

**REPORT
OF THE EXTERNAL EXPERT COMMITTEE
ON THE RESULTS OF THE EVALUATION OF CONFORMITY OF
IE “INSPECTION” TO THE STANDARDS FOR INSTITUTIONAL
ACCREDITATION OF ORGANISATIONS FOR
CONTINUING PROFESSIONAL DEVELOPMENT (CPD)
FOR HEALTHCARE PROFESSIONALS**

Composition of the External Expert Commission

In accordance with ECAQA Order No. 22 dated February 19, 2019, an External Expert Committee (EEC) was formed to conduct an External Expert Evaluation on February 22-23, 2019 within the institutional accreditation of IE “INSPECTION” with the following membership:



EEC Chair, academic expert
RAMAZANOVA SHOLPAN KHAMZAEVNA,
Candidate of Medical Science, pediatrician of the
highest category, allergist,
Head of the Department of Children's Diseases No. 3
National Medical University JSC



International expert
GBEMISOLA ADETUTU OWOYINKA,
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Academic expert
NIZTAEVA ELMIRA NURIDINOVNA
M.Sc. “Public Health”
Director of the Training Center
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Expert – Representative of practical healthcare

ASEN AYGUL ASENKYZY

MBA, PhD, doctor- organizer of the highest category in public health. Chief doctor of the RSE on REM "City Student Clinic"

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Attendee-expert

TERTUBAEVA ZHAZIRA ORUMBEOVNA

Head of Strategic Development Department , MCT,
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Director General of Eurasian Center for Accreditation
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Care (ECAQA)

In the period from 12.12.2019 to 21.02.2019, the self-assessment of conformity of the activities of IE “INSPECTION” to the Standards for Institutional Accreditation of organisations for Continuing Professional Development (CPD) for healthcare professionals of ECAQA was carried out.

The EEC report contains an assessment of IE “INSPECTION” for compliance with the ECAQA standards of institutional accreditation, including the analysis of the self-assessment report and the results of observation, interviews and validation of the data of the self-assessment report of the IE “INSPECTION” with the formation of EEC recommendations for further improvement of the activities of the additional education organization.

The national institutional accreditation of the organization of additional education has not been conducted until recently.

1. General part of the EEC final report

IE "INSPECTION" began its activities within the "Association of General and Preventive Medicine Professionals", and on May 18, 2018 was registered as a legal entity "Individual Entrepreneur". The main activity is the provision of additional education, an examination of the quality of medical services and an improvement of the sanitary literacy of the population in matters of public health and welfare.

The feature of the organization of advanced training courses for medical workers in INSPECTION is determined by the fact that the results of the quality examinations of the medical services provided form the content of educational programs, i.e. training is conducted with the coverage of current problems of practical health care and ways to solve them.

In this regard, we have defined a goal: the deepening of professional knowledge and skills, the acquisition of new professions and specializations in accordance with the requirements of the industrial-innovative development of the country and the needs of practical health care based on the principles of continuous improvement of lifelong occupational training.

Tasks: (1) development of educational and professional programs of different content and course duration; (2) creating conditions for the accessibility of continuing professional education; (3) satisfaction of the need of the individual in the continuous acquisition of knowledge about the latest achievements of medicine, science and technology, advanced domestic and foreign experience; (4) studying, generalization and promotion of advanced scientific and pedagogical experience.

2. Analysis of the self-assessment report of IE “INSPECTION” for compliance with The Standards for Institutional Accreditation of organisations for Continuing Professional Development (CPD) for healthcare professionals

The report on the institutional self-assessment of IE “INSPECTION” is presented on 85 pages, excluding applications. It is characterized by the structuredness and internal unity of the information provided by the accredited educational organization. The report is gone with a cover letter signed by the director Uteuliev E.S. confirming the accuracy of the information and data contained in the report.

The internal commission of IE “INSPECTION” for the period of the self-assessment, since December 2018, has done the following work: the necessary information has been collected in accordance with the standards of institutional accreditation; a thorough analysis of the materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report on the criteria of institutional accreditation is structured in accordance with the ECAQA Institutional Accreditation Standards of the Supplementary Education Organizations (CPD) and includes a description of strengths and areas for improvement for each of the 9 standards.

3. The level and quality of IE “INSPECTION” self-assessment

Based on the analysis of the self-assessment report, the experts found that the content of the self-assessment report is structured in accordance with the standard of institutional accreditation (CPD). At the same time the tabular appendix to the report is incomplete, there is not enough information about certification of faculty involved in training (copies of documents).

The report is written skillfully, the wording for each standard is clear and understandable. There are references to law and regulations, model rules and documents of IE “INSPECTION”. The self-assessment and description were carried out in accordance with the ECAQA criteria of the institutional accreditation standards (CPD) and the answers to the questions formulated in the Self-Assessment Manual were received. The text contains many quotations of government policy documents, though it was sufficient to make references to them. All the standards of IE “INSPECTION” reflected real practice of organizing the training of experts and gave examples confirming compliance with the requirements of accreditation standards. The description of IE “INSPECTION” activities on the basis of accreditation standards includes motivation, recruitment policies and methods for evaluating students, these data are relevant.

The report did not provide a SWOT analysis, which would include a description of strengths and weaknesses, areas for improvement, which allowed the experts more accurately determine the current position of the organization being accredited. In accordance with the requirements of the ECAQA Self-Assessment Manual, copies of documents which supplemented the description of the accreditation standards are attached to the report.

Thus, IE “INSPECTION” Self-Assessment Report contains objective, detailed, at the same time, partially repetitive information, more descriptive in nature, with a sufficient number of quantitative indicators for all activities in accordance with ECAQA institutional accreditation standards.

4. Analysis of compliance with institutional accreditation standards based on the external evaluation of the TCC and a review of the each standard strong points

Standard 1: Mission and outcomes

Employees of the accredited organization under the guidance of Candidate of Medical Science Uteulieva E.S. started their work within the professional Association; in May 2018, they formed their activities as IE “INSPECTION”. A mission has been developed. It is available on the website, which allowed involving 12 practice bases in joint activities and determining the main activity for the organization – training of execution of a quality examination of medical services and improvement of the sanitary literacy of the population in matters of public health and welfare. The development strategy of IE "INSPECTION" maintains the basic principles of the concept of human resources development in the health care system. Therefore, the goals of the organization are to deepen professional knowledge and skills, to acquire new professions and specializations in accordance with the requirements of the industrial-innovative development of the country and the needs of practical healthcare based on the principles of continuous improvement of lifelong professional training. The mission of the organization and a stable position in the sphere of continuous professional development in health care, supported by cooperation with Kazakhstani and foreign partners, the development plan and in the future monitoring of its implementation. The demand for flexible advanced training programs with individual approach to development in the sphere of medical activity expertise. At the same time, the mission of the organization is rather difficult to formulate and to remember. It includes the goals and objectives of the organization, which, according to external experts, complicates the comprehension of the mission. The mission was developed with the participation of employees of IE “INSPECTION”. And by now, not all stakeholders have been informed about it.

Strong points:

- The mission, goals and objectives in accordance with the direction of the organization activity;
- The status of a private enterprise enables “Inspection” to manage resources in flexible, dynamic, sustainable form;
- Good reputation among students and employers.

EEC conclusions on the criteria: fulfilled - 13, partially fulfilled - 0, not fulfilled - 0

Standard 1: accomplished

Recommendations for improvement:

- *More widely inform about the mission and involve stakeholders in its development;*
- *The mission statement needs to be corrected for easier understanding and memorization.*

Standard 2: Educational programs

The feature of the organization of advanced training courses for medical workers at IE “INSPECTION” is determined by the fact that the results of the quality examinations of medical services provided form the content of educational

programs, i.e. training is conducted with the coverage of current problems of practical health care and ways to solve them.

The content of the educational programs of supplementary education is based on the principles specified in the Recommendations Concerning Technical and Vocational Education (UNESCO, 1974), the criteria of the programs of the International Standard Classification of Education (ISCED, 1997).

In accordance with the program documents and policy in the sphere of additional education of the Republic of Kazakhstan, IE "INSPECTION" implements a variety of advanced training programs, short-term training activities, with a focus on training in the field of quality examination of medical services. The programs implemented by "Inspection" are always up-to-date, as they take into account the current moment and are supported by the normative and legal acts of the MES and MH RK in accordance with the model and work programs of medical workers advanced training. All educational programs are based on the principles of evidence-based medicine according to international standards. Taking into account the recommendations of the international community, LSI RK, clinical protocols of diagnosis and treatment of the RK, educational programs are updated and approved by "Inspection" annually.

Additional education programs are provided with teaching materials and practice bases. Programs are developed in accordance with the needs of practical health care and the requirements of government policy documents.

Strong points:

- Participation in the examination of the medical services quality offers a means for development of relevant educational programs based on the results of the examination;

- Availability of programs and a wide range of thematic courses for students;

- Updating of educational programs is carried out annually taking into account changes in international standards, LSI RK, model curricula, clinical protocols for diagnosis and treatment of Republic of Kazakhstan.

EEC conclusions on the criteria: fulfilled - 18, partially fulfilled -1, not fulfilled - 0

Standard 2: accomplished

Recommendations for improvement:

- *More actively use the results of students' feedback on the basis of the analysis of expert cases and training conducted with feedback analysis to improve educational programs;*

- *To develop and implement a Code of ethics for employees and students;*

- *To update all teaching materials (dates of approval, signature of the head);*

- *To improve the provision on the Methodological Council in terms of defining tasks and functions, to update and develop a work plan;*

Standard 3: Assessment and documentation

Methods for assessing students include determining of the initial level of knowledge and final control, which are documented in accordance with the

requirements for additional education. Several steps were required to determine the set of competencies necessary for "Inspection". A targeted review of the competency literature was carried, for which Medline, Embase, Cinahl and pre-Cinahl, Health Systems Evidence and Google Scholar databases were used. Feedback through questionnaires and monitoring of the survival of students' knowledge is practiced. Reciprocal visiting of classes by teachers is carried out for objectivity of an assessment and increase of efficiency of educational programs. Information about the activity, mission, quality policy, goals and objectives of "INSPECTION", programs is provided through social networks in the state and Russian languages, and is also published in specialized medical and legal information systems, as well as in the media.

The entire educational process meets the requirements of international associations and LSI RK. Working curricula for all listed courses / cycles of advanced training was developed in accordance with the SEP. All additions and amendments to the Work Program for the current academic year are discussed and approved at the "INSPECTION" meeting. At the beginning of each course each student in accordance with the WC receives information about the expected training outcomes.

Practical health care professionals who have at least 10 years of work experience in practical health care, a higher or first category, with an academic degree are involved in lecturing.

In the "INSPECTION" there is a system of monitoring and workflow. "INSPECTION" develops new presentations in electronic and paper versions about its activities and posts them on the Internet resources.

Strong points:

- Formation and assessment of the student's competencies;
- A transparent monitoring and documentation system has been developed and implemented;
- Monitoring of students learning outcomes through feedback.

EEC conclusions on the criteria: fulfilled - 7, partially fulfilled -0, not fulfilled - 0

Standard 3: accomplished

Recommendations for improvement:

- *To improve the policy of evaluating students outcomes (provisions, regulations, etc.);*
- *To improve the provision of advanced training cycles by developing training portfolios.*

Standard 4: The Healthcare professionals

Various approaches provided by academic counseling are used to attract students. Programs that meet the requirements for the training of health professionals and based on clinical data are being implemented. IE "INSPECTION" contributes to the development of students' ability to plan, carry out and document their training. Additional education programs are based on modern educational strategies,

including trainings, case studies, and seminar classes with case studies, practical exercises with demonstrations of real events that are close to practice which allows each student to comprehend all the stages of medical care and feel responsibility for their actions. The organization of students' independent work includes various forms, in particular elements of scientific analysis of documentation, expert work, and others. When organizing training, each health care professional is responsible for his participation in training. For this purpose contracts with a medical organization or an individual are concluded. In which the rights and duties of the student (organization) are described. The submission of an application by each student provides for a voluntary and responsible attitude to the learning process.

Curricula both for a specific specialty and for individual groups of students are developed on the basis of the educational strategy. The student determines his individual development plan, gets acquainted with course scheduling, fills in the evaluation sheet and analyzes the individual achievements through testing and passing practical skills in NCIE.

Preliminary work to include elements of distance learning is carried out in order to expand the types of educational services.

IE "INSPECTION" considers the needs of practical health care professionals in educational programs, including according the results of assessing the quality of medical services. During training students' survey is conducted.

Strong points:

- The use of innovative technologies that promote the skills training of each student, seminars with case study, and practical exercises with demonstration of real events that are close to the practice, allowing each student to comprehend all stages of medical care and feel responsibility for their actions.

- Studying the needs of practical health care professionals in educational programs, including according the results of the examination of the quality of medical services;

- Expansion of services and the students' cohorts by attracting them from all spheres involved in the process of forming public health.

EEC conclusions on the criteria: fulfilled - 19, partially fulfilled -0, not fulfilled - 0

Standard 4: accomplished

Recommendations for improvement: no.

Standard 5: CPD Provision

IE "INSPECTION" provides a system of evaluating and admission of its training programs through compliance with state requirements for organization of CPD and initiated institutional accreditation by an accreditation body recognized by the MES RK. The activity of IE "INSPECTION" is transparent and flexible. When planning and implementing programs, IE "INSPECTION" demonstrates the use of effective and efficient teaching methods and simulation technologies. "INSPECTION", despite the short period of its existence, ensures the effective

implementation of state services for assessing the quality of medical services and has joined efforts of more than 50 accredited independent experts.

The employees are members of the International Association of Surgeons, Gastroenterologists and Oncologists (IASGO), the European Community for Organ Transplantation (ESOT), Korean Association of Hepatobiliary Pancreatic Surgery (KAHPBS), Turkic World Transplantation Society (TWTS), Hepato-Pancreato-Biliary Association of CIS (HPBA), Russian Transplant Society, Kazakhstan Association of Endoscopic Surgeons (KAES), Kazakhstan Surgeons Society (KSS) and the Society of Surgeons of Almaty and Almaty Region. Academic staff has certificates of international conferences, congresses and seminars.

In 2018, it analyzed 2,000 deaths, 800 individuals and legal entities claims on the quality of medical services. “INSPECTION” attracts quality improvement groups that are responsible for systematic and regular monitoring, evaluation of pedagogical processes, knowledge, skills and competencies related to the quality of educational activities. Additional education curriculum development is carried out taking into account the generality of the scientific basis of medicine, based on evidence, reflecting the characteristics of socio-economic conditions, health status, nature of Kazakhstan and its various regions population morbidity, as well as forms of medical care. The core of the IE “INSPECTION” medical curriculum consists of the fundamental theory and practice of medicine, especially of basic biomedical, behavioral and social sciences, general clinical and clinical decision-making skills, communication skills and medical ethics. The content of education corresponds to the standard educational program of medical and pharmaceutical education, which contains the core competencies. The introduction of the practice of so-called standardized patients creates valid conditions both for the development of students’ clinical skills and their evaluation. The institute of independent examiners was introduced as a technology for assessing students' knowledge.

Strong points:

- Programs comply with the established requirements for the quality of education;
- Effective and efficient teaching methods are used during planning and implementing programs;
- Qualified academic staff with broad clinical, pedagogical, scientific and expert experience, a high proportion of academic degree holders rate;
- Certified teacher-trainers who are members of various international associations;
- Implementation of research projects, the results of which are introduced into the educational process.

EEC conclusions on the criteria: fulfilled - 12, partially fulfilled -0, not fulfilled - 0

Standard 5: accomplished

Recommendations for improvement:

- *Quality assurance team has to be provided with methodological documentation (provision, work plan, composition);*

Standard 6: Educational resources

IE "INSPECTION" has a stable material and technical base for practical and advanced training of students. Twelve teaching hospitals contribute to the effective implementation of training programs and guarantee conditions for conducting seminars and advanced training courses for clinic staff. The principles of work of the outpatient polyclinic service, management capabilities under a priority development of PHC and its modernization, disease management programs are mastered in the City polyclinics No. 26, 36, 5, 6, 8, 9, 10.

Access to the professional literature and its own publications in the field of examination of medical activities and public health is carried out through the high publication activity of IE "INSPECTION" leadership and the presence of references to international sources. The students of "Inspection" use the library fund of the National Medical University JSC, the Republican Scientific and Technical Library and have workplaces with access to the following resources: Pubmed, Scopus, Medline, DynaMed, Web of knowledge, Cochran library. There is a bilingual website and social pages on the Internet. The simulation training "Inspection" is provided on the basis of the Almaty city branch of the Republican Center for e-Health, the International Progressive Academy for mastering managerial, statistical and medical skills. Information and communication technologies are used as an integrated part of training (testing, polling, access to computers, webinars, online conferences, video calls, etc.). IE "INSPECTION" strives to implement multidisciplinary training. Employees of the TCC actively participate in expert work and formulate proposals for improving additional education. IE "INSPECTION" carries out training at alternative teaching hospitals and centers (international retreats, workshops, exchange of experience, etc.). The organization's leadership has established contractual relationships with national, regional and international organizations, professional associations, including the Department of Public Health, to promote the advancement and mutual recognition of CPD programs and conduct research on the health status of schoolchildren. "INSPECTION" uses technologies and methods that are compared to the latest WHO solutions.

Strong points:

- Availability of necessary resources (classrooms equipped with multimedia equipment, interactive boards, computers, own website, access to electronic library resources, teaching hospitals - Almaty health care organizations);
- Cooperation "Inspection" with Almaty Department of Public Health.

EEC conclusions on the criteria: fulfilled - 24, partially fulfilled - 0, not fulfilled - 0

Standard 6: accomplished

Recommendations for improvement:

- *To ensure students' access to web resources through the provision of links from authoritative international medical information sources;*
- *To expand international cooperation in order to promote the advancement and mutual recognition of supplementary education programs.*

Standard 7: Evaluation of CPD Activities

On an ongoing basis, IE "INSPECTION" collects information from health professionals, the results of which are analyzed and appropriate measures are taken to develop advanced training programs and thematic short-term courses. The results of questionnaire and survey of students allow evaluating the training programs, and are available to employees of the organization and the students themselves. Key stakeholders are involved in the assessment.

IE "INSPECTION" has a system of monitoring and analysis of data on the evaluation of the CPD through using surveys and questionnaires of students. The opinion of students is considered as an assessment of experts who are able to objectively evaluate the curriculum on the proposed criteria (indicators). The teachers use different methods of survey: individual, frontal and combined. The results of monitoring of information on stakeholders and their requirements are analyzed by relevant officials at meetings. Documented evidence (records) of such an analysis can be: minutes of meetings, conclusions in reports, orders, instructions, etc. "INSPECTION" employees are constantly involved in the work of external expert commissions to evaluate educational programs and educational organizations activities. They are permanent members of the working groups for the development of clinical protocols and program documents of the health and education system. They take an active part in the assessment of dissertations as permanent experts of the Ministry of Education and Science of the Republic of Kazakhstan.

Strong points:

- Use of competencies formation assessment at the level of knowledge (during the examination of the quality of medical services, testing, passing intermediate certification);
- Expert activity allows monitoring the level of survival of knowledge among students, on the basis of which a decision about the need for additional training courses is made;
- Modern didactic constructions of lectures, seminars and practical classes, innovative technologies of active learning, group discussion, and technologies of gaming activities are used. There are specially equipped classrooms for that.

EEC conclusions on the criteria: fulfilled - 10, partially fulfilled -1, not fulfilled - 0

Standard 7: accomplished

Recommendations for improvement:

- *To develop a policy for evaluating educational programs to improve them;*
- *The feedback results should be provided to the stakeholders for studying and forming proposals for the improvement of educational programs;*

- *To use the results of feedback with students more actively on the basis of the analysis of expert cases and training conducted with feedback analysis to improve educational programs.*

Standard 8: Organization

IE "INSPECTION" works according to the strategic development plan. An important part of the plan is the providing the mission, goals and objectives of the "Inspection" with the necessary financial and material resources. Activities, provided for in the plan are aimed at increasing the economic efficiency of IE "INSPECTION". "Inspection" annually receives a state order from the Department of Public Health for expert activities with the procedure for conducting educational activities

IE "INSPECTION" plans the development and implementation of programs based on the stated mission and the determination of students training outcomes. IE "INSPECTION" and educational programs are proper managed. All work programs were drawn up in accordance with the Instructional letter No. 9 "On the development of educational and methodological documentation at the faculties (courses, departments) of educational organizations providing additional medical and pharmaceutical education" dated April 28, 2010. "INSPECTION" has a quality control system for the preparation of educational and methodological documentation: working curricula, methodological developments, test tasks, situational tasks, clinical scenarios, etc.

Strong points:

- Planning of programs based on the stated mission and determining students training outcomes;
- Leadership in the examination of the medical services quality;
- Strong management;
- Stable financial position.

EEC conclusions on the criteria: fulfilled - 9, partially fulfilled -0, not fulfilled - 0

Standard 8: accomplished

Recommendations for improvement:

- *to present the SWOT analysis on the results of the organization activities.*

Standard 9: Continuous renewal

IE "INSPECTION" systematically monitors changes in the field of practical health care, regulatory and legal documentation and transformations in society and develops its activities taking into account all these updates. In IE "INSPECTION" there is a constant improvement of the educational process (educational programs and services) in accordance with the requirements of the health care system, the requirements and expectations of direct consumers, stakeholders; study, analysis and implementation of advanced, as well as international experience in improving the level of specialists professional skills. Employees of "INSPECTION" improve their professional level both domestically and in the near and far abroad, in such

countries as Malaysia, Germany, Italy, Lithuania, Russia, Israel, South Korea, Sweden, etc., at visiting workshops, international conferences and seminars with participation of leading international specialists and professors. The process of optimizing the activities of “INSPECTION” is carried out in accordance with the requirements of international associations and LSI RK, based on the results of a permanent review of the medical literature and own practical experience in the healthcare system. The activity of “INSPECTION” is expanding every year, and this circumstance points at its competitiveness in the field of additional professional education in the Republic of Kazakhstan.

Strong points:

- In the work of “Inspection”, there are procedures for regular review and updating of processes, organizational structure, content, outcomes, assessment methods and educational environment, taking into account changes in the needs of practical health care and pharmacy, new regulatory documents, and transformations in society

- Permanent work to improve academic staff skills;

- Employees of “Inspection”, who have been trained, are actively and effectively introducing new educational technologies into the educational process in order to exchange experience and improve the quality of education;

- All 15 basic and most popular educational concepts related to modern innovative information technologies, based on research and analysis, as well as on the results of their own study and on the medical education literature are introduced and applied to the pedagogical process of “Inspection”;

- “Inspection” annually makes additions to the strategic development plan, including teaching all employees English language, ensuring monitoring of Master's degree programs offered by foreign universities on a fee-free basis to inform students and employees of “Inspection” and others;

- Readiness and striving to continually improve accumulated experience;

EEC conclusions on the criteria: fulfilled - 5, partially fulfilled - 0, not fulfilled - 0

Standard 9: accomplished

Recommendations no.

3. Recommendations for improving IE “INSPECTION” activities:

- 1) To inform about the mission more widely and to involve stakeholders in its development;







- 2) To use the results of students feedback more actively, on the basis of the analysis of expert cases and training conducted with feedback analysis to improve educational programs;

- 3) To improve the evaluation policy of educational programs in order to improve them;

- 4) To expand international cooperation in the implementation of additional education programs.

7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету аккредитовать организацию дополнительного образования ИП «INSPECTION» сроком на 5 лет.

Председатель ВЭК Члены ВЭК:	Рамазанова Шолпан Хамзаевна	
Зарубежный эксперт	Gbemisola Adetutu Owoyinka	
Национальный академический эксперт	Низтаева Эльмира Нуридиновна	
Эксперт-представитель практического здравоохранения	Асен Айгул Асенқызы	
Слушатель-эксперт	Тертюбаева Жазира Орумбековна	
Наблюдатель от ЕЦА	Сарсенбаева Сауле Сергазиевна	

ppendix 1.

Quality profile and criteria for external evaluation of the organization of additional education (IE "INSPECTION")

Standard	Assessment criteria	Evaluation		
		Fulfilled	Partially fulfilled	Not fulfilled
1.	Mission and outcomes	13	0	0
2.	Educational program	18	1	0
3.	Assessment of competences and CPD documentation	7	0	0
4.	The Healthcare professionals (individual professional development)	19	0	0
5.	CPD Provision	12	0	0
6.	Educational resources	24	0	0
7.	Evaluation of CPD Activities	10	1	0
8.	Organization	9	0	0
9.	Continuous renewal	5	0	0
	Total	117	2	