

**REPORT  
OF EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT FOR COMPLIANCE  
WITH STANDARDS FOR INSTITUTIONAL ACCREDITATION  
OF MEDICAL ORGANIZATIONS OF SUPPLEMENTARY EDUCATION  
(CONTINUOUS PROFESSIONAL DEVELOPMENT)**

**Training and simulation centre of the SPE on the REM "City Station  
Ambulance" Akimat of Nur-Sultan city**

**period of external expert evaluation: 03.07.-27.07.2020**

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

In accordance with ECAQA Order No. 11 of June 22, 2020, an External Expert Commission was formed to conduct institutional accreditation of the Training and Simulation Centre of the SPE on REM "City Ambulance Station" of the Akimat of Nur-Sultan from July 03 to July 27, 2020 as an organization that implements additional education in the following composition:



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The EEC report contains an assessment of the Educational and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan for compliance with the Standards of institutional accreditation of medical organizations for additional education (continuous professional development), recommendations of the EEC on further improving the activities of the above-named organization.

2. General part of the final report of the EEC

**2.1 Presentation of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan**

The training and simulation centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan (hereinafter - TSCs) was created in 2019 on the basis of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan (hereinafter - CAS).

The TSC acts as a strategic tool and platform for improving medical knowledge, both among the staff of the CAS and employees of hospitals, paramedical services and non-medical personnel.

The TSC has an area of 270 sq.m. and is equipped with simulation equipment, which includes more than 10 training dummies, over 100 items of instrumentation. The TSC has trained more than 1000 people on the BLS (ERC), BLS (AHA), PALS (AHA), PHTLS (EMS) standards and the Safe Driving programme.

The CAS employs 925 employees, of whom 94 are doctors. Involved in the educational process - 14 specialists, incl. 5 part-time workers.

The TSC entered into a cooperation agreement for training healthcare professionals with city multidisciplinary hospitals No. 2, No. 3 and polyclinics.

## **2.2 Information on previous accreditation**

As an organization that carries out additional education, the SPE on REM "City Ambulance Station" of the Akimat of Nur-Sultan has not been institutionally accredited to date. The CAS is accredited by the national accreditation centre of the Ministry of Health of the Republic of Kazakhstan as a medical organization.

## **2.3 Analysis of the self-assessment report of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan**

The report on the specialized self-assessment of the institutional accreditation of the organization of additional education (continuous professional development) of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of the city of Nur-Sultan (TSC CAS) is presented on 79 pages of the main text, applications on 65 pages as well as submitted for study 27 documents in electronic form. The report contains answers to 9 standards of institutional accreditation, is structured taking into account the recommendations of the ECAQA Self-Assessment Guidelines, and is also characterized by an internal unity of information. The report is accompanied by a cover letter signed by the director of the State Medical Directorate of the Ministry of Transport and Communications, Orazbayev Murat Bekaidarovich, confirming the accuracy of the information and data contained in the report.

The report contains a list of 8 members of the internal self-assessment commission, including two representatives of the TCS trainees with an indication of the responsibility of each employee, information about the representative of the organization responsible for the institutional self-assessment - Arman Yersainovich Amanbaev, the director of the TSC CAS. The chairman of the working group on preparation for institutional accreditation is M.B. Orazbaev.

The institutional self-assessment of the Training and Simulation Centre of the State Enterprise on the REM "City Ambulance Station" of the Akimat of Nur-Sultan was carried out on the basis of the order of 12.05.2020 No. 174-Θ "On the creation of a working group for institutional accreditation."

The working group for the preparation of the self-assessment report has done some work: the key areas of institutional activities in the field of continuing education, tasks for the implementation of CPD programmes have been analysed, the necessary information has been collected in accordance with the standards for institutional accreditation; analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. In accordance with the programme and schedule of the external evaluation of the EECC, interviews with managers, interviews with key stakeholders, resource review (video materials, photo report, on-line demonstration) were held. The content of the Self-Assessment Report is structured in accordance with the ECAQA Institutional Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 9 standards.

The database, appendices on page 65, are presented in a certain volume, sequentially and there are references to them in the text of the report. The text of the report contains stylistic errors that were

corrected during the review process, the wording for each standard is clear and understandable, the tables contain references in the text and are sequentially numbered, illustrations in the form of photographs are included.

#### **2.4 The level and quality of self-analysis of the activities of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan for compliance with the Standards of institutional accreditation of medical organizations of postgraduate and additional education (continuous professional development).**

Based on the analysis of the self-assessment report by external experts, it was determined that the content of the self-assessment report was structured in accordance with the ECAQA institutional accreditation standards and the recommendations of the Self-Assessment Guidelines. The report is written voluminously, the sequence and logic in the description of the standards is observed, the wording for each standard is clear and understandable, the tables contain references in the text and are numbered continuously. There are links to regulatory legal acts, model rules, regulations, educational and methodological documents, at the same time, the website is currently at the stage of modernization and experts have not been able to fully study it.

The self-assessment and description were carried out in accordance with the criteria of the ECAQA accreditation standards and the questions formulated in the Self-Assessment Guidelines were answered. All TSC standards show the real practice of organizing training for students on 10 demanded in 2019-2020. short-term CPD programmes ranging from 8 to 24 hours, reasoned data, examples of the implementation of programmes, national and international events, methodological support of educational programmes, confirming the requirements of institutional accreditation standards. The description of the activities of the TSC as a subdivision of the CAS is quite complete and updated in terms of the number of students (1113 people), teachers (14), administration, information on selection and admission, training results, results of knowledge and skills assessment, material and technical base,

The Opinion for each of the 9 Institutional Accreditation Standards includes a description of the strengths and areas for improvement identified by the TSC of the CAS.

Thus, the self-assessment report of the TSC CAS contains objective and structured information on all activities in accordance with the ECAQA institutional accreditation standards, at the same time, all members of the EEC, based on the results of reviewing the self-assessment report, made recommendations for improvement.

### **3. Description of the external expert work of the EEC**

External expert work on the institutional assessment of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan was organized in accordance with the Interim Guidelines for the External Assessment of Educational Organizations and Educational Programmes of ECAQA (approved by the order of the Director General of NU " Eurasian Centre for Accreditation and Quality Assurance in Education and Healthcare "No. 8 dated 01.06.2020) and according to the programme and schedule approved on 07.07.2020 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the chairman of the EEC Ibrayeva G.A. and the director of the State Medical Service, Orazbayev M.B.

In order to obtain objective information on the expert assessment of the CAS STS, the EEC members used the following methods: an interview with the management of the CAS and STS, administrative staff, an interview with members of the self-assessment group (8), interviews with listeners (12), observation, study of the website, interviewing teachers (5), representatives of practical health care (2), questioning teachers and students, reviewing resources in the context of the implementation of accreditation standards, studying 27 educational and methodological documents. All stages of external examination are recorded in zoom format and archived in ECAQA documents. The programme of external expert work of the EEC for the period 03 July - 27 July 2020 has been fully implemented. From the side of the CAS team, the presence of all persons

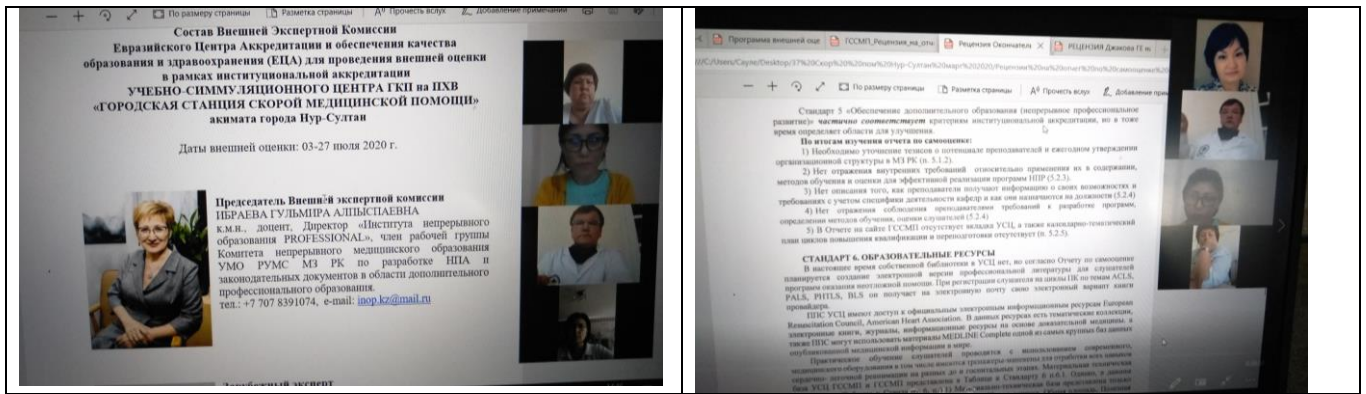


Photo 1. Organizational meeting of the EEC

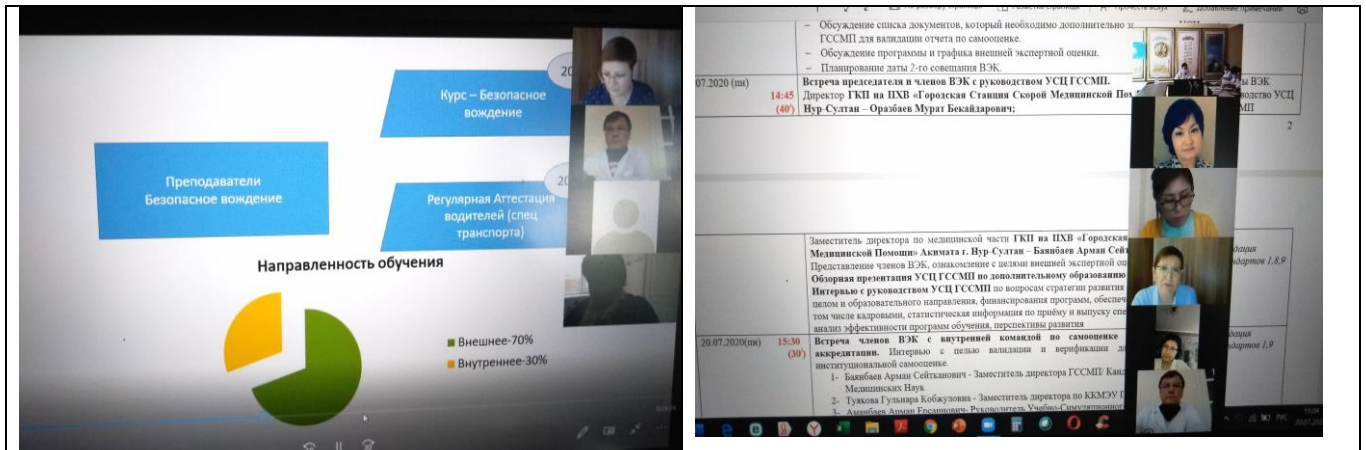


Photo 2. EEC conducts an interview with the management of the CAS and the TSC

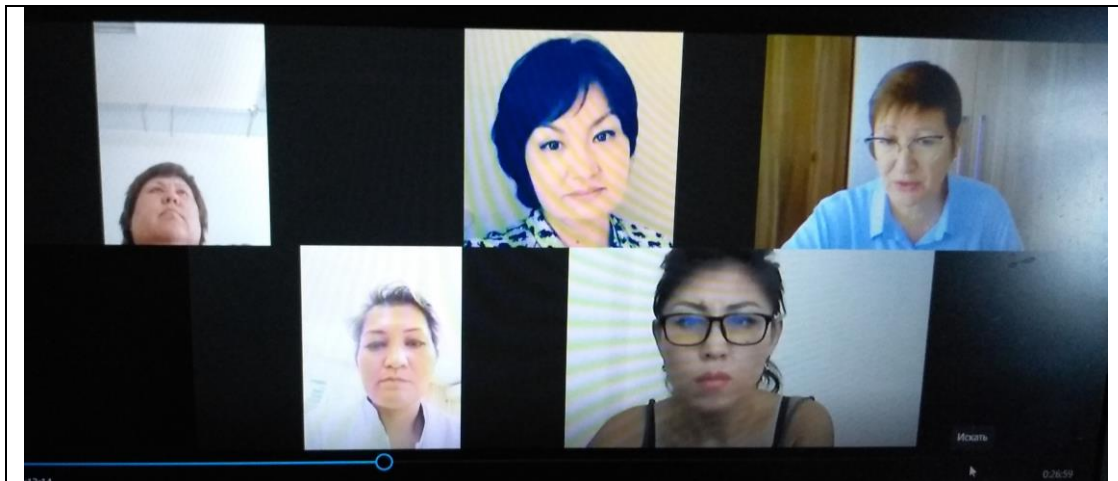
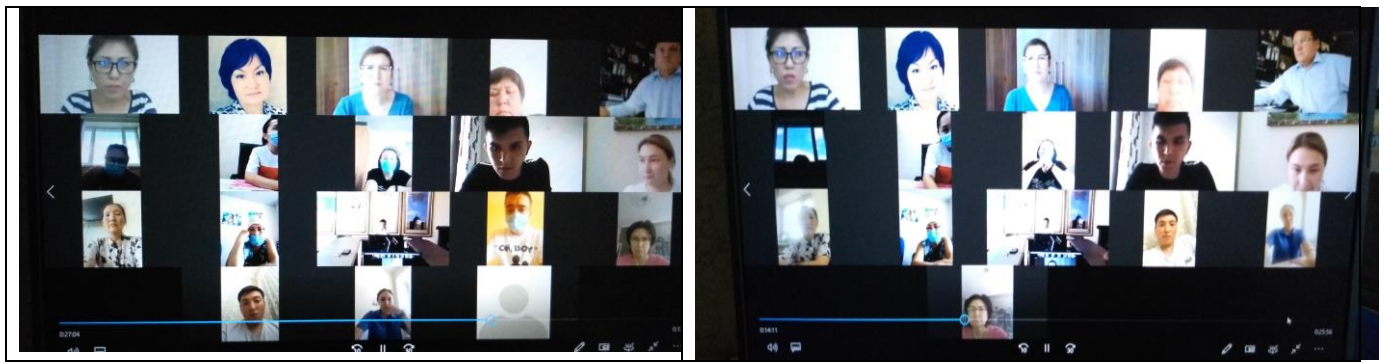
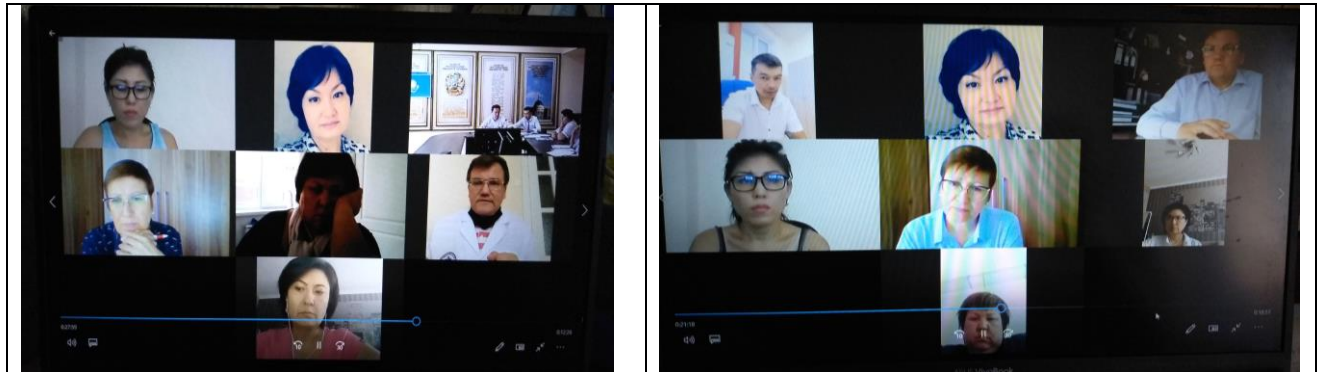


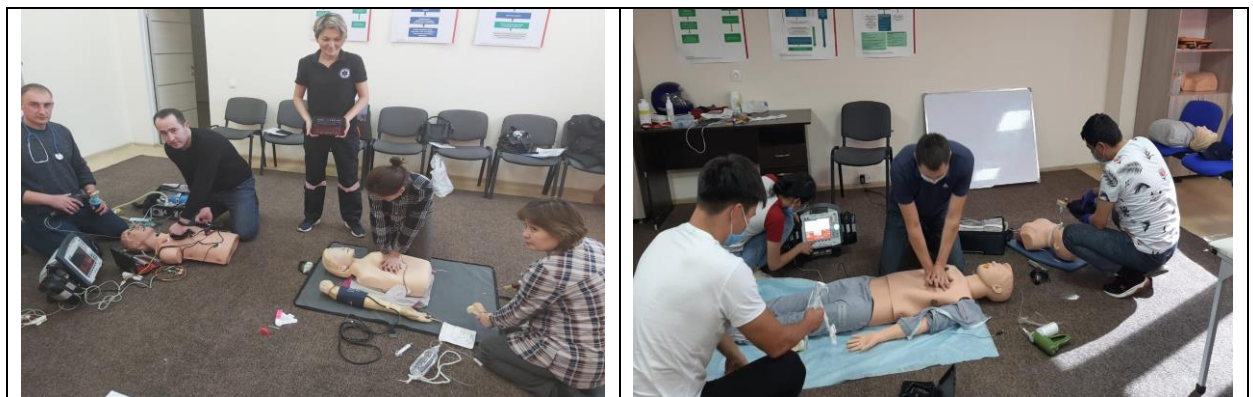
Photo 3. Interview with staff responsible for recruiting, hiring, and developing teachers



**Photo 4. Interview with listeners**



**Photo 5. Interviews with teachers (5) and employers (2)**



**Photo 6. Overview of resources**

**Questioning.**

From 17 to 22 July 2020, an observer from ECAQA conducted an online survey of the TCS students on the resource <https://webanketa.com/>. In total, the proposed questionnaire contains 22 questions, including an assessment of satisfaction with training and organization resources. The total number of listeners on the list is 15. The total number of people who answered the questions is 15.

**Output:** The external expert commission on the assessment of the institutional activities of the TSC CAS determined the support of the students of the TSC CAS as an organization of additional education, where they receive high quality training, which allows them to provide urgent and resuscitation assistance to the population. EEC should pay attention to the conduct of the TSC explanatory work on the types and forms of CPD, the characteristics of certification courses, providing students with access to literature and international databases.

Conclusion based on the results of the questioning of teachers:

From July 16 to July 20, 2020, ECAQA conducted an online survey of 12 of the 13 teachers of the CAS. In total, the proposed questionnaire contains 21 questions, including an assessment of satisfaction with the organization of the educational process, the conditions for teachers and the resources of the organization. A survey of the majority of teachers involved in organizing training for residents and students (n = 12) was carried out.

Output. The external expert commission on the assessment of the institutional activity of the CAS should pay attention to: organization of methodological work; teaching teachers the techniques of pedagogical skills.

#### **4. EEC conclusions on external expert evaluation**

Within the framework of the institutional external expert assessment of the CAS for compliance with the Standards of institutional accreditation of medical organizations of continuing education (CPD), members of the EEC have carefully studied and assessed the main indicators of the organization.

The information obtained by external experts during the study of the self-assessment report, preparation of 4 written reviews with recommendations for adjusting the report was analysed, a written opinion was drawn up on the quality of the documentation, an interview was held with the management of the CAS and the TSC, employees / teachers of the TSC, interviews with 11 students, initially 22 documents on additional education were studied and in the process of on-line examination 5 documents were requested, 7 videos on resources for teaching staff were studied, photographs on conducting trainings with students. All the information received was compared with the data of the self-assessment report, which made it possible to verify the reliability of the information provided by the CAS, to clarify the unclear questions that the experts had in the process of reviewing the report, to find missing documents.

On the last day of the external assessment, July 24, 2020, members of the EEC carried out an assessment of the compliance of the accredited educational organization according to the ECAQA-developed "Quality Profile and External Evaluation Criteria for the CAS for Compliance with the Standards of Institutional Accreditation of Medical Organizations of Continuing Education (CPD)". The above document was individually completed by each member of the EEC. No comments were made by the EEC members.

Recommendations on how to improve the activities of the CAS STS for compliance with the Institutional Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management of the CAS and STS on July 24, 2020.

The programme and schedule of the external expert evaluation of the EEC has been completed in full. On the part of the EEC, the participation of all persons indicated in the programme is ensured.

For the work of the EEC, comfortable conditions were created, online access to all necessary information and material resources was organized. The Commission notes the high level of corporate culture of the CAS, the high degree of openness of the team in providing information to the EEC members.

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the institutional self-assessment report. TSC CAS in full in accordance with the Regulation on the External Expert Commission, the Interim Guidelines for the external assessment of a medical organization ECAQA education.

Taking into account the requirements of the Interim Guidelines for External Evaluation, an external visit to the CAS is envisaged in a year as part of the post-accreditation monitoring.

**5. Analysis of compliance with the standards of institutional accreditation based on the results of an external assessment of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan and an overview of the strengths for each standard.**

**Standard 1: MISSION AND OUTCOMES**

TSC is structural unit on the basis of the State Medical Emergency Service of the Akimat of Nur-Sultan, has been operating since March 2019 and to the present day it carries out its activities in continuous professional development (advanced training) in the field of emergency and emergency medical care. The TSC has developed and implemented a mission, vision.

External experts obtained convincing data on the existence of the mission, participation in its creation of the main stakeholders (management, employers, students, teachers). At the same time, it is required to outline how the mission is based on an assessment of the needs of practical health care and contributes to the development of new areas of expertise. Also, it should be reflected that the mission and goals encourage the listeners to develop the principle of continuity in the learning of the listener. During the EEC audit, the approved CAS mission is presented and posted on the website.

The TSC management needs to improve the documents on strategic and operational planning in terms of the implementation of professional development programmes.

All educational activities of the TSC are aimed at achieving by students (1113 people trained) the final learning outcomes, which are defined in Working curriculum and syllabuses.

**Strengths:**

1) Mission and vision developed.

2) Cooperation with the authorized body in the preparation of regulatory legal acts for the service of the EMS in the Republic of Kazakhstan.

**EEC conclusions by criteria.** Out of 12 standards conform: completely - 6, significantly - 3, partially - 3, do not correspond - 0.

**Standard 1: completed**

**Recommendations for improvement identified during the external visit:**

1) To improve the documents on strategic and operational planning (Operational plan), taking into account the implementation of educational programmes - to ensure cascading (continuity) of the common mission, goals, objectives, performance indicators and activities (for educational activities). Goals, objectives and activities (in the form of functions) should also be taken into account in the Regulations on the activities of the TSC and the Regulations of the educational activities of the TSC in the CAS in accordance with the Strategic Plan of the CAS and the Operational Plan.

**Standard 2: EDUCATIONAL PROGRAMME**

The TSC implements additional education programmes. Programmes are mainly based on the requests and needs of medical organizations and students through individual work to specify topics in professional development cycles in the form of short-term trainings using simulation equipment.

In the TSC, advanced training programmes are supported by the relevant educational and methodological material, which is discussed and approved at the meeting of the Educational and Methodological Board, but it must be disclosed and described in detail. Teaching and learning methods focus on learning outcomes, namely the acquisition of practical skills to provide emergency care in different situations, and contribute to active learning and personal growth of students. There is a choice of the most appropriate teaching methods for the listeners. Professional development is carried out using flexible forms - face-to-face, distance technologies and webinars.

The leadership of the TSC needs to disclose the mechanisms for documenting compliance with ethical standards and monitoring their compliance by all participants in the educational process, as well as expand the topics of the cycles, taking into account changes in the field of first prehospital care.

**Strengths:**



1. The status of a specialized training centre of the ambulance service.
2. Availability of material and technical equipment.
3. Implementation of simulation technologies in accordance with international standards and guidelines.

4. Availability of highly qualified certified specialists.

**EEC conclusions by criteria.** Out of 19 standards correspond: completely -7, significantly -9, partially -3, do not correspond - 0.

**Standard 2: completed**

**Recommendations for improvement identified during the external visit:**

- 1) Expand cycle topics to reflect developments and current developments in prehospital first aid.
- 2) Train teachers in teaching methodology and curriculum development.
- 3) Strengthen the TSC by the State to ensure that the continuing education process is managed in accordance with the NLA.
- 4) To issue local certificates in accordance with the requirements of the regulatory legal acts of additional education of the Republic of Kazakhstan.

### **Standard 3: ASSESSMENT AND DOCUMENTATION**

During an external online visit, experts obtained evidence of the application of the CPD programme assessment system, taking into account the requirements of the NLA.

So, in the classroom, you can trace the logic of the presentation of practical material by the students, the ability to use knowledge to refute the wrong opinion, various methods of assessing competencies are actively used: basic control of knowledge, current control and final control. The solution of situational tasks is widely used.

In general, no convincing data have been obtained on how the knowledge of the trainees is assessed, and there is no approved scale of assessments. There is no assigned person responsible for the formation and implementation of the student assessment policy. There are no approved forms and types of accounting and reporting documentation for the TSC. There are no Orders on the composition and members of advisory and advisory bodies, their powers and responsibilities.

Students, in order to receive a document about their studies, must complete the following: testing their possession of practical skills. A checklist is provided for assessing the listener's knowledge, in the form of a situational task.

It should be said that the report indicates that listeners of cycles in the learning process receive syllabuses in their hands, which define the goals, objectives of the discipline, content, training plan and assessment system.

The TSC developed and approved the "Regulations on the TSC in the SPE on the REM" City Ambulance Station of the Akimat of Nur-Sultan "No. 09-ø dated 05/01/2020 (Appendix 1 in the self-assessment report).

The presented report notes that the training documentation is maintained on the basis of Instruction Letter No. 9, however, from the presented documents it can be seen that all educational and methodological documentation has been developed on the basis of other forms approved by the leadership of the CAS. There are orders for enrolment and expulsion of students; registration log for the issuance of certificates and certificates; class attendance log; working curriculum, EMC, syllables; Timetable of classes; agreements with organizations for the provision of educational services on a paid basis; certificates, certificates and certificates of completion of refresher courses;

A memo for students, which provides information on the conditions of enrolment in training, a list of student documents, time, place of training.

In practical exercises, elements of self-assessment are used. Self-assessment includes assessing one's own achievements in the learning process, both in classroom lessons and in practicing practical skills on their own in phantoms and in simulation classes.

Feedback on the relevance and quality of CPD programmes is used for their further planning and implementation. The questionnaires for listeners are presented.

**Thus, according to standard 3, the following conclusion can be made:**

**Strengths:**

1) A document management system has been developed that meets the requirements in the field of CPD.

2) A system for evaluating students has been developed (rating table, point scale).

**Conclusions of the EEC on the criteria.** Out of 8 standards conform: fully - 3, significantly -5, partially -0, do not correspond - 0.

*Standard 3: completed*

**Recommendations for improvement identified during the external visit:**

1) Reflect current practice of assessing student progress and established rules. (3.1.3);

2) Consider and approve on the EMC the forms and types of accounting and reporting documentation for the TSC (clause 3.2.1).

#### **Standard 4: THE HEALTHCARE PROFESSIONALS**

The motivation of healthcare professionals to undergo additional education programmes based on the TSC is to provide an opportunity to learn best practices on a modern basis and world-class simulation equipment in accordance with international standards and in full compliance with the methodology and standards of the European Resuscitation Board, the American Heart Association, the National Board for Reanimation of the Russian Federation. Moreover, in close cooperation with the ERC and the NDS RFPSA, the TSC has the right to assign official international documents confirming its status in the territories of countries that are guided by the standards of medical care BLS, ACLS, PALS, PHTLS.

Much attention is paid to the introduction of the latest high-tech simulation equipment in the TSC, which is a good motivation for further training on the basis of the TSC and improvement of their knowledge.

It is also indicated that the process of attracting and admitting students to additional education programmes is that letters are sent to medical organizations and centres with an approved calendar and thematic plan for training cycles for doctors and nurses for a year. The training is carried out at the expense of the 005-budget programme, under contracts with medical organizations, individual contracts, as well as free training for employees of the State Medical Emergency Service.

During the advanced training cycles, students receive the necessary skills in choosing tactics for the provision of emergency medical care, the implementation and strict adherence to protocols and SOPs, the ability to apply correctly, take into account all the features of possible complications, anticipate difficulties in providing assistance, work in an effective team and process management using communication skills, observing the conditions of personal safety and safety for the patient, sort out mistakes.

Health professionals are involved in the formation of the content of courses and programmes of additional education, determination of needs, in the choice of one or another module of the programme. Feedback results (wishes and recommendations of students are taken into account and included in the programmes). This fact was established and clarified when interviewing listeners.

A system of incentives and rewards for students has been introduced, which contributes to their involvement in additional education programmes in accordance with their needs. On courses and cycles of advanced training, students who have successfully mastered additional education programmes, who have taken an active part in the practical part of the training, have shown good results, receive recommendations on assigning the status of potential instructors.

**Strengths:**

1) Taking into account the opinions of listeners in the formation of educational programmes.

2) The system of motivating students to study at the TSC.

**EEC conclusions by criteria.** Out of 17 standards conform: fully -9, significantly - 7, partially - 1, do not correspond - 0

*Standard 4: completed*

**Recommendations for improvement identified during the external visit:**

1) Provide academic advice to health professionals on the organization of additional education, there is no memo for students (clause 4.1.4) ...

2) Strengthen the organization of feedback between the TSC, trainees and employers in order to most effectively adapt the learning process to the needs and wishes of individual trainees, including healthcare professionals, while taking into account the needs of the healthcare system.

### **Standard 5: CPD PROVISION**

The implementation of training programmes for specialists of the CAS in the TSC began in 2019 in accordance with the requirements of the Rules for the provision of emergency medical care in the Republic of Kazakhstan (approved by order of the Ministry of Health of the Republic of Kazakhstan dated July 3, 2017 No. 450). To determine the compliance with the standards of institutional accreditation of the WFME CPD programmes, the TSC CAS initiated an institutional accreditation.

In the TSC, when implementing CPD programmes, the requirements for the implementation of programmes (in terms of content, teaching methods and assessment of the effective implementation of programmes) are observed. However, a number of internal normative acts on CPD were not provided, which makes it difficult to assess compliance with CPD requirements by employees and teachers, including the use of effective teaching methods and technologies). Confirmation of theses on compliance with the requirements and norms of CPD established by the state was received. There is currently no research in CPD.

#### **Strengths:**

1) Providing the "internal" needs of the CAS in the periodic training of the specialists of the CAS, 4 substations of practical skills for emergency care, confirmed by the positive results of statistics on cases of successful resuscitation.

*EEC conclusions by criteria.* Out of 12 standards conform: completely - 6, significantly - 4, partially - 2, do not correspond - 0.

*Standard 5: completed*

#### **Recommendations for improvement identified during the external visit:**

one) Describe how instructors comply with the requirements for programme design, definition of teaching methods, student assessment (5.2.4).

### **Standard 6: EDUCATIONAL RESOURCES**

The TSC does not have its own library, at the same time, the CAS announced that it is planned to create an electronic version of professional literature for students of emergency programmes. During the familiarization and online visit of the TSC, access to the official electronic information resources of the European Resuscitation Board, American Heart Association, the personal account of the instructor of the TSC was demonstrated.

During the online visit, it was revealed that practical training of trainees is carried out using simulation and modern medical equipment (simulators, dummies, existing practical equipment used for resuscitation purposes). In the course of verification of the standards, data on the material and technical base of the TSC CAS were presented, the equipment was demonstrated in operation.

CAS presents the use of information and communication technologies and stimulation of self-study of students, as well as their participation in scientific meetings and other formalized types of training.

#### **Strengths:**

1) Availability of a complete modern material and technical base for training specialists in emergency medical care.

2) Collaboration with leading clinics and the potential of the medical staff of the CAS.

*EEC conclusions by criteria.* Out of 24 standards conform: fully - 11, significantly - 11, partially - 2, do not correspond - 0

*Standard 6: completed*

#### **Recommendations for improvement identified during the external visit:**

one) Reflect and describe in accordance with which document the cooperation of the TSC with clinical sites is carried out (6.2.2).

2) Describe mechanisms for assessing relevant ICTs used in continuing education programmes (6.3.2).

3) Describe internal policies for the use of educational expertise in CPD programmes (6.7).

### **Standard 7: EVALUATION OF CPD ACTIVITIES**

The expert commission received information that, in general, the TSC CAS has developed and implemented a mechanism for monitoring the effectiveness of continuous professional development programmes. During the examination of the submitted documents and during the interview, it was found that upon completion of the training, the students answer the questions of the questionnaire on their satisfaction with the content of the training programme, its relevance. Thus, in the TSC CAS it is possible to obtain information for making changes and additions to the training programme, and updating it.

It was also found that, in general, the CAS TSC evaluates the educational process and the degree to which students achieve the final learning outcomes within the framework of continuous professional development. This is facilitated, in particular, by the fact that at present the overwhelming number of students are employees of medical organizations of the emergency medical service.

The results of the interviews made it possible to conclude that the TSC of the CAS largely included the achievement of the mission, the expected final learning outcomes (statistical accounting of successful CPR) in the monitoring and evaluation process.

As a confirmation of the collection of information from practical health care organizations about the results of the professional activities of graduates-students and the needs for training, the reviews of the employers of the trained students are given.

At the same time, it was found that not for the entire list of implemented additional professional programmes (Obstetrics, Infection control, others) constructive feedback from participants in continuous professional development programmes is provided, as well as on the provision of information on the results of feedback to stakeholders, which is partial compliance Standard 7 (clauses 7.2.2, 7.2.3). In this regard, there is a reserve for improving activities on systematic analysis, taking appropriate measures based on feedback, making changes (updating) additional professional programmes in accordance with the current regulatory legal acts of the Republic of Kazakhstan in the field of medical education.

#### **Evidence:**

- Examples of completed student questionnaires;
- Reviews of the students who were trained at the CAS TSC (from the Director of the SPE at the REM GP No. 10 G. Alipbekov dated 06.12.2019 and from the Director of the MHDB No. 3 I. M. Shamitbekov dated 30.06.2020).

#### **Strengths:**

1) Involvement of representatives of practical health care and students in the formation of educational programmes.

**EEC conclusions by criteria.** Out of 11 standards conform: fully - 3, significantly - 6, partially - 2, do not correspond - 0

**Standard 7: completed**

#### **Recommendations for improvement identified during the external visit:**

1) Improve training programmes, bring them as close as possible to the employer's requests in accordance with the current regulatory legal acts of the Republic of Kazakhstan in the field of medical education.

### **Standard 8: ORGANISATION**

In the course of the accreditation examination, significant compliance was established with the planning of the TSC of the CAS of continuing professional development programmes based on the stated mission and the definition of the final learning outcomes.

During the analysis of the documentation, conducting interviews with all stakeholders, it was established that the CAS took responsibility for the management, organization of continuous professional development programmes and ensures that its professional leadership is regularly assessed against the achievement of the mission and the final results of the continuous professional development programmes.

The CAS has largely aligned a budgeting system to fund and support continuing education programmes in response to needs identified by healthcare professionals and continuing professional development providers. The budgeting system depends on the budgetary practice in the country.

Overall, the CAS ensures proper management of continuing professional development programmes.

**Evidence:**

- The Charter of the CAS, approved by order of the Chairman of the Committee for State Property and Privatization of the Ministry of Finance of the Republic of Kazakhstan dated July 19, 2019 No.-106-990;

- Organizational structure of the SPE on REM "City Ambulance Station" of the Akimat of Nur-Sultan, approved on February 27, 2020 by the Director of the State Medical Emergency Service;

- Regulations on the TSC of the CAS and job descriptions of the centre's employees;

- Reporting data on the implementation of additional professional programmes funded from various sources.

**Strengths:**

1) Sustainable funding of educational activities

**EEC conclusions by criteria.** Out of 9 standards conform: fully - 2, significantly - 6, partially - 1, do not correspond - 0

**Standard 8: completed**

**Recommendations for improvement identified during the external visit:**

1) Describe information on predicting the number of students for training in such PC cycles (8.3).

2) Professional development of the TSC specialists as methodologists.

**Standard 9: CONTINUOUS RENEWAL**

The TSC constantly monitors changes in the field of emergency and urgent care. Continuous improvement of the process of additional education is carried out in accordance with the requirements of the practical health care system, the requirements and expectations of students, stakeholders; study, analysis and implementation of foreign work experience. Evaluation of the effectiveness of performance results is carried out based on the satisfaction of the trainees.

During the implementation of the external visit programme, members of the EEC did not fully receive comparative information over the years, taking into account the new NLA on CPD and changes in the organizational structure. Also, the expenses for CPD for the year are not indicated as a percentage of the total amount of funding for educational activities. Management should guide the process of continuous improvement on prospective research and analysis, its own research, and literature on continuing education in health care.

**Strengths:**

1) Evaluation of the effectiveness of the learning outcomes and activities of the CAS - satisfaction of the needs of the population, a decrease in the indicators of dissatisfaction of the population with the EMS service.

**EEC conclusions by criteria.** Out of 11 standards conform: completely - 7, significantly - 2, partially - 2, do not correspond - 0.

**Standard 9: completed**

**Recommendations for improvement identified during the external visit:**

1) Describe the innovations in the direction of CPD, in comparison with previous years, taking into account the new NLA on CPD and changes in the organizational structure, the structure of CPD programme management (9.1).

Thus, all 9 accreditation standards have been met, no inconsistencies in the fulfilment of the criteria of each of the basic accreditation standards in the process of analysing the self-assessment report and conducting the examination as part of the tasks of the external expert evaluation programme were found.

**6. Recommendations for improving the activities of the Training and Simulation Centre of the SPE on the REM "City Ambulance Station" of the Akimat of Nur-Sultan** for compliance with the Standards of institutional accreditation of medical organizations of postgraduate and additional education (continuous professional development):

1. To improve the documents on strategic and operational planning (Operational plan) taking into account the implementation of educational programmes - to ensure the cascading (continuity) of the overall mission, goals, objectives, performance indicators and activities (for educational activities). Goals, objectives and activities (in the form of functions) should also be taken into account in the Regulations on the activities of the TSC and the Regulations of the educational activities of the TSC in the CAS in accordance with the Strategic Plan of the CAS and the Operational Plan.

2. Expand cycle topics to reflect developments and current developments in prehospital first aid.

2. Bring the methodological documentation on additional education in accordance with the requirements of the NLA, internal documentation on the organization of education and the policy for ensuring the quality of education.

3. Train teachers in teaching methodology and curriculum development.

4. Conduct professional development of the TSC specialists as methodologists.

5. Strengthen the TSC by the state to ensure the management of the continuing education process in accordance with the NLA.

7. Consider and approve on the TSC the forms and types of accounting and reporting documentation for the TSC.

8. Provide academic advice to health professionals (trainees) on the organization of additional education.






9. Strengthen the organization of feedback between the TSC, trainees and employers in order to most effectively adapt the learning process to the needs and wishes of individual trainees, including healthcare professionals, while taking into account the needs of the healthcare system

10. Improve mechanisms for assessing relevant ICTs used in continuing education programmes.

11. Improve training programmes, bring them as close as possible to the employer's requests in accordance with the current regulatory legal acts of the Republic of Kazakhstan in the field of medical education.

## 7. Recommendation to the ECAQA Accreditation Board

The EEC members came to a unanimous opinion after eliminating the main remarks in section 5 of this report, to recommend to the ECAQA Accreditation Board to accredit the State Enterprise “City Ambulance Station” of the Nur-Sultan Akimat as an organization providing additional education for a period of 3 years.

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Национальный академический эксперт		Джакова Гульжанат Ертаевна
Эксперт – представитель работодателей		Смаилова Алтынай Нагызхановна
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**Chairman of the External Expert Commission**  
IBRAEVA GULMIRA ALPISPAYEVNA

### EEC members:

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RYZHKIN SERGEY ALEXANDROVICH

**National academic expert**  
JAKOVA GULZHANAT ERTAEVNA

**Health Practitioner**  
SMAILOVA ALTYNAI NAGYZKHANOVNA

**ECAQA Observer**  
UMAROVA MAKPAL ALDIBEKOVNA

## Quality profile and external evaluation criteria

Training and simulation centre of the SPE on REM "City Ambulance Station" of the Akimat of Nur-Sultan for compliance with the Standards of institutional accreditation of the organization of additional education (continuous professional development)

Standard	Criteria for evaluation	Number of standards = BS * / SU	Assessment			
			Totally coincides	Significantly corresponds	Partially meets	Does not match
1	MISSION AND OUTCOMES	12 = 8/4	6	3	3	-
2.	EDUCATIONAL PROGRAMMES	19 = 10/9	7	9	3	-
3.	ASSESSMENT AND DOCUMENTATION	8 = 6/2	3	5	0	-
4	THE HEALTHCARE PROFESSIONALS	17 = 11/6	9	7	1	-
5	CPD PROVISION	12 = 5/7	6	4	2	-
6.	EDUCATIONAL RESOURCES	24 = 12/11	11	11	2	-
7.	EVALUATION OF CPD ACTIVITIES	11 = 6/5	3	6	2	-
8.	ORGANISATION	9 = 5/4	2	6	1	-
9.	CONTINUOUS RENEWAL	11= 3/3	7	2	2	-
	<b>Total:</b>	123 = 66 BS/51SU	54	53	16	-
			123			