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals ECAQA (hereinafter referred to as the accreditation standards) was conducted.

The EEC report contains the evaluation of the NSCP for compliance with the ECAQA institutional accreditation standards, and the EEC recommendations for further improvement of the activities of the organisation implementing continuing education programmes.

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

### **2.1 Introduction of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan**

The National Scientific Centre of Phthisiopulmonology is the leading clinical, scientific, organisational and methodological centre for the phthisiatric and pulmonological service of the Republic of Kazakhstan.

The NSCP of the Ministry of Healthcare of the Republic of Kazakhstan was established in accordance with the Decree of the Government of the Republic of Kazakhstan dated January 18, 2017 No. 8 “On some issues of the reorganisation of republican state state-owned public enterprises under the jurisdiction of the Ministry of Healthcare and Social Development of the Republic of Kazakhstan”. The date of the initial registration was September 11, 2009; it was re-registered as the RSE on the REM NSCP, registration certificate No.101-1910-06-GPV in accordance with the Decree of the Government of the Republic of Kazakhstan. The form of ownership is a state-owned property.

The main aim of the NSCP activity is scientific, organisational, methodological, diagnostic and treatment and advisory work in the framework of measures to combat tuberculosis infection and other respiratory diseases in the Republic of Kazakhstan.

The size of the charter capital in accordance with the constitutive documents is 868 938 thousand tenge.

The composition of the Supervisory Board: Lyazat Meyrashevna Aktayeva, Malik Moldabekovich Adenov, Dauletkhan Sergaziyevich Yesimov, Olga Leonidovna Kindyakova, Rustem Nurmatovich Khaliaskarov.

The NSCP activities are based on the existing licenses and certificates:

- License for medical activity No.17012595 dated July 13, 2017;
- License for pharmaceutical activity No.7012676 dated July 14, 2017;
- License for educational activities, KZ02LAA00009671 dated July 04, 2017;
- Accreditation of scientific and (or) scientific and technical activities No.MK005402 dated August 15, 2017;
- Accreditation of medical activities (Minutes No. 4 of May 06, 2019).

In accordance with the Code of the Republic of Kazakhstan dated September 18, 2009 No. 193-IV. “On the health of the people and the healthcare system” (Section 8.

Educational and scientific activities in healthcare; Chapter 29. Educational activities in healthcare; Article 175. Educational activities in healthcare), continuing education is conducted in medical organisations of education and science implementing educational programmes of continuing education.

The National Scientific Centre of Phthisiopulmonology of the Republic of Kazakhstan has a State license KZ02LAA0000967 that was issued on July 04, 2017 for educational activities.

The main forms of continuing education are professional development and retraining of medical and pharmaceutical personnel. The procedure for professional development and retraining of medical and pharmaceutical personnel, as well as qualification requirements for organisations implementing programmes of continuing medical and pharmaceutical education are determined by the authorized body.

**NSCP mission:** to reduce the incidence, mortality and morbidity of tuberculosis in the Republic of Kazakhstan in accordance with the WHO Millennium Development Goals and the National Programme of the Republic of Kazakhstan through improvement of the activities of the country's TB service with the introduction of world achievements and new technologies to combat tuberculosis.

The mission of the NSCP encourages and supports healthcare professionals in their efforts to improve their professional practice and contributes to the development of commitments to improve the conditions for the implementation of effective continuing professional development.

**The mission of the educational programme** in “Phthisiology (adult, children’s)” is to prepare competitive specialists whose area of activity is the protection of public health, improvement of the quality of life by providing qualified medical care, modern laboratory diagnostics, preventive work with the population, and doctor’s work to the organisation in accordance with established requirements and standards in healthcare.

The organisational structure of the NSCP is developed on the basis of strategic directions of the development of the NSCP. The structural units, which are responsible for the organisation and monitoring of the educational process, the development and implementation of educational programmes of continuing education taking into account the mission, goals, objectives and policies in quality assurance of continuing professional education, have been formed and function and guarantee effective management of the educational process and prompt response to trainees’ needs.

The National Training Centre for pre-graduate and postgraduate training of nursing and medical personnel of TB facilities and the Primary Health Care network in the programme management of tuberculosis and drug-resistant tuberculosis is the NSCP MOH RK structural unit, which provides assistance to oblast and district healthcare departments and assists the Ministry of Healthcare in tuberculosis programme management.

In its operations, the Training Centre is guided by the Constitution, laws and orders of the Ministry of Healthcare of the Republic of Kazakhstan, the National Programme on Combating Tuberculosis, as well as the Regulation on the National Training Centre for Programme Management of Tuberculosis and Drug-Resistant Tuberculosis under the NSCP of the Republic of Kazakhstan. The head of the Training

Centre is the deputy director for clinical and scientific work of the NSCP of the Ministry of Healthcare of the Republic of Kazakhstan. The unit that is responsible for the implementation of the Training Centre is the Department of Science, Strategic Development and International Cooperation. The educational activity is carried out in accordance with the established state requirements, normative and legal acts in continuing professional education, taking into account a flexible and mobile training system for specialists.

The aim of the NSCP's operations in continuing education is to professionally develop and retrain specialists in phthisiology and pulmonology in Kazakh and Russian according to 15 professional development and retraining programmes for specialists with secondary and higher medical education, which are represented by a wide range of events, both on the basis of medical organisations, and visiting other organisations (retraining and professional development cycles, master classes, seminars, on-the-job training, workshops). Training of various target groups of medical personnel (or medical workers) and healthcare administrators of the Republic of Kazakhstan is carried out according to all aspects of tuberculosis management in order to improve performance of their duties and prevent the development of drug-resistant forms of tuberculosis. The procedure for planning and implementing educational programmes of continuing education is regulated by the Rules for Professional Development and Retraining of Medical and Pharmaceutical Personnel (Order No. 691 of the Acting Minister of Healthcare of the Republic of Kazakhstan dated 11.11.2009).

The NSCP's main priority in CPD is the provision of quality education and trainees' credibility. The NSCP employees find a personal approach to each specialist and assist trainees throughout the entire educational process.

The NSCP employs a professional, highly qualified higher-education teaching personnel that provides the educational process: doctors and candidates of medical sciences, professors, associate professors, PhDs, masters, clinicians who have extensive experience in training specialists, which determines the relevance of NSCP to the education market. The number of educators involved in the educational process of continuing education is 25 people including 3 DMedSc, Professors, 14 Candidates of MedSc, 4 masters, 11 associate professors, and 1 assistant professor. Thus, the higher-education teaching personnel with academic/scientific degrees who are involved in the educational process are 84%.

The NSCP closely interacts with practical healthcare organisations, higher medical organisations, and research institutes. Joint cooperation is implemented on the basis of agreements with 3 universities and 11 research centres and international foundations, including: WHO; The Global Fund to Fight AIDS, Tuberculosis and Malaria; UN; USAID; Partners in Health/Harvard Medical School, USA; Project Hope; Central Asia and others.

Over the past 3 years, the following numbers of specialists have been trained in professional development and retraining cycles in the 005 programme: 105 specialists were trained in 2016, 50 specialists were trained in 2017, and 110 specialists were trained in 2018. In general, 1467 specialists were trained at seminars and workshops in 2016, 664 specialists were trained in 2017, and 881 specialists were trained in 2018 in

various programmes of continuing education. In order to organise and monitor the educational process, manage the quality of teaching and methodological activities, the Training Centre has been created and operates at the NSCP. The website <https://www.nncf.kz> provides information on the activities of the NSCP, the ongoing continuing education programmes.

## **2.2 Information on previous accreditation**

To date, the NSCP has not yet been institutionally accredited as an organisation implementing continuing education programmes.

## **2.3 Analysis of the Self-Evaluation Report of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals**

The self-evaluation of the educational course of the NSCP was carried out on the basis of order No. 86 dated February 27, 2019 “On the creation of the Commission for Institutional Self-Evaluation on compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals”.

The purpose of the self-examination was to determine the readiness of the NSCP for accreditation of the educational activity and, in particular, accreditation of the training in the “Phthisiopulmonology (adult, children’s)” specialty of continuing education on compliance with the ECAQA accreditation standards.

During self-evaluation period, the following work was done by the working group on report preparation and the NSCP team: the necessary information was collected in accordance with the standards of institutional accreditation; missing training materials were developed; a thorough analysis of the available documentation on scientific research work was carried out. The contents are reflected in the report.

The NSCP 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 118 pages, including appendices, and characterized by the completeness, structuredness and internal unity of the information that was provided by the organisation seeking accreditation about its educational activities. The references to the tabular material are present in the Report. The Report is written stylistically literate.

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 and includes a description of strengths and areas for improvement for each of 9 standards.

The list of members of the internal self-evaluation commission indicating the responsibility of each member of the internal commission (14 people in total) is available. The information about L.T. Yeraliyeva, the representative of the NSCP who

is responsible for conducting the institutional self-evaluation, is given. The chairman of the working group on preparation for institutional accreditation is also Lyazzat Tasbulatovna Yeraliyeva, Deputy Director for Clinical and Scientific Work.

The database, applications are presented comprehensively, sequentially and include links to them in the text of the report. 2 appendices are attached to the report. The appendix No. 2 includes 17 tables containing information on the relevant sections of the Standards. 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 visit of the External Evaluation Commission to the NSCP in order to verify the data of the Self-Evaluation Report and validate the data on-site was organised in accordance with the programme that had been approved by the ECAQA Director General S.S. Sarsenbayeva and agreed with the Chairman of the EEC Ye.A. Slavko and the Director of the NSCP M.M. Adenov. In the framework of the visit and the external evaluation of NSCP on compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals, the EEC members carefully studied and evaluated the main performance indicators in the implementation of continuing education programmes.

The information that had been obtained by the external experts during the visit to the NSCP, the meetings with the leadership and employees, the study of educational and methodological and reporting documentation, the questionnaires for trainees and educators, the interviews with employees, trainees was 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 had been provided by the NSCP for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals.

Despite the fact that the NSCP had described its best practice in the Self-Evaluation Report, during the visit of the external experts, additional information and documents were requested (strategic plan, regulations, instructions, work procedures, contracts with educators, contracts with trainees, trainee registration journal, academic and methodological complexes of specialties, syllabuses, tests, questionnaires, questionnaire results, transcripts, the minutes of meetings, portfolio of students, didactic materials, thematic presentations, certificates, samples of certificates et al.), i.e., 35 documents that revealed the compliance of the NSCP in CPD with the ECAQA Standards for Institutional Accreditation.

On the last day of the visit, the members of the EEC conducted an assessment of compliance of the organisation seeking accreditation with the ECAQA Quality Profile and Criteria Evaluation for the Institutional Accreditation of Organisations for Continuing Professional Development (CPD) of Health Care Professionals. The above document was individually completed by each member of the EEC. All standards were met. No objections were raised by the members of the EEC.

Thus, the analysis of the Institutional Self-Evaluation Report and the expert evaluation of the EEC allowed to obtain strong evidence of the compliance of the educational activities of the NSCP with the accreditation standards and to develop Recommendations on improvement.

The accreditation procedure was carried out comprehensively in accordance with the Regulation on the External Evaluation Commission, the ECAQA Guide on External Evaluation of the Medical Education Organisation.

#### **4. Analysis of compliance of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan 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**

Members of the EEC obtained evidence of the presence of the mission and vision of the NSCP, which is available for review by all stakeholders (employees, trainees, patients) both on the organisation's website (<https://www.nncf.kz>) and on information stands, advertising products. The process of preliminary discussion and development of the mission was attended by employees, teaching staff and trainees of the NSCP, as well as the stakeholders (employers, partners). The mission was brought to the attention of the organisation's employees at general meetings. The mission is displayed on the organisation's stand, in training rooms, on the website, in syllabuses, leaflets, and brochures.

The learning outcomes of trainees are reflected in the Working Training Programmes according to the specialty. This fact was established when studying the results of a survey of trainees upon completion of continuing education programmes.

The professional development and retraining cycles allow implementing a competency-based approach to training by creating the necessary conditions, which are aimed at the formation, development and professional growth of the individual on the basis of national and universal values, achievements of science and practice.

The experts were convinced that the NSCP is a leading centre of the Republic not only for the organisation of scientific, organisational and methodological, therapeutic and diagnostic, preventive and advisory work in the framework of measures to combat tuberculosis and other respiratory diseases in the Republic of Kazakhstan, but also a largest centre for continuing education in phthisiopulmonology.

##### **Strengths:**

- 1) High level of competitiveness and a positive image of the NSCP in the Republic of Kazakhstan due to a highly qualified teaching staff, a modern diagnostic and treatment base that is aimed at the prevention, diagnosis and timely detection of tuberculosis, as well as the experience in organising and implementing continuing professional education.
- 2) Creation of the conditions for the professional growth of educators and employees (professional development at leading research centres and universities).



- 3) Stable relations with international partners, regional healthcare organisations on training and retraining of personnel.
- 4) Demand for educational programmes among specialists of tuberculosis service.
- 5) Introduction of innovative teaching methods into the educational process.
- 6) Integration of educational, diagnostic and treatment, and scientific areas in the educational activities.

**The EEC conclusions on the criteria:** *comply – 13, partially comply – 0, do not comply – 0*

**Standard 1:** *accomplished*

**Recommendations on improvement:**

1. To introduce the expansion of activities in continuing education in the Strategic Plan and determine indicators for the implementation of the plan for the development of human resources;
2. To improve the mechanism for involving all stakeholders in the development of the mission, goals and learning outcomes.

**Standard 2: Educational programme**

The experts determined that the implementation of continuing education programmes is carried out in accordance with the regulatory legal acts of continuing education. The Working Training Programmes are developed on the basis of the Order No.165 of the Ministry of Healthcare of the Republic of Kazakhstan dated April 14, 2017 “On approval of the Model programmes for professional development and retraining of medical and pharmaceutical personnel”.

The NSCP educational services are represented by a wide range of events, retraining and professional development cycles, master classes, seminars, on-the-job training, and workshops.

During the site visit, the experts made certain that training can be intramural (both group and individual), partially distant and intramural, and fully distant using information and computer technologies, telemedicine. During the development of educational programmes, the requirements of professional associations and practical healthcare applications for the quality of continuing training of healthcare professionals are taken into account. The experts made sure that the NSCP educational programmes contain elements of professional training and are aimed at the formation and development of scientific concepts and methods, evidence-based medicine, knowledge and skills in clinical disciplines, development of clinical thinking, skills of effective interaction and development of leadership skills.

During the visit, the experts obtained evidence of the effective implementation of educational programmes and methodological support of the educational process, the availability of internal regulatory documents governing the educational process organisation. The NSCP has the necessary logistics and maintenance for various forms of training. Syllabuses and academic and methodological complexes have been developed for all educational programmes in hard copy and electronic format. The NSCP uses various active teaching methods: problem-oriented training, case studies, working in small groups, interactive teaching methods, solving situational problems,

presentations, and business games. The experts attended a practical lesson on “Cardiopulmonary resuscitation (Basic Life Support) for nurses” where trainees practiced practical skills on a mannequin. In addition, academic and methodological complexes and working curricula were studied, which made it possible to validate this Standard.

The aim of the NSCP's operations in continuing education is to professionally develop and retrain specialists in phthysiology and pulmonology in Kazakh and Russian according to 15 professional development and retraining programmes for specialists with secondary and higher medical education, which are represented by a wide range of events, both on the basis of medical organisations, and visiting other organisations (retraining and professional development cycles, master classes, seminars, on-the-job training, workshops). Over the past 3 years, the following numbers of specialists have been trained in professional development and retraining cycles in the 005 programme: 105 specialists were trained in 2016, 50 specialists were trained in 2017, and 110 specialists were trained in 2018. In general, 1467 specialists were trained at seminars and workshops in 2016, 664 specialists were trained in 2017, and 881 specialists were trained in 2018 in various programmes of continuing education.

The CPD programmes are based on the WHO Clinical Guidelines and Kazakhstan Guidelines for the Treatment, Diagnosis and Prevention of Tuberculosis. In terms of cooperation of The Training Centre with The Global Fund to Fight AIDS, Tuberculosis and Malaria, the NSCP employees have provided training to all regions of Kazakhstan. Not only medical, but also nursing personnel are involved in the CPD.

The NSCP employees, including those who are involved in the educational process, participate in the implementation of research projects and implement research results in educational programmes and teaching methods. The survey of trainees showed that they were satisfied with the training at the NSCP. The NSCP supports educational communication in joint forums, conferences, through telemedicine, thereby stimulating colleagues to transfer new knowledge to each other and receive feedback, to summarize the writing of reporting information.

**Strengths:**

- 1) High level of proficiency of the NSCP teaching staff to provide high-quality training for students.
- 2) Integration between training, research and medical care.
- 3) Creation of the opportunity for students to choose an individual learning trajectory.
- 4) Use of modern information and communication technologies (telemedicine).

**The EEC conclusions on the criteria:** *comply – 19, partially comply – 0, do not comply – 0.*

**Standard 2:** *accomplished*

**Recommendations on improvement:**

1. To develop integrated educational programmes with the involvement of specialists in related disciplines in order to provide a multidisciplinary systematic approach to the provision of medical care to patients with tuberculosis and lung diseases.

2. To expand the enrolment of trainees of educational programmes, taking into account an interdisciplinary approach (nursing personnel, social workers, NGO representatives, the population, etc.).

### **Standard 3: Assessment and documentation**

Assessment of trainees' academic performance is carried out using criteria, regulations and procedures that have been developed in accordance with the goals and objectives of the NSCP educational programmes and in compliance with state directive and internal regulatory documents.

The EEC was convinced that the NSCP ensured transparency of the entire educational process and assessment system and provided trainees with a wide range of educational services, applying modern educational technologies in training and ensuring continuous monitoring of the education quality.

The policy for assessing the academic performance of trainees is defined in the Rules for the educational process organisation of the educational programmes of trainees, which were approved at the meeting of the Academic Board (Minutes No. 3 dated July 05, 2018).

To determine the level of knowledge, skills and competences of trainees of professional development and retraining cycles, as well as to control the acquirement of educational material, formative and summative assessment of knowledge is carried out using modern measurement methods. Normative documents of the Ministry of Education and Science of the Republic of Kazakhstan on the assessment system allows for the use of a points grading system.

The external experts made sure that the competence level of NSCP trainees is assessed through the use of various assessment methods: testing, solving situational problems, oral questioning, demonstrating practical skills.

A portfolio collection procedure has been introduced for the self-assessment of trainees. Trainees take an active part in assessing the quality of the implementation of Working Training Programmes by conducting questionnaires and generating feedback on the quality of the received educational services.

#### **Strengths:**

- 1) Assessment of educational performance of trainees is carried out on the basis of knowledge, skills and competences assessment tools.
- 2) Individual approach to training.
- 3) Training is conducted at the clinical units of the NSCP, which allow full acquisition of all sections of the educational programme.
- 4) Use of elements of distance learning technologies.

**The EEC conclusions on the criteria** *comply – 4, partially comply – 3, do not comply – 0*

**Standard 3:** *accomplished*

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

1. To improve the mechanism and determine the responsible persons for the development of educational programmes on the basis of internal regulatory documents, which are developed in accordance with the legal acts in education.

2. To develop a procedure for determining the conformity of the tools, which are used to assess the formation of students' competencies, with the established requirements of the legal acts in education.
3. To improve the documentation process and identify the responsible persons for the issuance of strictly accountable documents (certificates, credentials, etc.).

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

The EEC experts obtained evidence that the NSCP carried out educational activities in accordance with established state requirements, regulatory and legal acts in continuing professional education, taking into account a flexible and mobile system of training for healthcare professionals.

At the organisation seeking accreditation, trainees have the opportunity to undergo training in both intramural and distant mode, which is facilitated by the use of telemedicine. The experts obtained evidence of the existence of a roadmap, which is sent to oblast and city healthcare departments, medical organisations, and institutions of the TB service. The plan and tuition fees are available on the website. In some cases, the NSCP offers the composing of an individual on-the-job training programme.

Most NSCP specialists are members of medical associations, which makes it possible to participate in solving all relevant problems and issues in phthysiology, including those in the educational part. The policies for admission, intake and motivational attraction of trainees are available and effective.

#### **Strengths**

- 1) Highly qualified teaching staff of the NSCP.
- 2) The clinical site of the NSCP with all the necessary resources allows trainees to master all the necessary competencies.
- 3) Close connection with practical healthcare, which is expressed in the monitoring of oblast departments of the phthisiopulmonology service by curators from the NSCP employees.
- 4) The proven system of motivation for training of students at the NSCP.

**The EEC conclusions on the criteria:** *comply – 19, partially comply – 0, do not comply – 0*

**Standard 4:** *accomplished*

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

1. To develop distance learning on the basis of modern information and communication technologies.

#### **Standard 5: PGE and CPD Provision**

The NSCP demonstrated its compliance with all regulatory (orders, regulations, rules, qualification requirements, methodological support) requirements in the area of continuing education, including its passing of the relevant procedures for recognizing the NSCP as an organisation of continuing education.

The Training Centre is available to authorize the structure of the CPD at the NSCP. The main aim of the Training Centre is to conduct training for various target groups of medical personnel (or medical workers) and healthcare administrators of the Republic

of Kazakhstan in all aspects of the management of tuberculosis and respiratory diseases in order to improve the performance in their duties.

The experts made sure that the NSCP regularly evaluated and reviewed programmes with the participation of trainees, employees and other stakeholders on the basis of the systematic collection, analysis and management of information, as a result of which the programmes were adapted to ensure their relevance. The monitoring results are available to all stakeholders. The NSCP promotes the involvement of medical faculties in continuing education; therefore, it cooperates with 3 leading medical universities of the republic, as well as with 7 largest research centres of neighbouring countries and beyond on the basis of agreements.

The number and composition of the teaching staff are planned on the basis of the needs of the educational process, the quantity of hours and the enrolment of trainees. The qualifications and basic education of the NSCP educators are in line with the retraining and professional development programmes. The number of educators who are involved in the educational process of continuing education is 25 people including 3 DMedSc, Professors, 14 Candidates of MedSc, 4 masters, 11 associate professors, and 1 assistant professor. Thus, the higher-education teaching personnel with academic/scientific degrees who are involved in the educational process are 84%.

**Strengths:**

- 1) The required educational programmes have been developed within “Phthisiopulmonology (adult, children’s)” specialty.
- 2) The experience in the training of primary health care specialists, TB specialists at regional TB organisations.
- 3) The qualified teaching staff with a high level of medical knowledge and pedagogical competencies.
- 4) High clinical qualification of educators-instructors (availability of compulsory higher or first medical category).
- 5) The flexibility of educational programmes.

**The EEC conclusions on the criteria:** *comply – 10, partially comply – 2, do not comply – 0*

**Standard 5:** *accomplished*

**Recommendations on improvement:**

1. To make wider use of the mechanism of interaction with medical universities on the development of CPD, expand the areas of cooperation with basic medical faculties in terms of involving the medical faculty in improving the quality of CPD programmes, preparing students for lifelong learning, and encouraging medical faculties to conduct research in CPD.

**Standard 6: Educational resources**

The NSCP has developed physical facilities for the implementation of the educational programme. The physical facilities include lecture halls, study rooms, a library, information technologies, clinical sites: departments for newly diagnosed tuberculosis; departments for treating patients with multi-drug-resistant and extensively drug-resistant tuberculosis; a department for patients with extrapulmonary tuberculosis,

a surgical department (clean and purulent surgery); differential diagnosis department; children's and adolescent department. During training, trainees attend and observe medical and/or diagnostic procedures at the bronchoscopy room, bacteriological laboratory, video-assisted thoracoscopic surgery, ultrasound investigation, tomography, x-ray room.

Library and information services for scientific organisations and HEIs in Kazakhstan include access to thematic collections, e-books, magazines, information resources on the basis of evidence-based medicine (Cochrane collection, ScienceDirect, Web of Science (Clarivate), EBSCO, Scopus, SpringerLink, ClinicalKey, UpToDate). These are thousands of high-quality issues from trusted medical publishers, which are necessary for doctors, medical nurses, and medical workers of related specialties.

The NSCP has its own website [www.nncf.kz](http://www.nncf.kz), which informs about the services, resources, and news. All specialists have the opportunity to publish the results of their research in “Phthisiopulmonology” Journal of Research and Practice, which is an informational and educational title in practical and theoretical issues of tuberculosis and other lung diseases. The Journal is included in the list of The Committee for Control of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan. Following the introduction of the Digital Kazakhstan State Programme, an electronic version of the Journal is being released. Advisory services, workshops, seminars at the national and international levels are regularly held via telemedicine to address complex differential diagnosis cases and determine patient management strategies.

At the NSCP, employees and trainees have access to “The National Register of Tuberculosis Patients” (NRTB) subsystem of “The Electronic Register of Dispensary Cases” information system. The system is designed to automate the collection and processing of data on tuberculosis patients who are registered, de-registered, and are under regular medical check-up. The persons who are responsible for collecting patient data have access to the NRTB and the release of information about the patient’s condition and medication.

The access to relevant patient data and other healthcare information systems is available. During working at clinical sites, “Inpatient Facility” AIS, “Polyclinic” AIS, IED (inpatient electronic database), Registered Population Registers and The Pregnancy Register, Cancer Registry, “Hospital Admission Bureau” Portals and other information systems are used.

Being the Republican Centre for Tuberculosis of the Republic of Kazakhstan, the NSCP promotes the active participation of specialists from subordinate TB organisations (oblast TB dispensaries) and sanatoriums in all educational events (professional development and retraining cycles, master classes, mentoring).

The NSCP cooperates with 7 foreign leading clinics and universities on the basis of concluded Memoranda.

**Strengths:**

- 1) Developed, regularly updated physical facilities for professional training of students.
- 2) The availability of the necessary educational resources.

- 3) Provision of a safe learning environment.
- 4) International cooperation with leading foreign clinics and universities.

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

**Standard 6:** *accomplished*

**Recommendations on improvement:**

- 1) To provide trainees with access to modern simulation technology.
- 2) To intensify the use of information and communication technologies as an integrated part of training in the CPD.
- 3) To organise a system for implementing the educational process in accordance with the requirements of the QMS.
- 4) To organise computer testing of trainees in order to objectify the assessment of the formation of competencies.

**Standard 7: Evaluation of PGE and CPD Activities**

The development and evaluation of educational programmes is conducted taking into account the requirements of regulatory documents of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Healthcare of the Republic of Kazakhstan. The NSCP has defined the structure and algorithm of the monitoring of retraining and professional development programmes. Feedback is conducted with trainees after each cycle, and their recommendations serve as the basis for improving programmes. The educational programme evaluation system is represented by an internal (questionnaire, feedback, discussion at a meeting of the Academic Board) and an external assessment (reviews, feedback). The examination, monitoring and improvement of the curriculum are carried out by educators and administrative staff of The Training Centre.

**Strengths:**

1. Organisation of the learning process and the content of the educational programme in accordance with the requirements of regulatory documents.
2. Periodic review of educational programmes in accordance with modern requirements and changes in science and practical medicine in the area of phthisiopulmonology;
3. Regular feedback from trainees.

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

**Standard 7:** *accomplished*

**Recommendations on improvement:**

- 1) To improve the mechanisms for monitoring and evaluating educational programmes by stakeholders in order to improve the quality of continuing education.

### **Standard 8. Organisation**

The external experts studied the organisational structure and, during interviews with management and responsible employees, the experts obtained evidence on the presence of effective and efficient management of key areas of work and the educational process organisation. The leadership's activities regarding the achievement of the mission and objectives that are set for the implementation of continuing education at the NSCP are studied and evaluated on the basis of analysis and generation of reports and plans, analysis of the fulfilment of goals and objectives of the strategic plan, annual plan, reports.

The NSCP Training Centre has been created to arrange the organisation, planning, control and monitoring of educational events. The Academic Board also takes part in the management. Its work is regulated by the Regulation on the Academic Board.

In order to properly manage and ensure the quality of educational programmes of the CPD, the Centre has the appropriate administrative and academic staff, proper management and allocation of resources to support the implementation of educational programmes.

The funding system for CPD is arranged in accordance with the goals and objectives of training programmes, which is ensured by the freedom to choose the CPD programme according to the cycles (professional development, retraining). Training of specialists is conducted both within the framework of the 005 budget programme, and on a contractual basis.

To ensure effective planning for the implementation of the educational programme, a staffing table is formed (quantity of training hours, number of educators), training schedule, etc.

The Department for Planning and Economic Analysis annually collects applications for the purchase of goods that support the implementation of the educational programme. All departments of medical universities which are based at the NSCP of the Republic of Kazakhstan and conduct training are provided with study rooms.

In order to purchase educational and methodical literature, the library (Regulation No.194/p dated 10.10.2018) annually forms an application for the acquisition of the necessary literature for the implementation of educational programmes. "3F Technologies" Creative Union ensures the uninterrupted functioning of the Internet on the territory of the Training Centre, thereby guaranteeing the opportunity for trainees to use electronic and library resources (Agreement No. 7, No. 9 dated December 29, 2018).

The NSCP engages stakeholders in the process of monitoring and evaluating educational programmes, analyzes the results of the feedback from trainees, educators, and employers in order to timely eliminate shortcomings, further improve programmes, and make managerial decisions.

#### **Strengths**

- 1) Transparency of the educational process management system.
- 2) Extensive collaboration with partners in the healthcare.



- 3) Review of the content of curricula, taking into account changes in the educational labour market and suggestions of the stakeholders.

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

**Standard 8:** *accomplished*

**Recommendations on improvement:**

- 1) To include the unit with the appropriate resources that will be responsible for organising, implementing and monitoring the quality of continuing professional education in the NSCP structure.

### **Standard 9. Continuous renewal**

In the process of observation and conversations with employees, trainees, and educators, the EEC made sure that the NSCP periodically reviews its organisational structure, strategic plan, programme content, learning outcomes, assessment methods, and resources. The needs of practical healthcare, the opinion of representatives of professional associations, the implementation of new regulatory documents in healthcare and continuing education are necessarily taken into account. The SWOT analysis of the internal and external environment, priority areas for the strategic development of the NSCP, productive activities of the organisation, customer satisfaction, and the analysis of the effectiveness of the quality system allows updating and adapting the NSCP mission.

The NSCP leadership allocates all the necessary resources for the continuous renewal of continuing education programmes, including human resources (a sufficient number of employees), logistics, and fair wages of employees and educators. Discussion of additions and amendments to educational programmes is based on the analysis of recommendations and suggestions of final exams, requests of healthcare organisations, proposals of teaching staff, taking into account current trends in medicine and science.

#### **Strengths:**

- 1) The presence of a strategic plan that is aimed at improving all indicators, including the educational area.
- 2) Professional development of educators-instructors every 5 years on continuing education cycles and participation at master classes and conferences according to the specialty.

**The EEC conclusions on the criteria:** *comply – 6, partially comply – 0, do not comply – 0*

**Standard 9:** *accomplished*

**Recommendations on improvement:** none.

## **5. Recommendations on improvement of the operation of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan:**

1. To introduce the expansion of activities in continuing education in the Strategic Plan and determine indicators for the implementation of the plan for the development of human resources.
2. To improve the mechanism for involving all stakeholders in the development of the mission, goals and learning outcomes.
3. To develop integrated educational programmes with the involvement of specialists in related disciplines in order to provide a multidisciplinary systematic approach to the provision of medical care to patients with tuberculosis and lung diseases.
4. To expand the enrolment of trainees of educational programmes, taking into account an interdisciplinary approach (nursing personnel, social workers, NGO representatives, the population, etc.).
5. To improve the mechanism and determine the responsible persons for the development of educational programmes on the basis of internal regulatory documents, which are developed in accordance with the legal acts in education.
6. To develop a procedure for determining the conformity of the tools, which are used to assess the formation of students' competencies, with the established requirements of the legal acts in education.
7. To improve the documentation process and identify the responsible persons for the issuance of strictly accountable documents (certificates, credentials, etc.).
8. To provide trainees with access to modern simulation technology.
9. To use information and communication technologies as an integrated part of training and assessment of the formation of trainees' competencies more actively (computer testing).
10. To improve the mechanisms for monitoring and evaluating educational programmes by stakeholders in order to improve the quality of continuing education.
11. To include the unit that will be responsible for the implementation of educational programmes of continuing education with a certain staff structure and established procedures for documenting processes in accordance with the requirements of the QMS in the structure of the NSCP.

## 7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету присвоить РГП на ПХВ «**Национальный Научный Центр Фтизиопульмонологии**» **Министерства Здравоохранения Республики Казахстан** статус институционально аккредитованной организации, реализующей программы дополнительного образования в области здравоохранения, на период 5 лет.


**Председатель Внешней  
экспертной комиссии**

Славко Елена  
Алексеевна



**Зарубежный эксперт**

Рыжкин Сергей  
Александрович



**Национальный  
академический эксперт**

Атарбаева Вазилия  
Шакентаевна



**Эксперт – специалист  
здравоохранения**

Жантуриев Болат  
Меирбекович



**Эксперт – представитель  
практического  
здравоохранения**

Сапиева Жанар  
Адилхановна



**Наблюдатель ЕЦА**

Умарова Макпал  
Альдибековна



[Translation from Russian of the image above]

### Recommendations for the ECAQA Accreditation Council

The EEC members unanimously agreed to recommend to the Accreditation Council to accredit **the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan** as an organisation implementing continuing education programmes in health care for a period of 5 years.

The EEC Chairman	Yelena Alekseyevna Slavko	<i>/signature/</i>
Foreign expert	Sergey Aleksandrovich Ryzhkin	<i>/signature/</i>
National academic expert	Vaziliya Shakentayevna Atarbayeva	<i>/signature/</i>
Expert-health care professional	Bolat Meirbekovich Zhanturiyev	<i>/signature/</i>
Expert-representative of practical health care	Zhanar Adilkhanovna Sapiyeva	<i>/signature/</i>
ECAQA Observer	Makpal Aldibekovna Umarova	<i>/signature/</i>

**Quality profile and evaluation criteria of the RSE on the REM National Scientific Centre of Phthisiopulmonology of the Ministry of Healthcare of the Republic of Kazakhstan 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	13	0	0
2.	Educational programme	19	0	0
3.	Assessment and documentation	4	3	0
4.	The Healthcare Professionals	19	0	0
5.	PGE and CPD Provision	10	2	0
6.	Educational resources	22	2	0
7.	Evaluation of PGE and CPD Activities	8	3	0
8.	Organisation	9	0	0
9.	Continuous renewal	5	0	0
	<b>Total:</b>	<b>109</b>	<b>10</b>	<b>0</b>