





REPORT
OF THE EXTERNAL EXPERT COMMISSION ON THE RESULTS OF THE
EVALUATION OF THE SIMULATION CENTER OF THE ASFENDIYAROV
KAZNMU FOR COMPLIANCE WITH THE ACCREDITATION STANDARDS
OF TRAINING SIMULATION CENTERS IN MEDICINE AND HEALTH CARE

external expert evaluation period: 23-25 February 2021

1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 3 dated January 28, 2021, an External Expert (Evaluation) Commission was formed to conduct an external assessment of the Simulation Center of the Asfendiyarov KazNMU on February 23-24, 2021, in the following composition:

	<p>Chairman of the External Expert Commission KEMELOVA GULSHAT SEITMURATOVNA, Director of the Center for Simulation and Educational Technologies NJSC " Karaganda Medical University", Associate Professor of the Department of Clinical Pharmacology and Evidence-Based Medicine, Doctor of the highest qualification category in "Clinical Pharmacology", Member of RSSTM (Russia), member of SESAM (Europe), Member of the Joint Quality Commission of the Ministry of Health of the Republic of Kazakhstan. tel .: +77015908826 e-mail: kemelova@mail.ru</p>
	<p>Foreign expert RIPP TATIANA MIKHAILOVNA, Doctor of Medical Sciences Member of the Board of the Russian Society of Cardiology Head of the Expert Board of LLC "System Integrator of Education in Medicine" IME FSBI "National Medical Research Center named after V.A. Almazov" Ministry of Health of the Russian Federation, St. Petersburg Kolomyazhsky prospect 21/2, St. Petersburg, 197341 www.almazovcentre.ru Tel. +7 909 539 78 66 (cell); +7 (812) 7023749 ext. 002824; Email: ripp_tm@almazovcentre.ru or ripp@mail.ru</p>

	<p>National Academic Expert MUKANOVA DINARA ADLETOVNA, Candidate of Medical Sciences, Associate Professor, Head of the Department of Simulation Technologies NJSC "Semey Medical University", doctor of the highest qualification category, specialty "Therapy". tel .: +7701491982 e-mail: dinaramukanova69@mail.ru</p>
	<p>Expert - representative of employers TERTYUBAEVA ZHAZIRA ORUMBЕКOVNA, Head of the Department of Strategic Development, Human Resources and Functional Support LLP "International Institute of Postgraduate Education". tel. +7 7757410666 e-mail: Mipo2016@bk.ru</p>
	<p>Expert - student representative SALEM EAT, Doctor-resident of the year of study in the specialty "Family Medicine" NEI "Kazakh-Russian Medical University" tel .: +77752760359, e-mail: Estai.salemov@gmail.com</p>
	<p>ECAQA Observer SARSENBAYEVA DARIYABANU BULATOVNA, Head of the International Department NEI "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health Care" tel.: +77771471726, e-mail: info@ecaqa.org</p>

The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director General No. 3 dated January 28, 2021).

The EEC report contains an assessment of the Simulation Center of the Asfendiyarov KazNMU for compliance with the Standards of accreditation of training and simulation centers in medicine and health care developed by NEI "ECAQA".

2. General part of the final report of the EEC

2.1 Presentation of the Simulation Center of the Asfendiyarov KazNMU

KazNMU is the largest medical university in the country, which trains specialists at all levels of higher and postgraduate education in all areas of health care. The activities of KazNMU are based on the integration of academic, scientific and clinical activities to provide high-quality and modern medical care to the population and training of professional personnel.

In 2007, according to the order of the rector of KazNMU No. 293 dated July 11, 2010, the Center was opened on the basis of the Department for the formation of assessment of knowledge and skills of KazNMU within the framework of the programme of the Ministry of Health of the Republic of Kazakhstan 003/109 "Creation of educational and clinical centers at state medical higher educational institutions." In 2011, according to the order of the rector No. 291 dated 05/10/11. Subsequently, the Simulation Center was reorganized into the Center for Practical Skills (CEP) and on September 16, 2011, a grand opening took place, where the CEP was named after Kasen Kozhakanov, an outstanding pediatric surgeon, professor, academician of the APM, laureate of the State Prize of the Republic of Kazakhstan.

The Simulation Center with a total area of 2,564.9 square meters and more than 500 items of equipment names, of which interactive and high-tech make up (10%), including simulators, simulators, mannequins, dummies, materials for simulators.

Over the past three years, the staff has increased from 19 to 30 full-time employees (by 150%), which makes it possible to increase the average permeability of SC students from 80-100 / per day (in previous years) to 300 students / per day at the moment.

The contingent of students in 2019 amounted to 1,655 students, training was carried out according to 10 clinical scenarios. In 2020-2021, it was planned to conduct training for 5866 students of various courses of study, of which: 1 course - 592 students, 2 course - 774 students, 3 course - 831 students, 4 course - 742 students, 5 course - 775 students, 6 interns - 7 courses - 1646 doctors and residents - 406, also 100 students in pharmaceutical specialties. Due to the epidemiological situation, students of 1-3 courses in the fall semester of the 2020-2021 academic year studied remotely, and 4-5 courses worked out practical skills in the fall semester according to the schedule. (Appendix 2) https://kaznmukz-my.sharepoint.com/:f:/g/personal/abdiev_i_kaznmukz_kz/EvFJ4MR4kpRDjMIYf5izp0QB1WZTX9i7fvw0wvCosj5OaA?e=BQr7d3...

The total number of medical scenarios for practicing practical skills in the SC, programmed into robotic and high-tech mannequins - 268, compared to 2019, increased 26 times. The trainers of the SC developed a syllabus for interns of the 6th course of the specialty "GP" in the discipline "Simulation technologies in the practice of GPs" and the 7th course "Simulation course on emergency conditions", where an additional 30 algorithms were compiled according to the protocol of diagnosis and treatment of the Ministry of Health of the Republic of Kazakhstan.

2.2 Information on previous accreditation

So far, the accreditation of the Simulation Center of Asfendiyarov KazNMU has not been carried out. This accreditation is carried out in accordance with the Procurement Agreement No. 892/08/20/13 for the preparation and implementation of the institutional accreditation of the Simulation Center dated 08.24.2020.

2.3 Analysis of the self-assessment report of the Simulation Center of the Asfendiyarov KazNMU for compliance with the Standards of accreditation of training and simulation centers in medicine and health care

The self-assessment report of the simulation center is presented on 76 pages of main text, annexes on 87 pages and copies or electronic versions of 19 electronic file folders / documents on the organization of education, located at the link https://kaznmukz-my.sharepoint.com/:f/g/personal/abdiev_i_kaznmu_kz/EvFJ4MR4kpRDjMIYf5izp0QBIWZTX9i7fvw0wvCosj5OaA?e=BQr7d3...

The report is characterized by the completeness of responses to all 9 accreditation standards, structuredness based on the recommendations of the ECAQA Self-Assessment Guidelines, and the internal consistency of information provided by the accredited college. The report is accompanied by an accompanying a letter signed by the rector of KazNMU, professor Nurgozhin Talgat Seitghanovich, confirming the accuracy of the information and data contained in the report. Self-assessment of the Simulation Center NJSC Asfendiyarov KazNMU was carried out on the basis of order No. 05-1213 of October 23, 2020" On the creation of a working group for the preparation of a self-assessment report within the framework of the institutional accreditation of the Simulation Center. "

The report contains a list of 27 members of the internal self-assessment commission indicating the responsibility of each employee, information about the representative of the organization responsible for the self-assessment of the simulation center - Nayli Anuarovna Talkimbaeva - Head of the Simulation Center. The chairman of the working group on preparation for accreditation is Klara Zhenisovna Bayldinova - Vice-Rector for Academic Affairs.

The working group for the preparation of the self-assessment report has done a certain amount of work: the key areas of the simulation center's activities have been analyzed, the necessary information has been collected in accordance with the ECAQA accreditation standards; a thorough analysis, updating and addition of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured in accordance with the Standards ECAQA accreditation and includes a description of strengths, areas for improvement for each of the 9 standards.

The report is written in a competent language, the wording for each standard is clear and understandable, the tables contain references in the text and are consecutively numbered. There are links to regulatory legal acts, standard rules, regulations, educational and methodological documents, website pages <https://kaznmu.kz/rus/obrazovanie-2/centry/centr-simulyacii/>

Thus, the simulation center self-assessment report contains objective, detailed, structured information on all activities in accordance with ECAQA accreditation standards.

3. Description of external expert evaluation and conclusions

3.1 Stages of the external visit

External expert work on the accreditation of the simulation center was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programs of ECAQA (approved by order of the Director General of the NEI "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 3 dated 28.01.2021) and in accordance with the programme approved on February 9, 2021 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the rector of KazNMU T.S.Nurgozhin.

To obtain objective information on the expert assessment of the simulation center, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with students, observation, study of the website, interviewing stakeholders (teachers, employers, students), questioning teachers and students, review of resources in the context of the implementation of accreditation standards, study of more than 75 educational and methodological documents.

The programme of external expert work of the EEC for the period 23-24 February 2021 has been fully completed. On the part of the staff of the summation center, the presence of all persons indicated in the visit programme and according to the lists of interview sites was ensured.

First day of visit: February 23, 2021

According to the visit programme of the External Expert Commission of NEI "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Healthcare" (ECAQA) NJSC "Kazakh National Medical University named after S.D. Asfendiyarov" (KazNMU) within the framework of the accreditation of the simulation center, a preliminary meeting of EEC members was held for a brief review of the programme of the visit and discussion of the area of responsibility of each member of the EEC. During a meeting with the leadership of the SC KazNMU Talkimbayeva Nayla Anuarovna, the goals of the visit were determined, an interview was conducted with the head of the simulation center on the mission and vision, development strategy, financing and management of the center. Interviews with trainees, center staff showed that employees are competent, participate in quality assurance policy, planning and promotion of simulation training in general.

Teachers of clinical disciplines, members of EP committees and employers allowed to determine the role of revenge in the clinical training of students using simulation technologies. As a result of the review of the SC, it was revealed that great attention is paid to the safety of students and personnel, the sanitary-epidemiological and hygienic regime is observed, all available equipment is used for educational purposes. Teachers demonstrated effective teaching and learning methods that contribute to the cognitive activity of students, in turn, students showed good knowledge and skills corresponding to their level of learning. It should be noted that the teachers of the SC improve their professional and pedagogical qualifications outside their region. The first day ended with a discussion of the results of the visit and an exchange of views.

Second day of visit: February 24, 2021

On the second day of the visit, students were additionally interviewed on general satisfaction, on the analysis of complaints and suggestions. In order to study satisfaction, 142 students and 20 teachers were questioned. More than 75 educational and methodological materials on paper and electronic media, the Internet were analyzed. Each member of the EEC completed checklists for the quality profile and criteria for external assessment of the SC for compliance with ECAQA accreditation standards.

Further, a meeting of EEC members was held on the results of an external assessment of the simulation center for compliance with accreditation standards. A final discussion of the results of external assessment, study of documents, results of interviews, questionnaires was held. The members of the EEC started to design the final report of the EEC.

A meeting of the EEC members was held. EEC members made generalizations of the results of the external assessment of the simulation center. The experts individually completed the quality profile and criteria for external evaluation of the simulation center for compliance with ECAQA accreditation standards. Recommendations for improvement for the simulation center are discussed. A draft report and recommendations for improving the activities of the simulation center were prepared. The chairman conducted the final open vote on the recommendations for the simulation center of KazNMU and the final vote on the recommendations for the ECAQA Accreditation Council.

Then the chairman of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment as part of the accreditation of the simulation center of KazNMU.

3.2 Results of stakeholder survey

An observer from ECAQA on February 24, 2021, conducted an online survey of 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 respondents is 162, of which 142 are students and 20 are teachers. According to the results of a questionnaire survey of teachers with more than 10 years of experience, it was 80%; according to the profile of the specialty were distributed as follows: therapeutic specialties - 35%, pediatric - 10%, surgical - 20% and others - 35%. When asked about their satisfaction with the organization of the center's activities, 65%

answered “I completely agree, 30% partially agree, and 1 respondent did not answer. Overall, overall satisfaction showed that working conditions (55% strongly agree / 40% partially agree),

According to the results of the questioning of students, 98.6% of the respondents are interns, 1 undergraduate student and 1 graduate. 90% of respondents would recommend training in this organization to their relatives, friends and acquaintances, more than 70% of respondents do not participate in the advisory bodies of the university or “do not know anything about it”, 8% of respondents expressed dissatisfaction with the conditions and equipment of classrooms, 21% of respondents responded that teachers do not always or rarely provide handouts. The assessment of students' knowledge is carried out fairly and correctly 76% yes, 22% - partially. In general, the satisfaction of teachers is more than 70% and the satisfaction of students is more than 75%. Negative answers do not affect overall satisfaction,

3.3 Conclusions of the EEC on external expert evaluation

The visit of the external expert commission was organized in accordance with the programme approved on February 9, 2021 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the rector of KazNMU T.S. Nurgozhin. Within the framework of an external expert assessment of the simulation center of KazNMU for compliance with ECAQA accreditation standards, members of the EEC were carefully studied and evaluated main performance indicators of the simulation center and its interaction with the university departments.

The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, interviews with the leadership of the simulation center, employees of the simulation center, departments, study of documentation, interviews with 29 administrative workers, interviews with 31 students, 9 teachers was analyzed clinical disciplines, 8 representatives of the CEP, 8 employers, and questionnaires of 142 students, 20 teachers. All the information received was compared with the data of the self-assessment report, which made it possible to ensure the reliability and validation of the information provided to KazNMU and supporting documents for compliance with the above-mentioned ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the simulation center described his best practice on adherence to accreditation standards, during an external expert evaluation by EEC members, in addition to about 100 documents previously reviewed, additionally requested 75 documents and videos on learning resources, which made it possible to identify the conformity of the activity a simulation center to the accreditation standards of training and simulation centers in medicine and healthcare. Thus, the external expert commission examined about 200 documents, video presentations and videos.

Recommendations for improving the activities of the simulation center for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on February 24, 2021.

On the last day of the visit, EEC members carried out a conformity assessment of the simulation center according to the developed ECAQA “Quality profile and criteria for external assessment of the Simulation Center of Asfendiyarov KazNMU for compliance with the Standards of accreditation of training and simulation centers in medicine and health care”. The above document was individually completed by each member of the EEC. No comments were made by the EEC members.

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

Thus, the external assessment and the visit of the EEC members made it possible to verify and validate the data of the self-assessment report of the Simulation Center of KazNMU in full in accordance with the Regulations on the External Expert Commission, Guidelines for the external assessment of a medical organization formation of ECAQA (order of the Director General No. 3 dated January 28, 2021).

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 Simulation Center of KazNMU, the high degree of openness of the team in providing information to members of the EEC.

4. Analysis for compliance with accreditation standards based on the results of an external assessment of the Simulation Center of Asfendiyarov KazNMU and an overview of the strengths for each standard

Standard 1: MISSION AND GOVERNANCE

The expert commission received convincing data that the mission and vision of KazNMU meets the objectives of the development of the national system of medical education, posted on the university website (www.kaznmu.kz) is available to all interested parties (students, employees, teachers, employers, etc.). During interviews with students, teachers, employees of the simulation center, interviews with managers and employers, the participation of the team, employees, and the student community in discussing the mission and goals of the university was established. The development and approval of the mission of the university is carried out in accordance with the existing procedure, which ensures the involvement of all interested parties at the stage of planning and implementation of the decisions made. The simulation center does not have its own mission.

The use of simulation technologies in clinical education ensures the implementation of the final learning outcomes, the list of which is included in the working curricula. Students are informed about the mission.

KazNMU from the website, information stands and communication with teachers. Students are aware of the qualification requirements of the specialty from the first lesson, and strive to achieve final learning outcomes for relevant programs. Plans, goals and objectives of the SC have been developed, taking into account the requirements for training a future specialist, contributing to improving the quality of medical care in accordance with the strategy of the university and the recreation center of the Ministry of Health of the Republic of Kazakhstan with a description of the process of developing and approving simulation training programs. The results of the Center's activities are actively published on social networks.

Submitted documents:

- Protocol No. 6/1 of the Simulation Center meeting dated February 23, 2021.
- KazNMU Order No. 85 dated February 24, 2021. On amendments to the "Regulation on the Simulation Center".
- The work plan of the simulation center for the academic year 2020-2021, approved by the vice-rector for academic activities K.Zh. Bayldinova from August 24 and 2020
- SC roadmap for the implementation of measures aimed at improving / improving the quality of medical care for the population of the Republic of Kazakhstan for 2020-2025.
- Regulation on the Simulation Center from 24.02.2021 No. 85, approved by the order of the Chairman of the Management Board with an acquaintance sheet by the employees of the SC dated 02.24.2021.

Strengths:

- 1) Mission, goals and objectives correspond to the strategic directions of KazNMU.
- 2) Openness and transparency of the simulation center's activities through social networks.
- 3) Active and mutually beneficial integration with other structural units of the university and practical health care.
- 4) A wide variety of learning outcomes in clinical education using simulation technology.

Conclusions of the EEC on the criteria. Out of 7 standards conform: fully - 7, partially - 0, do not correspond - 0.

Standard 1: completed

Recommendations for improvement identified during the external visit: no

Standard 2: PROGRAMME MANAGEMENT

The simulation center is equipped with the latest modern simulation equipment: interactive technology, simulators, dummies and mannequins, a virtual operating room, ventilators, ultrasound scanners, etc. Simulation training is implemented in accordance with the mission, goals and expected learning outcomes for 50 educational programs and reflects the needs and expectations of practical healthcare and society as a whole. The list of basic medical procedures (skills) of the undergraduate programme "General Medicine", "Pediatrics" contains 240 titles.

The teaching and learning methods used are based on modern principles, the participation of stakeholders from medical universities, contribute to the formation of professional competencies and determine the content, sequence of training components. EEC received convincing data on the methodological support of the educational programme, the use of various teaching methods by teachers (traditional and interactive, active). When questioning students, a high percentage of student satisfaction with college education was found.

Submitted documents:

- Protocol No. 9 dated April 20, 2020 (2.2).
- Journal of Utarova T.B. by station "Anaphylactic shock"
- Evaluation sheet of the student A. Erkin, group 625-2, signed by the clinical mentor Almagambetova A.E.
- Protocol No. 9 of the SC meeting dated April 20, 2020, signed by the head of the CC Talkimbaeva N.A.
- List of examiners of the 2nd stage (acceptance of practical skills) of the FSA order of the dean of the school of "General medicine" No. 193 of May 20, 2020.
- Schedule of the 2nd stage (acceptance of practical skills) of the 5th year FSA in the specialty "General Medicine" for 2019-2020. approved by the vice-rector for academic activities Bayldinova K.Zh. from 22.05.2020

Strengths:

- 1) The implementation of educational programs is provided with high-quality simulation training, taking into account the needs of practical health care.
- 2) A variety of teaching and learning methods are applied with effective feedback.
- 3) Internal analysis of quality assurance is carried out by analyzing the results of a questionnaire survey of all stakeholders.
- 4) A quality assurance policy is described, taking into account the confidentiality of student results, proper operation of simulation equipment, and prioritization of resource allocation.

Conclusions of the EEC on the criteria. Out 8 standards conform: fully - 7, partially -1, do not meet - 0.

Standard 2: completed

Recommendations for improvement identified during the external visit:

1. To intensify the work on attracting students for additional training programs.

Standard 3: ASSESSMENT AND DOCUMENTATION

KazNMU, being a member of the League of Academic Integrity, ensures high responsibility for the quality of personnel training, compliance with the principles and standards of academic integrity, mandatory verification of all written works for plagiarism, compliance with clear and objective assessment criteria.

Each level of training has its own tools for assessing competence: OSSE, OSCE, DOPS and mini - clinical exams. The guarantee of compliance by each student and listener with responsibility for their participation in training is spelled out in the Code of honor of the student of KazNMU and in the Rules of Conduct in the SC.

Submitted documents:

- Academic policy of KazNMU,
- Regulations on the current monitoring of progress, intermediate and final certification of students,
- "Additions to the regulation" dated 12.10.2020 No. 516
- SOP "Development and approval of a system for assessing educational achievements"
- Anti-plagiarism policy.

Strengths:

- 1) Effective electronic document management system
- 2) Audio / video monitoring and recording of the learning process, practicing practical skills for expert independent assessment.
- 3) Online broadcast of the learning process in the debriefing halls for a detailed analysis and analysis of mistakes in the implementation of practical skills.
- 4) The available engineering and technical support allow for a high-quality assessment of the training programme using simulation technology.

Conclusions of the EEC on the criteria: Out of 4 standards conform: fully - 3, partially - 1, do not correspond - 0.

Recommendations for improvement identified during the external visit:

1. Strengthen work on additional education and provide for individual learning paths for students with the choice of the necessary modules, including academic counseling.

Standard 4: RESOURCE MANAGEMENT

In the simulation center, the material and technical base has been strengthened in accordance with the development strategy of KazNMU, which effectively implements the goals and objectives of simulation training in educational programs "General Medicine", "Dentistry", "Nursing", "Pediatrics", "Technology of pharmaceutical production" and "Pharmacy". EEC received convincing evidence on the list of equipment of the center with the presence of a plan and layouts of simulation equipment. The center has fixed rooms in which the appropriate equipment is located in the areas of training disciplines (rooms for obstetrics and gynecology, surgery, resuscitation, therapy, debriefing, etc.). The staff of the center have developed educational videos, which have replenished the fund of educational resources on the YouTube channel. Each training room has rules for working with simulators, safety measures for students and teachers. Nonconforming products are regularly assessed and written off the balance sheet of fixed assets and disposed of in accordance with the write-off certificate.

Submitted documents:

- Memo for the write-off of inventories (hygiene products, disinfectants and medical products) outgoing number No. 126 dated 02/08/2021. signed by the head of the simulation center Talkimbaeva N.A.
- Inventory write-off act dated 02/11/2021 approved by A.T. Syzdykova
- The act of writing off the reserves (Esmarch's harness, AMBU bag) dated 08/28/2020, approved by the head of the organization, A.K. Utegenov.
- Rules for working with simulators, safety precautions for students and teachers, protocol No. 1 of August 24, 2020
- Station passport "Simulation course" Emergencies "for interns of the 7th course in the specialty" General Medicine "
- List of checklists and algorithms for anaphylactic shock for 7th year interns in the specialty "General practitioner"
- Medical scenario for practicing practical skills on the Apollo robot simulator

Strengths:

- 1) Equipping the center with simulation equipment allows you to cover all training programs in accordance with the level of training (bachelor's, internship, residency).

- 2) There is open access to information sources, electronic resources for full-time and distance learning for employees, teachers, students.

Conclusions of the EEC on the criteria. Out of 5 standards conform: fully - 5, partially - 0, do not meet - 0

Standard 4: completed

Recommendations for improvement identified during the external visit: not.

Standard 5: HUMAN RESOURCES

The training and simulation center is run by a qualified specialist Doctor of Medical Sciences, anesthesiologist of the highest category. Provided with a sufficient number of personnel. The total staff of the training and simulation center is 30.0 rates / 34 employees, of which 24.5 are employed:

1. Head - 1 p,
2. Chief specialist - 1 p,
3. Senior Methodist - 1.5 degree, (0.5 degree is vacant)
4. Methodist - 4 p., (1 p. Vacant)
5. Coach - 14.5 st, (3.5 vacant)
6. Head of the service department - 1 st,
7. Technician - 2 p.

The training and simulation center has a sufficient number of trained, graduated, experienced doctors of various specialties: anesthesiologist-resuscitator, psychologist, obstetrician-gynecologist, general practitioner, neonatologist. The personnel policy is described in the Human Resources Development Department.

Submitted documents:

- Job instructions
- Educational Organization States
- Characteristics of the administrative and teaching staff of the educational organization
- “Rules of search, admission, selection and adaptation of employees of NJSC KazNMU named after S. D. Asfendirov”, approved by the decision of the Management Board No. 10 dated 09.12.2019.
- Teacher's code of honor.

Strengths:

1) The head of the SC has sufficient competencies and powers to carry out the activities of the center

2) The staff of the SC is staffed with those competent in the field of simulation training, which allows you to support the goals of the center and efficiently carry out the educational process using simulation technologies.

3) 100% professional development of teachers / trainers for 2020

Conclusions of the EEC on the criteria. Out of 4 standards conform: completely - 4, partially - 0, do not meet - 0.

Standard 5: completed

Recommendations for improvement identified during the external visit:

1. Regularly analyze the quality indicators and potential of employees in order to effectively implement simulation training.

Standard 6: TRAINEES

Policy of admission of listeners to the SC complies with the current regulatory documents of the Ministry of Education and Science - [Model rules](#). The policies and procedures are clear, consistent with the institution's mission and goals. The principle of adjusting the learning process, taking into account the individual capabilities of students is observed. A separate training programme is being developed in the SC for persons with disabilities, with elements of inclusive education.

Submitted documents:

- Syllabuses for all disciplines and levels of study.
- Code of honor students.
- Academic Integrity Statement.

Strengths:

- 1) The admission of students for undergraduate and residency programs and students for additional education programs is carried out in accordance with the Model Rules of the Republic of Kazakhstan.
- 2) Conditions have been created that are close to real clinical practice for independent implementation of practical skills and improvement of skills in teamwork.

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

Standard 6: completed

Recommendations for improvement identified during the external visit:

1. Accelerate the work on attracting healthcare professionals in receiving additional educational services.

Standard 7: PROGRAMME EVALUATION

Evaluation of educational programs at KazNMU is carried out in accordance with the internal regulations governing the educational and methodological work of the university as a whole. The center participates in the discussion of programme evaluation and makes an appropriate contribution to the further improvement of the educational process of KazNMU. The assessment of the expected results of the implementation of training programs is carried out by analyzing the results of the questionnaire, feedback from students after the completion of the training stage, as well as by discussing training approaches with stakeholders.

General monitoring of the quality of educational programs is carried out through a survey of stakeholders, including employers, and the study of anonymous proposals from the box for complaints and suggestions. The university has a monitoring group to assess and improve the educational process, as well as a quality commission. The university has developed a system of feedback and analysis of educational achievements of students with a monthly discussion of the results of the current and final control of students' progress with the adoption of corrective measures. Feedback is carried out 2 times a year, at the end of the intermediate certification, responsibility is assigned to the academic quality department of the department of academic work of the university.

Submitted documents:

- Syllabus 5B130100 "General Medicine", internship, Simulation course "Emergencies" approved on 08.24. in Kazakh and Russian.

Strengths:

- 1) The development of educational programs is carried out on the basis of an analysis of the effectiveness of programs with the participation of all stakeholders, including representatives of practical health care and students.
- 2) The educational and methodological complex includes all the basic clinical skills for the formation of a healthcare specialist with the expected learning outcomes.
- 3) There is a system of feedback and analysis of educational achievements of students, discussed in collegial advisory bodies.

Conclusions of the EEC on the criteria. Out of 3 standards conform: fully - 3, partially - 0, do not meet - 0

Standard 7: completed

Recommendations for improvement identified during the external visit:

1. To update the “pool” of experts in simulation training for regular analysis of customer satisfaction and making proposals for assessing the quality of educational services provided.

Standard 8: INTEGRITY AND SAFETY

The SC defines a set of values for motivating employees to provide high-quality medical care - this is the formation and maintenance of a corporate culture through the establishment of favorable interpersonal relationships and the development of communication ties. Fundamental corporate principles are set out in the Code of Business Conduct by the document "Code of Honor for teaching staff and employees" and follows the principles of the League of Academic Integrity.

The Simulation Center, in carrying out its activities, provides safety and comfortable conditions for all participants in the educational process. The Simulation Center organized training, paying particular attention to the safety and autonomy of real and standardized patients.

Strengths:

- 1) The SC has developed a safety instruction for all categories of workers and students, a fire safety system, there are evacuation plans, instructions, responsible persons have been appointed.
- 2) Instructions on safety and compliance with internal regulations are provided.
- 3) An infection control system has been developed, and sanitary and anti-epidemic measures are being taken.
- 4) For the convenience and comfort of students, the SC provides a waiting area with seating, a wardrobe for outerwear, lockable cells for cadets, toilets, public Wi-Fi, information boards.

Recommendations for improvement identified during the external visit:

Create in the debriefing rooms, as the most important part of the training, a favorable environment for discussion (elements of psychological relief, seating of cadets in a circle, etc.).

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

Standard 8: completed

Standard 9: CONTINUOUS RENEWAL

The Simulation Center improves its operations using a quality management and quality assurance system, and initiates procedures to regularly review and update the mission, process, organizational structure, content, outcomes / competencies, teaching methods, assessment methods and educational environment of educational programs, taking into account changes the needs of practical health care, new regulatory documents, transformations in society. An increase in the SC staff over a 5-year period by 150% - from 19 to 30 full-time employees indicates an increase in human resources. The center has processes for identifying and resolving problems and complaints and making decisions to improve performance.

The center is provided with an assessment and regular updating of the material and technical base and equipment for the development of practical skills in order to guarantee an adequate learning environment. The center has planned activities that go beyond the main programme and contribute to the accumulation of knowledge and experience, which were not implemented for objective reasons associated with the COVID-19 pandemic.

Strengths:

- 1) In the SC for 2020, the material, technical and educational base has been significantly strengthened.
- 2) The development and implementation of new teaching methods and technologies is being carried out.
- 3) Organizational, coordination and administrative work is carried out on a regular basis, aimed at achieving the mission of the university.
- 4) The focus is on ensuring the transparency of the management and decision-making system.
- 5) Information and communication technologies are used (electronic document management).

Improvement area:

The center's website does not provide access to student databases, class schedules, attendance records, video archive, educational materials, modules, test assignments, mailing lists, etc.

Conclusions of the EEC on the criteria. Out of 6 standards conform: fully - 5, partially - 1, do not correspond - 0.

Standard 9: completed

Recommendations for improvement identified during the external visit:

1. Install an electronic management system for the Center / online administration system with the modernization of the site (access to student databases, class schedules, attendance records, video archive, educational materials, modules, test tasks, mailing list, etc.).

2. To create and place on the SC website information about news, methods, guidelines, links to friendly and interesting profile resources, including the RSSTM website, and other information on simulation training in medicine.

3. Continue the development of the material and technical base of the SC for the implementation in the process of simulation training of supply chains that simulate the work of health care facilities (admission-diagnosis - treatment - discharge) in several specialties.

4. Consider the possibility of creating on the basis of the SC an educational and experimental operating room VetLab for the development of practical skills of the surgical profile by students on animals, their organs and organocomplexes.

5. Conduct local, republican and international events on simulation training (conferences, Olympiads, master classes) on the basis of the SC with the involvement of leading international specialists in the field of simulation training.

6. Conduct research in the field of simulation training in a wide range of scientific and professional interests, issue patents for intellectual property (inventions and utility models), present research results at republican and international events on simulation training.

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

5. Recommendations for improvement activities of Simulation center of Asfendiyarov KazNMU:

1. Regularly analyze the quality indicators and potential of employees in order to effectively implement simulation training.
2. To update the “pool” of experts in simulation training for regular analysis of customer satisfaction and making proposals for assessing the quality of educational services provided.
3. Carry out scientific publications in the field of medical and simulation education, conduct international Olympiads and conferences.
4. Strengthen work on additional education and provide for individual learning paths for students with the choice of the necessary modules (academic consulting).
5. Accelerate the work on attracting healthcare professionals to receive additional educational services.
6. Create in the debriefing rooms, as the most important part of the training, a favorable environment for discussion (elements of psychological relief, seating of students / listeners in a circle, etc.).
7. Install an electronic management system for the Center / online administration system with the modernization of the site (access to student databases, class schedules, attendance records, video archive, educational materials, modules, test tasks, mailing list, etc.).
8. Create and post on the website of the simulation center (SC) information about news, methods, guidelines, links to friendly and interesting profile resources, including the website RSSTM (Russian Society for Simulation Education in Medicine <https://RSSTM.ru/>), and other information on simulated teaching in medicine.

9. Continue the development of the material and technical base of the SC for the implementation in the process of simulation training of supply chains that simulate the work of medical institutions (admission-diagnosis - treatment - discharge) in several specialties.
10. Consider the possibility of creating an educational and experimental operating room VetLab on the basis of the SC for the students to master the practical skills of the surgical profile on animals, their organs and organocomplexes.
11. Conduct local, republican and international events on simulation training (conferences, Olympiads, master classes) on the basis of the SC with the involvement of leading international specialists in the field of simulation training.
12. Conduct research in the field of simulation training in a wide range of scientific and professional interests, apply for patents for intellectual property (inventions and utility models), present research results at republican and international events on simulation training.

7. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council the accreditation center of the NJSC Asfendiyarov KazNMU for a period of 5 years

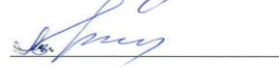
Chairman

GULSHAT SEITMURATOVNA KEMELOVA



Foreign expert

Ripp Tatyana Mikhailovna



National Academic Expert

MUKANOVA DINARA ADLETOVNA



Expert-representative of employers

TERTYUBAEVA ZHAZIRA ORUMBEOVNA



Expert - representative of students

SALEM ESTAY



ECAQA Observer

SARSENBAYEVA DARIYABANU BULATOVNA



**Quality profile and criteria for external evaluation of the Simulation Center of Asfendiyarov
KazNMU for compliance with the Standards of accreditation of training and simulation
centers in medicine and health care**

Standard	Criteria for evaluation	Number of standards = BS * / SU	Evaluation		
			Totally coincides	Partially compliant	Does not match
1.	MISSION AND GOVERNANCE	7 = 7/0	7	0	0
2.	PROGRAMME MANAGEMENT	8 = 8/0	7	1	0
3.	ASSESSMENT AND DOCUMENTATION	4 = 4/0	3	1	0
4.	RESOURCE MANAGEMENT	5 = 4/1	5	0	0
5.	HUMAN RESOURCES	4 = 4/0	4	0	0
6.	TRAINEES	5 = 4/1	5	0	0
7.	PROGRAMME EVALUATION	4 = 3/1	4	0	0
8.	INTEGRITY AND SAFETY	3 = 3/0	3	0	0
9.	CONTINUOUS RENEWAL	7 = 1/6	5	1	0
	Total:	46 = 38 BS / 9SU	43	3 = 2BS / 1SU	0
			46		