

To Accreditation Council of Eurasian Center  
For Accreditation and quality assurance  
In Higher Education and Health care

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSION**  
**ON THE RESULTS OF THE ASSESSMENT OF THE EDUCATIONAL**  
**PROGRAMME 7R09122 "PLASTIC SURGERY" OF**  
**JSC "NATIONAL SCIENTIFIC CENTER OF SURGERY**  
**NAMED AFTER A.N. SYZGANOV" FOR COMPLIANCE WITH STANDARDS**  
**FOR ACCREDITATION OF POSTGRADUATE EDUCATION PROGRAMMES**  
**(RESIDENCE SPECIALTIES) IN MEDICAL EDUCATION ORGANIZATIONS**

**period of external expert evaluation: 19.05.-21.05.2021**

**Almaty, 2021**

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## LIST OF SYMBOLS AND ABBREVIATIONS:

Abbreviations and symbols	Full name of the given designations and abbreviations
ISO	International Organization for Standardization
MoH RK	Ministry of Health of the Republic of Kazakhstan
MES RK	Ministry of Education and Science of the Republic of Kazakhstan
NSCS	National Scientific Center for Surgery named after A.N.Syzganov
SCES	State compulsory educational standard
ECAQA	Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care
QMS	Quality Management System
ISM	Integrated system management
CBD	Chairperson of the Board of Directors
CB	Chairperson of the Board
DCBSCIA	Deputy Chairperson of the Board for Scientific, Clinical and Innovation Activities
DP	Documented procedure.
PM	Process map
IL	Instruction letter
WEP	Working educational programme
WC	Working curriculum
TEP	Typical educational programme
TC	Typical curriculum
EMC	educational and methodological complex
CED	Catalog of elective disciplines
EMCD	Educational-methodical complex of the discipline
EMC	Educational and methodical council
SC	Scientific Council
DPE	Department of Postgraduate Education
EP	Educational programme
PGE	Postgraduate education
TC	Testing center
PPD	Public Procurement Department
FEO	Financial and economic department
HRDD	Human Resources Development Department
CA	Corrective action
PA	Preventive action
PO	Process owner
ITS	Information Technology Service
EB	Examination Board
SEC	State Examination Commission
EP	Educational programme
ERP	Educational residency programs

## 1. Composition of the External Expert Commission

In accordance with ECAQA Order No. 17 dated April 21, 2021, an External Expert Commission was formed to conduct institutional accreditation and accreditation of educational programmes for residency specialties of the NSCS in the period May 19-21, 2021, in the following composition:



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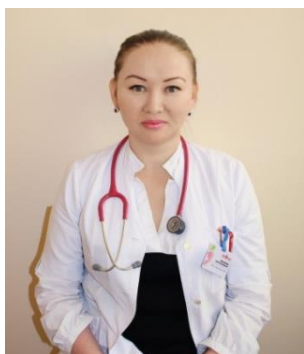


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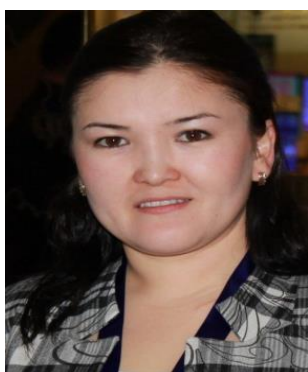
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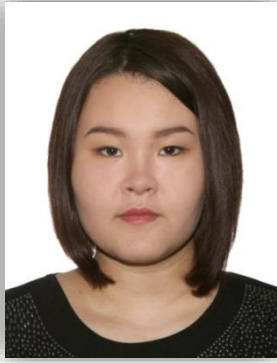
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The work of the EEC was carried out in accordance with the Regulations on the EEC (Order of the ECAQA Director general No. 4 dated February 13, 2017).

The EEC report contains an assessment of the educational programme of residency in the specialty "7R09122 - Plastic surgery" of the NSCS for compliance with the Accreditation Standards for postgraduate education programmes (specialty residency) of medical educational institutions of the ECAQA, recommendations of the EEC for further improving the educational activities of the NSCS in the field of postgraduate education.

2. General part of the final report of the EEC

**2.1 Presentation of JSC "National Scientific Center for Surgery named after A.N. Syzganov "(NSCS) and the educational residency programme in the specialty" 7R09122 - Plastic surgery "**

National Scientific Center for Surgery named after A.N. Syzganov was founded in April 1945 on the basis of a hospital for veterans and invalids of the 2nd World War and, among the first research institutions, became part of the Academy of Sciences of the Kazakh SSR. Its founder and first director (until 1975) was a prominent scientist, talented surgeon, Honored Scientist of the Kazakh SSR, Academician of the Academy of Sciences of the KazSSR A.N. Syzganov. By the Resolution of the Cabinet of Ministers of the Republic of Kazakhstan No. 671 dated June 17, 1994, the Center was renamed into the Scientific Center of Surgery named after A.N. Syzganov MoH RK.

By the Resolution of the Government of the Republic of Kazakhstan dated June 28, 2010 No. 658 Republican State Enterprise on the right of economic management "National Scientific Center for Surgery named after A.N. Syzganov" was reorganized into the Joint Stock Company" National Scientific Center of Surgery named after A.N. Syzganov "(hereinafter - NSCS) with one hundred percent participation of the state in its authorized capital.

The center applies the principles and mechanisms of effective corporate governance, an integrated management system is in place, the requirements of ST RK ISO 9001-2009 (ISO 9001: 2008) have been introduced, an external assessment of the conformity of certified management subsystems is carried out in accordance with the established procedure, it is planned to introduce ST RK ISO 15189-2015.

The governing body is the Board of Directors. It includes: a representative of a shareholder, a representative of an authorized body (owner), and more than 30% of the-independent directors. The executive body is collegial, the Management Board of the Company.

NSCS is located in Almaty, occupies 2 buildings with a total area of 18,484.80 square meters by 1.98 hectares. The staff of the Center is 727.5 units.

The NSCS has 10 clinical departments, a day hospital, a diagnostic center with paraclinical services and an operating unit. The bed capacity is 206 beds, including the department of reconstructive plastic microsurgery and orthopedics - 12 beds...

The history of educational activities for the training of personnel of the NSCS begins with the founding of the Center. Over the years of its development, NSCS named after A.N. Syzganov became one of the leaders of the system of postgraduate medical education for the preparation of a new

generation of competitive specialists in the field of health care, the leading scientific and clinical center of the Republic of Kazakhstan, operating in accordance with national and international standards of quality and safety based on the integration of education, science, practice and innovative approaches in the interests of the individual, society, state.

Management of educational activities was implemented through collegial bodies: Academic Council, Dissertation Council, Council for assigning a category to specialists, educational and methodological council and a postgraduate education department.

In 2012, the NSCS received a license for educational activities. The license was issued to engage in educational activities in the field of postgraduate education (without time limit) No. 12018231 dated November 21, 2012. Attachment to the state license No. 001 (order of the Committee for Control in the Sphere of Education and Science of the Ministry of Education and Science of the Republic of Kazakhstan dated November 21, 2012 No. 1543). Institutional Accreditation Certificate. State license of the Ministry of Education and Science of the Republic of Kazakhstan No. 12018231 dated November 21, 2012. Certificate of specialized accreditation. State license of the Ministry of Education and Science of the Republic of Kazakhstan No. 12018231 dated November 21, 2012 Educational programmes.

In 2021, the NSCS successfully passed the state accreditation of the Ministry of Education and Science of the Republic of Kazakhstan for the right to conduct research work at the expense of the state budget for a period of 5 years (No.000047 dated February 25, 2021, Ministry of Education and Science of the Republic of Kazakhstan). The first in the city of Almaty to successfully pass the state accreditation of the Ministry of Education and Science of the Republic of Kazakhstan for the right to conduct clinical trials of drugs, medical devices and medical technologies for a period of 5 years.

Every year, educational activities are achieved by 100% (employment and passing tests the first time).

For the implementation of educational programmes of additional vocational education (advanced training and retraining of doctors) and training in residency, in order to control the conduct of educational, methodological and organizational work in the field of education, in August 2014, the Educational and Methodological Council was opened to review and approve the educational and methodological documentation of the postgraduate education sector (Order No. 262-p of 08/09/2013).

The center's library provides remote access via the Internet to world electronic resources, catalogs of leading foreign centers, universities and publishing houses. The volume of the book and magazine fund of the library is 21658 copies, of which electronic publications - 26, medical literature 9329 copies, which is 43.1% of the book fund, of which 40 copies are in the state language, 2880 medical journals, from them in the state language - 56.

The total number of students in the NSCS residency in 2019-2020 is 24 residents. In 2019 and 2020, 33 and 29 residents were released, respectively. There was no recruitment for the specialty "7R09122 - Plastic Surgery".

The total number of teachers involved in the educational process of residency and additional professional training is 55 people. The number of teaching staff under the residency programme "7R09122 - Plastic Surgery" - 5.

Thus, NSCS named after A.N. Syzganov is an innovation-oriented and socially responsible scientific center, a leader in the Republic of Kazakhstan in the multi-level training of competitive health care professionals in the field of surgery through the implementation of a competency-based model of medical education with the wide involvement of domestic and foreign scientists and a constant increase in scientific potential.

## **2.2 Information on previous accreditation**

The accreditation of the educational programme of residency in the specialty "7R09122 - Plastic Surgery" by the NSCS has not yet been carried out.

## **2.3 Analysis of the self-assessment report of the educational residency programme in the specialty "7R09122 - Plastic surgery"**

Preparation for specialized accreditation of the NSCS was carried out on the basis of the order dated 02.03.2021, 2021 No. 072-p "On the approval of the composition of the working group for the preparation for institutional and specialized accreditation of the NSCS".

The self-assessment report of the educational programme is presented on 109 pages of the main text, of which there are 16 pages of annexes and electronic versions of documents by reference to googledisk.

The report is characterized by answers to the criteria of 8 accreditation standards, structuredness, taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as internal consistency of information. The report is accompanied by an accompanying letter signed by the chairperson of the board of NSCS, Acad. Baimakhanova B.B., confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of the NSCS responsible for the self-assessment of educational programmes - Muradov Mismil Islamovich, head of the department of reconstructive plastic surgery. PhD in medical sciences, doctor of the highest category.

By the working group in the number 5 people, headed by the chairperson M.I. Muradov, on the preparation of the self-assessment report, a certain amount of work was done: analyzed the content of the accredited educational programme, the conditions for its implementation, staffs, educational resources, the necessary information has been collected in accordance with the Accreditation Standards for postgraduate education programmes (residency specialties) of ECAQA medical educational organizations (hereinafter referred to as 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 ECAQA Accreditation Standards and includes a description of the strengths, areas for improvement for each of the 8 standards.

All standards contain a real NSCS programme for training residents in the specialty "7R09122 - Plastic Surgery", reasoned data, examples of the implementation of educational programme objectives, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. The description in the self-assessment report is quite complete and updated to plan the number of residents, teachers, administration, information about selection and admission, learning outcomes, results of knowledge and skills assessment, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, plans for development and improvement, etc.

Conclusion on each of the 8 accreditation standards includes a description of the strengths and areas for improvement identified in the course of introspection and development prospects for the specialty. Compliance analysis is given only for 8 standards, since new educational residency programmes are presented for the examination and the process of continuous improvement (standard 9) will be analyzed and evaluated at the stage of post-accreditation monitoring when the accreditation council decides on the full accreditation of the educational programme.

Thus, the self-assessment report of the accredited educational residency programme of the NSCS contains objective, detailed, structured information on all types of activities in accordance with the ECAQA accreditation standards, and the university made the appropriate corrections in the report at the expert evaluation stage.

### **3. Description of external expert evaluation**

External expert work on the assessment of the educational programme of residency in the specialty "7R09122 - Plastic Surgery" was organized in accordance with the Guidelines for the external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of "Eurasian Center for Accreditation and Quality Assurance in Higher Education and Health care" No. 5 of 17.02.2017) and according to the programme and schedule approved on 11.05.2021 by the Director general of ECAQA Sarsenbayeva S.S. and agreed by the Chairperson of the Board of NSCS Acad. Baimakhanov B.B.



To obtain objective information on the expert assessment of the accredited educational programme, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with residents, observation, study of the website, interviewing employees of various structural units, teachers, questioning teachers and residents, review of resources in the context of the implementation of accreditation standards, the study of regulatory and educational-methodological documents both before the visit to the NSCS and during the visit.

The NSCS staff ensured the presence of all persons indicated in the visit programme and according to the lists of interview sites (Appendices to the report).

The sequence of the visit during May 19-21, 2021 is detailed in the Visit Programme, which is located in the documentation of the accreditation center and in the annex to this report.

Interviews were held with 55 teachers, 20 residents and 22 employers (representatives of practical health care). It is necessary to take into account the fact that there was no graduation from the accredited educational programme, so it was not possible to interview graduates, however, the experience and authority of the NSCS in the field of postgraduate and additional education shows the demand for graduates and educational programmes of continuous professional development (CPD) by medical organizations of all regions of Kazakhstan.

Interviews with teachers, as providers of the residency programme, showed that there are both successes and problems in the management of the educational programme, since the main developer of programmes and educational and methodological documentation is **postgraduate education department**, and trainers are more involved in resident hands-on training and mentoring. In order to verify the data of Standard 5, external experts obtained an opinion on personnel policy and approaches to the development of pedagogical competence of teachers, motivation for working with residents, and mentoring. The experts found that teachers initiate research topics for residents, stimulate the need for additional training and independent work with literature, medical documentation.

In order to validate the performance of the self-assessment report data and obtain evidence of programme quality, 20 residents were interviewed on a zoom platform. Experts asked questions about satisfaction with training at NSCS, sufficient time for patient supervision, work in Damumed with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents who need it, participation in "Journal Clubs", availability of international databases professional literature data. In general, residents are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the NSCS has good educational resources, image and international connections, at the same time, residents would like more independence in managing patients.

The residents showed their commitment to the organization of education, were active in answering the questions of external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, the opportunity to participate in research and development, funding, demonstrated proficiency in English when answering the questions of a foreign expert prof. A.S. Rudoy. The experts studied the documents of residents (portfolio, results of assessment of residents-checklists, results of a questionnaire survey of residents).

Interviews with 22 employers on all NSCS residency study programmes announced for accreditation were conducted online and included such questions as: knowledge of the university mission, participation in the development of the mission and proposals in the strategic plan, participation in the NSCS advisory bodies, satisfaction with basic knowledge and skills residents, participation in the training of residents through mentoring, providing the department and residents with the necessary resources for practical training and the formation of clinical thinking, about the problems of interaction with departments and universities in general, 100% employment of residency graduates, etc.

A review of resources showed that the clinical base of the NSCS, available for review at the time of the external visit, meets the goals and objectives of the corresponding educational programmes, since it has 206 beds, including 12 beds for reconstructive plastic surgery, a sufficient number of topical patients, modern equipment and demonstrates accessibility to students. and employees, who simultaneously fulfill the roles of teachers and mentors (mentors), provide quality training in an ethical

and deontological manner. Before the start of the corresponding discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during training.

The experts examined the documentation on educational programme 44 via a link in Google disk, which confirmed the compliance with accreditation standards, including documentation on teachers and mentors of residents, as well as the request of the EEC members.

Then a meeting of the EEC members took place following the results of the external evaluation. A final discussion of the results of external assessment, study of documents, results of interviews, interviews, questionnaires was held. The members of the EEC began 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 evaluation. The experts individually completed the "Quality profile and criteria for external evaluation of the educational residency programme in the specialty" 7R09122 - Plastic Surgery "for compliance with the ECAQA Accreditation Standards". No comments were made by the EEC members. Recommendations for improving the postgraduate education sector in general and the department implementing the accredited educational programme were discussed. A draft report with recommendations was prepared.

Chairperson of the EEC, Doctor of Medical Sciences Zhanteleva L.A. a final open vote was held on recommendations to improve the institutional performance and educational programme "7R09122 - Plastic Surgery" of the NSCS and a final vote on recommendations for the ECAQA Accreditation Council. Then the Chairperson of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment in the framework of accreditation of educational programmes for residency specialties.

### **Results of the survey.**

An observer from ECAQA from May 19 to 20, 2021 conducted an online survey of residents and teachers-mentors of the NSCS on the resource [https://webanketa.com/...](https://webanketa.com/) which included 22 questions, allowing to draw conclusions about the attitude of respondents to the organization of the educational process and determine the existing problems.

#### **Residents survey results:**

The total number of responding residents - 19 people, of which: 5 people are residents of the specialty "Cardiac surgery, including children", 13 are residents of the specialty "Anesthesiology and resuscitation, including children" and 1 is a resident of the specialty "Radiation diagnostics".

According to the results of the survey: 26.3% of all respondents fully agree that they will recommend this center as an educational organization, and the remaining 73.7% partially agree. Fully agree 47.4% of residents say that programme managers and teachers are aware of the problems associated with learning, the remaining 52.6% partially agree.

Fully satisfied with the conditions and equipment of classrooms, auditoriums of this educational organization 26.3% of residents, partially - 73.7%. Fully agree that this educational organization has created conditions for rest and meals for students (lounges, benches / gazebos on the territory, canteen) in between classes, only 36.8% of respondents, and 63.2% - partially agree ...

Fully agree that office equipment (computers, laptops, printers) is available to listeners in classrooms and practice bases is 31.6% of those who answered, and 68.4% partially agree.

73.7% of respondents fully agreed with the statement that teachers provide students with methodological and didactic materials, additional literature to prepare for classes, and 26.3% expressed partial agreement.

26.3% of residents are completely and 73.7% are partially satisfied with the library fund of the NSCS.

According to the survey results, access to electronic educational resources is fully satisfied by 31.6% of respondents and 68.4% - partially.

31.6% of respondents are fully satisfied with the organization of clinical training, and 68.4% - partially. The teaching methods are completely satisfied with 31.6% of residents, 57.9% are partially satisfied, and 10.5% are completely dissatisfied. We fully agree that there is sufficient time for practical training (supervision of patients, etc.), 78.9% of respondents, 10.5% - expressed partial agreement and 10.5% - partial disagreement.

The schedule of training sessions is fully satisfied with 78.9% of respondents, 21.1% - partially. 89.5% of residents are fully satisfied with the methods of assessing knowledge and skills, and 10.5% - partially.

Of all the respondents, 68.4% answered that teachers regularly use active and interactive teaching methods in the classroom, 15.8% expressed the opinion that such teaching methods are used by teachers only occasionally, and the remaining 15.8% do not know what it is.

According to the survey results, 78.9% answered that after the end of the class, the teacher constantly gives them feedback, 5.3% think that sometimes, and 15.8% have never encountered this.

68.4% of the respondents are fully satisfied with their education in this educational institution, and 31.6% are partially satisfied.

73.7% of residents are sure that this educational organization allows them to improve or acquire the necessary knowledge and skills in their chosen specialty, 15.8% are not sure of this, and the remaining 10.5% answered that they would like to believe in it. The majority of respondents (78.9%) are completely satisfied with the organization of teaching, while 15.8% answered that they were not satisfied.

A positive opinion on the work of the External Expert Commission on the accreditation of this educational organization was expressed by 84.2% of residents, and 15.8% of respondents were generally satisfied.

The majority (89.5%) of residents believe that the accreditation of an educational institution and educational programmes is an important and necessary mechanism for ensuring the quality of education in residency.

**Conclusions:** with their answers, residents expressed partial satisfaction with the conditions of training, equipment and library fund in the organization of education, while the majority are completely satisfied with the organization of teaching, the schedule of classes, methods of assessing knowledge and skills, training in this organization of education.

### **The results of the questionnaire survey of the teachers of the NSCS**

On May 19, the ECAQA observer, as part of the external assessment programme, conducted a questionnaire survey, which included 22 questions, allowing to draw conclusions about the attitude of teachers to the organization of the educational process and identify existing problems.

The total number of teachers on the list is 25 people. The total number of respondents is also appropriate, including those with work experience of up to 5 years –40%, up to 10 years –28%, over 10 years –32%.

Fully satisfied with the organization of the educational process, 88% of the surveyed teachers, in part -12%. According to the survey, 96% of teachers completely agree that the NSCS, ethics and subordination are respected, the remaining 4% believe that it is partially. 72% of respondents are completely satisfied with the organization of work and workplace, partially - 20%, and 8% (2 people) did not give an answer. The organization has an opportunity for career growth and the development of competence for teachers: 84% fully agree, 16% partially.

The majority (96%) of the respondents fully agree that in this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research, the remaining 4% agree in part. Fully satisfied with the salary of 68% of teachers, partially - 24%, completely dissatisfied - 8%.

84% of the respondents are fully satisfied with the work of the personnel department, 12% are partially satisfied, no answer is 4%.

40% of respondents completed advanced training less than one year ago, 16% - within the last year, more than 3 years ago -28%, more than 5 years ago -4%, but three teachers (12%) answered that they did not remember when they improved their qualifications.

88% of respondents consider the microclimate in the team to be satisfactory, and 12% are quite satisfied with it. According to the survey results, 96% of teachers fully agree that they can be realized as professionals in this educational organization, and 4% agree in part.

Fully agree that the students of this educational organization have a high level of knowledge and practical skills after completing the training programme, 76% of the respondents, partially agree -16%, partially disagree -8%.

84% of the respondents consider the execution of applications for the purchase of methodological and didactic materials, office equipment, stationery to ensure the educational process in the organization timely, 4% consider the execution of applications untimely, and 12% answered that they had nothing to do with this. Regarding participation in conferences (international, republican), 68% answered that the educational organization supports payment of travel, travel expenses, registration fees, 4% - chose the answer option, including only the payment of travel, 12% - find sponsors, 4% - did not apply for this to the leadership, and 8% did not give an answer.

All respondents (100%) fully agree that residents have free access to patients and resources of the institute. The teachers answered that during the classes, they have syllabuses (84%), control and measuring instruments (76%), an educational journal (64%), cases (52%), monographs (36%), a register of workings (32%).

The level of previous training of residents upon admission to training programmes is fully satisfied by 60% of the respondents, partially -24%, at the same time, 4% completely disagree with this, and 12% partially disagree.

40% know about the implementation of social programmes to support teachers, do not know about it and doubt the answer, 16% and 12%, respectively. Of all the respondents, 76% note that the management of the organization listens to the opinion of teachers in relation to issues on the educational process, research and development, clinical work, 24% think that sometimes.

When teaching residents, a variety of teaching methods are used, but more often the analysis of situational tasks (92%), oral analysis of the topic (92%), lectures (80%), oral questioning (68%), problem-oriented training (68%), interactive training (56%), completing abstracts (56%), solving tests (52%).

72% of the respondents fully agree that this survey will be useful for developing recommendations for improving the key areas of the organization's activities, 16% partially agree with this.

The results of the questionnaire are presented in the attachment and, in general, demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the presence of a centralized management of educational programmes (Attachment 5.6).

**conclusions:** the survey showed the presence of a healthy microclimate in the organization, as well as the fact that the majority of the interviewed teachers are satisfied with the organization of the educational process, the attitude of the management to the teachers of the institute. At the same time, areas for improvement were identified: professional development of teachers in pedagogy, methods of teaching in residency.

The results of the survey as a whole demonstrate satisfaction with the educational process, the resources of the clinical base, the competencies of teachers, and also indicate the presence of a centralized management of the educational programme.

### **Conclusion on the basis of the external evaluation:**

Members of the EEC have carefully studied and evaluated the main indicators of the accredited educational programme. The information received by external experts during the study of the self-assessment report, preparation of a written review with recommendations for improvement, implementation of the activities of the visit programme was analyzed from 19 to 21 May 2021 All the

information received was compared with the data of the self-assessment report, the information was validated for each criterion of the accreditation standards and the indicators of the attachment to the self-assessment report were verified, which made it possible to ensure the reliability of the provided NSCS information and supporting documents for compliance with ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme NSCS described his real educational practice in postgraduate education. Before the visit to the organization, by studying the attachments to the report provided by the department of postgraduate education and access to google disk, the experts reviewed more than 30 documents, as well as during the external expert evaluation by the members of the EEC studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, checklists, portfolios of residents, individual plans of residents for the 2019-2020 academic year, publications of teachers, rules for admission to residency, personnel policy, internal programme quality assurance systems, resources for training were viewed directly at the clinical bases of departments (classrooms, office equipment available for residents to work with literature, patient documentation, educational and methodological literature), resources on residency on the website <https://nnch.kz/>, which made it possible to identify the compliance of the educational organization with the basic accreditation standards, at the same time, there is no section on the site dedicated to residency programmes (educational programmes, class schedule, admission requirements etc.).

During the external examination, it was found that the Rules for the training of medical personnel in residency were observed (order of the Minister of Health of the Republic of Kazakhstan dated September 18, 2018 No. KR DSM-16). The volume of the study load and treatment and prophylactic work by sections of the educational programme is determined by the individual work plan of the resident (clause 14) for one year and is monitored by monthly reports of the resident in an arbitrary form. Accounting for completed tasks is drawn up in the form of a portfolio according to the recommendations in the syllabus

In connection with the new edition of order No. 647 On the approval of state compulsory standards and standard professional training programmes in medical and pharmaceutical specialties dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated 02.21.No. KR DSM-12/2020 Chapter 2. Requirements for the content of residency educational programmes with a focus on learning outcomes), there have been changes and additions in the educational programme in relation to the development of the research competence of residents, which must participate in the work of the research team

In accordance with Article 222 of the Residency of Clause 4 of the Code of the Republic of Kazakhstan on People's Health and the Health care System No. 360-VI ZRK dated July 7, 2020, external experts studied the activities and conducted conversations with mentors of residents, and it was established that each resident was provided with a mentor.

The experts took into account the fact that there was no recruitment for the accredited educational programme for the current state educational standard, nevertheless, the entire educational, methodological, personnel and resource base was assessed for compliance with accreditation standards. Through interviews with teachers, it was possible to determine their direct participation in the development, evaluation of the educational programme, decision-making on a number of key issues in the selection of clinical sites, topics of electives, the position and composition of the appeal commissions for the admission and assessment of residents, the development of the content of individual plans of residents and the selection of mentors ...

At the same time, this justifies the need to be included in post-accreditation monitoring along with the implementation of the EEC recommendations, an analysis of the implementation of the criteria of Standard 9, an annual report on the contingent of students.

Recommendations on activities in the implementation of the educational programme of residency in the specialty "7R09122 - Plastic Surgery" for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert assessment, were presented at a meeting with the management on 05/21/2021.

Programme of a 3-day visit (May 19-21, 2021) by an external expert assessment have been completed in full. On the part of the NSCS 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 residency programme in full in accordance with the Regulation on the External Expert Commission, the Guidelines for the external assessment of the medical organization ECAQA education.

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of those responsible for the postgraduate education of the staff of the NSCS, employees of clinical departments, a 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 residency educational programme in the specialty "7R09122 - Plastic Surgery" and an overview of the strengths for each standard.**

##### **Standard 1: MISSION AND END OUTCOMES**

Determined that NSCS defined its mission, which also includes an educational component, namely: "serving the society, improving and preserving the health of the population of Kazakhstan, through the application of advanced traditions in surgery, science and education." The mission was drawn up in accordance with the current management system of the organization and the policy in the field of ensuring the quality of education, and was also reflected in Strategic plan for 2019-2023, approved by the minutes of the meeting of the Board of Directors No. 3 dated May 29, 2019. The mission has been repeatedly revised in connection with the update of the plan and new programme documents of the Republic of Kazakhstan in the field of postgraduate education, health care and science <https://nnch.kz/strategicheskije-i-programmnye-dokumenty/strategicheskij-plan-ao-ntsh-im-an-Syzganov#>, which indicates that the NSCS constantly monitors all educational processes and new regulatory legal acts...

There is no separate mission of the programme, but the NSCS has identified a strategic goal for the implementation of the educational programme "7R09122 - Plastic surgery"- "In-depth training of a specialist capable of providing qualified and specialized medical care to a patient with pathology of internal organs in accordance with evidence-based medicine."

The NSCS strictly followed the requirements of the State Educational Standard of the Republic of Kazakhstan and the provisions of the TEP when developing the mandatory part of the educational programme, therefore it clearly formulates the competencies and skills that a resident will receive as a result of training. At the same time, the NSCS has introduced elements of institutional autonomy, i.e. the center independently develops and implements residency programmes, compiles syllables, IUP, WC.

For the successful implementation of training, work is being carried out to inform residents about the structure and expected results of training. Residency studies are focused on practice, so clinical work is 75%, theoretical training is 10%, independent work is 15%.

Currently in the residency of the NSCS in the specialty ""7R09122 - Plastic surgery" are not trained. At the same time, based on the example of the implementation of other residency programmes, it can be concluded that there is a well-thought-out policy and strategy in postgraduate education, the basic educational and methodological documentation has been developed.

Experts have obtained evidence that NSCS cooperates with 12 foreign research centers and university clinics, including organizations from Japan, South Korea, the Netherlands, Turkey, Great Britain, the Russian Federation, and the Republic of Belarus.

The NSCS has an approved Regulation on Medical Ethics and Deontology (2018), an Ethical Commission has been created, working on the basis of the Regulation (Order No. 65 p dated 02/01/2018).

Thus, during a visit to the NSCS, experts established compliance with the basic criteria of the accreditation standard: the presence of a mission, strategic objectives of the programme, participation in the development of the mission of stakeholders (employees, teachers, residents' assets), residents are informed about their final results from the first day of classes, provided with resources and a practice-oriented educational programme. The effectiveness of the educational programme is evidenced by 100% employment.

**Strengths:**

1. NSCS - a school with vast experience of postgraduate education in the field of anesthesiology and resuscitation, since 1958;
2. Wide geography of international cooperation, ensuring the implementation of the educational programme based on the best world experience;
3. Strategy for innovative development and transfer of technologies for the provision of medical care to the regions of the Republic;
4. Availability of accredited and certified training and practice bases for residents.

**Conclusions of the EEC on the criteria.** Out of 17 standards conform: completely - 10, significantly - 7, partially - 0, do not correspond - 0

**Standard 1: completed**

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

- 1) Changes to the educational mission based on an analysis of the needs of the health care delivery system and other aspects of social responsibility should also be ensured continuity between the end results of basic education and the residency programme.

## **Standard 2: EDUCATIONAL PROGRAMMES**

In order to improve the quality of educational activities in NSCH, an internal quality assurance system has been established based on international standards and guidelines to ensure the quality of higher and postgraduate education in the European Higher Education Area (ESG). Every year, at the beginning of the academic year, each resident and teacher sign the "Code of honor of the teacher", "Code of honor of the resident" (<https://nnch.kz>).

The structure and content of working curricula correspond to the State Educational Standard RK 2019 specialties ""7R09122 - Plastic surgery"". The discipline programmes are developed at the proper scientific and methodological level. The sequence of studying disciplines is built using a system of pre- and post-requisites. In the specialty ""7R09122 - Plastic surgery" the number of hours for 4 years of study is. With a four-year training programme, residents learn 240 credits: major disciplines - 200 credits, optional component - 36 credits, interim certification - 1 credit, final certification - 1 credit.

The ability for constant professional growth of a resident is reflected in the developed form "Portfolio", which is formed from the moment of entering the residency personally by the student. Persons who have completed training in the EP of residency and have successfully passed the final certification will be awarded the qualification "plastic surgeon" and will be issued a certificate.

The training of residents is planned to be carried out at clinical sites with personal participation in the treatment and diagnostic process, both in classroom time and during independent work. All the rules are reflected in the Resident's Guidebook (approved by the minutes of the meeting of the postgraduate education sector for 03/09/2021).

Equipping clinical bases allows you to effectively implement active teaching methods: seminars, webinars, conferences, case study, problem-based learning (PBL); Case-Based Learning (CBL), Command-Based Learning (TBL); training based on simulation technologies, analysis of clinical cases, medical records management, examination of the quality of medical care, case management, training in a clinic with the participation of a real patient, training in primary health care, attending medical conferences, consultations.

The resident training programme provides for the implementation of various forms of educational and research work, while some residents are involved in the implementation of scientific and technical projects carried out by teachers.

The Academic Policy for the 2020-2021 academic year, approved by the Board by the Protocol of 01/05/2021, stipulates the appointment of mentors. Mentors in residency are appointed annually in September by order. No more than 3 residents are assigned to each mentor.

Thus, during a visit to the NSCS, experts established compliance with the basic criteria of the accreditation standard: a developed and approved educational programme that meets the requirements of the State Educational Standard of Education 2019 and is implemented in a student-centered and patient-centered environment in the best clinics of the city. The educational programme is provided with appropriate methodological documentation and documents accompanying residents (guidebook, Code, Portfolio structure, EMCD, syllables). Teachers have introduced and effectively apply various teaching methods, mainly of a practical nature, and involve residents in research, which contributes to the formation and development of competencies in the specialty.

**Strengths:**

1. Flexibility in the implementation of the educational programme;
2. Taking into account the needs of practical health care in the development of electives;
3. Patient orientation and safety of the learning environment;
4. Using innovative teaching methods to build clinical skills, including a simulation room and WETLAB

**Conclusions of the EEC on the criteria.** Out of 30 standards correspond: completely -29, significantly - 1, partially -0, do not correspond - 0.

**Standard 2: completed**

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

- 1) In the programme, reflect the expected learning outcomes and present practical skills that should be systematized by levels of achievement and compared with the competencies of a specialist - plastic surgeon.

### **Standard 3: ASSESSMENT OF TRAINEES**

The policy and procedure for assessing learning outcomes within the EP is carried out using criteria developed in accordance with the goals and objectives for the implementation of the EP and awarded qualifications within the framework of the current point-rating system for assessing knowledge and monitoring the educational process in accordance with directive, regulatory and internal documents:

- Law of the Republic of Kazakhstan "On Education" dated July 27, 2007 No. 319-III (as amended and supplemented as of 04.12.15);
- Order of the acting MoH RK dated July 31, 2015 No. 647. "On approval of state compulsory standards and standard professional programmes in medical and pharmaceutical specialties" as amended in 2020.

The strategy of examination policy is covered in the "Academic policy of the NSCS for 2020-2021." (From 01/05/2021), which is updated annually.

**Strengths:**

1. The use of the credit system of education in teaching EP.
2. The work with residents is carried out by highly qualified teaching staff and highly qualified clinical mentors.
3. Portfolio assessment allows you to assess the development of the resident's competencies: personal interest, professional competence, communicative, personal qualities, scientific interest.
4. The quality of control and measuring instruments is subject to a multi-stage check.

**Conclusions of the EEC on the criteria.** Conform out of 11 standards: completely - 9, significantly - 2, partially - 0, do not correspond - 0.

**Standard 3: completed**



#### **Standard 4: TRAINEES**

Admission to residency is carried out in accordance with the Order of the Ministry of Education and Science of the Republic of Kazakhstan "On Approval of the Model Rules for Admission to Training in Educational Organizations Implementing Educational Programmes of Higher and Postgraduate Education" dated October 31, 2018 No. 600, State Educational Standard of the Republic of Kazakhstan - 2015, 2019, residency in the specialty "Plastic surgery" by placing a state order for the training of specialists with postgraduate medical education.

Admission of citizens to residency is carried out on a competitive basis based on the results of entrance exams. The exam in a special discipline is formed by the NSCS and is conducted orally.

The resources of the center, powerful material and technical equipment, the professionalism of the staff of the departments (clinical mentors) ensure balance and opportunities for training and recruitment of students. Educational activities in the center are carried out in accordance with the Constitution of the Republic of Kazakhstan, with the Law of the Republic of Kazakhstan dated July 27, 2007 No. 319 "On Education", the State Programme for the Development of Education of the Republic of Kazakhstan for 2011-2020 and the State Programme for the Development of Health care of the Republic of Kazakhstan for 2020-2025 years, by-laws of the Ministry of Education and Science of the Republic of Kazakhstan and the Ministry of Health of the Republic of Kazakhstan, as well as in accordance with ISO 9001: 2015.

There are no comments on the submitted documentation

##### **Strengths:**

1. The teaching staff and students are provided with all the material and technical base necessary for the educational process;
2. Financing the programme for the purchase and updating of educational literature and material and technical base (park of computer technologies and equipment);
3. Free access to international information networks, to electronic databases, to library funds, to computer technologies and educational, methodological and scientific literature.

**Conclusions of the EEC on the criteria.** Out of 30 standards conform: fully - 30, significantly - 0, partially - 0, do not correspond - 0

*Standard 4: completed*

#### **Standard 5: TRAINERS**

The main indicators characterizing the teaching staff are the following characteristics: the presence of a scientific degree and title, scientific and pedagogical experience and experience in the position held, activity in scientific and methodological and research work, etc. Selection of teaching staff in accordance with the established requirements, analysis of quantitative and the qualitative composition of the teaching staff, control and assessment of teaching activities are the objects of constant attention from the leadership of the NSCS. There are 5 plastic surgeons in the staff, 3 of whom have more than 15 years of experience and 2 have academic titles.

The academic staff specializing in Plastic Surgery is sufficient to provide qualified training.

##### **Strengths:**

1. High level of teaching staff of the center, ensuring the quality of educational activities;
2. Implementation of effective mechanisms for the formation and renewal of the staff of the teaching staff in the center (reward system: differentiated pay, etc.);
3. Providing a unified system of teaching staff innovative educational technologies, including with the involvement of specialists from the world's leading medical schools;
4. Participation of specialists in practical medicine in personnel training;
5. Development and implementation of professional development programmes within the center.

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

*Standard 5: completed*

**Standard 6: EDUCATIONAL RESOURCES**

Examination of the quality of the NSCS residency educational programmes is systematic and is carried out by the following structures: CA (EP approval), PGE department (EP implementation), EMC (planning, development and evaluation of EP). Employees of the NSCS are members of: the Kazakhstan Radiological Society, the European Society of Radiologists, the Republican Public Organization "Kazakhstan Society of Surgeons", the World Hepatopancreatobiliary Association, the Association of Hepatopancreatobiliary of the CIS Countries, the Committee of the European Association of Urologists, the World Association of Urologists

**Strengths:**

1. the infrastructure of the NSCS corresponds to the specifics of the programme in the specialty "Plastic Surgery";
2. cooperation with multidisciplinary clinical bases of the city of Almaty provides access to a sufficient number of patients.

*Conclusions of the EEC on the criteria.* Out of 21 standards conform: fully -18, significantly - 3, partially - 0, do not correspond - 0

*Standard 6: completed*

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

- 1) Provide the residency programme with relevant modern educational and scientific literature and guarantee access to it for residents.
- 2) Consider the possibility of implementing a programme of academic mobility for teachers and residents to improve the educational programme.

**Standard 7: PROGRAMME EVALUATION**

The examination is carried out according to the approved SOP "Formation, discussion of educational programmes (EP)", Order No. 600 dated 02.08.2018.

The EP examines the CEP for compliance with the SCES, approves the CED according to the trajectories of specialist training, taking into account pre- and post-requisites, assesses the choice of methods for assessing the learning outcomes of residents. The CEP carries out a systematic study and a comprehensive assessment of the EP in order to improve and guarantee quality (determining the value of the programme, achieving the goal, implementing tasks, the degree of compliance with the needs of society, the requirements of employers, the effectiveness of the training methodology), as well as assessing the educational and methodological support and support of the educational process, assessment of the quality of EP in areas of specialization. For this purpose, the external assessment of the EP is carried out by a competent representative of practical health care.

**Strengths:**

1. The experience of the teaching staff in monitoring, evaluating and evaluating the educational programme;
2. In NSCS named after A.N. Syzganov, mechanisms for the approval of educational programmes have been developed, providing for the assessment of programmes at the stages of planning, implementation, analysis.

*Conclusions of the EEC on the criteria.* Out of 15 standards conform: fully - 11, significantly - 4, partially - 0, do not correspond - 0

*Standard 7: completed*

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

- 1) Improve the feedback mechanism with alumni, residents and employers to improve the educational programme.

### **Standard 8: GOVERNANCE AND ADMINISTRATION**

The NSCS developed and approved the main internal document defining the scope of duties and powers of the NSCS in relation to EP residency, including the obligation to provide the educational process in full with all necessary information sources and access to online educational resources, including "Academic policy "(Minutes No. 5 of 28.08.2019). This document is guided by the PGE department when managing the educational residency programme. In accordance with the Law of the Republic of Kazakhstan "On Education" and other normative legal acts regulating the activities of medical higher educational institutions, the NSCS developed and approved documents defining the scope of duties and powers of the NSCS in respect of EP residency, including obligations to ensure the educational process in in full with all the necessary information sources: textbooks, teaching aids, teaching aids and developments in academic disciplines, active handouts and instructions for independent work, electronic textbooks, access to online educational resources:

- Academic policy (minutes No. 5 of 28.08.2019). The documents have been updated in accordance with their validity period. Control of updating within the authority of the QMS department.

The procedure for admitting citizens to residency is established by the Model Rules for admission to training in educational organizations that implement professional training programmes of postgraduate education, approved by Order No. 600 dated October 31, 2018 (with additions and amendments in June 2020). State compulsory standard of residency in medical specialties and a typical professional curriculum for medical specialties of residency, approved by the order of the Acting Ministry of Health and Social Development of the Republic of Kazakhstan dated July 31, 2015 No. 647, Standard rules for admission to training in educational organizations implementing educational programmes of higher and postgraduate education, Subparagraph 11) of Article 5 of the Law of the Republic of Kazakhstan dated July 27, 2007 "On Education ".

The medical education organization plans to implement the EP in residency in accordance with the regulatory legal acts approved by the Ministry of Health of the Republic of Kazakhstan and the Government of the Republic of Kazakhstan, as well as the internal rules of the educational process

#### **Strengths:**

- 1... Information base development: corporate network with wired and wireless Wi-Fi access; corporate email; center site is <http://mnch.kz/>;
2. Satellite telecommunication equipment and video conferencing system;
3. Electronic document management, distance learning, electronic library, incl. access to world publishing houses;
4. Access Control System;
5. Availability of an official website in 3 languages.

**Conclusions of the EEC on the criteria.** Out of 15 standards conform: fully - 15, significantly - 0, partially - 0, do not correspond - 0

**Standard 8: completed**

Thus, all 8 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 improving the educational programme of residency in the specialty 7R09122 - Plastic surgery**

### **Standard 1**

- 1) Changes to the mission of the educational programme 7R09122 - Plastic surgery based on the analysis of the needs of the health care system and other aspects of social responsibility should also be ensured continuity between the end results of basic education and the residency programme.

### **Standard 2**

- 3) In the programme, reflect the expected learning outcomes and present practical skills that should be systematized by levels of achievement and compared with the competencies of a specialist - plastic surgeon

### **Standard 6**

- 4) Provide the residency programme with relevant up-to-date educational and scientific literature and guarantee the residents' access to it.
- 5) Consider the possibility of implementing a programme of academic mobility for teachers and residents to improve the educational programme.

### **Standard 7**

- 6) Improve the feedback mechanism with alumni, residents and employers to improve the educational programme.

## 6. Recommendation to the ECA Accreditation Council

The members of the EEC came to a unanimous opinion to recommend to the Accreditation Council to accredit the educational programme 7R09122 "plastic surgery" of JSC "National Scientific Center of Surgery Named After A.N. Syzganov" for a period of 5 years

Chairperson

Zhanteleeva Lyazzat Asanova

Foreign expert

Rudoy Andrey Semyonovich

Academic expert

Mustafin Alibek Khamzenovich

Academic expert

Magyarov Valentin Manarbekovich

Academic expert

Dautov Tairkhan Bekpolatovich

Academic expert

Sarsenbayeva Gulzhan Iskendirovna

Representative of employers

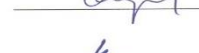
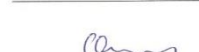
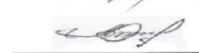
Brimzhanova Marzhan Dikhanovna

Resident representative

Elgondyev Tanzhas Adilovich

ECAQA Observer

Sarsenbayeva Dariyabanu Bulatovna



**Quality profile and external evaluation criteria (summary)  
educational programme in the specialty  
NSCS**

Standard	Criteria for evaluation  Number of standards = BS * / SU	Assessment			
		Totally coincides	Significantly corresponds	Partially compliant	Does not match
1	MISSION AND END OUTCOMES 17 = 10/7	6 \ 4	4 \ 3		
2.	EDUCATIONAL PROGRAMME 31 = 22/9	22 \ 7	0 \ 1		
3.	ASSESSMENT OF TRAINEES 11 = 7/4	5 \ 4	2 \ 0		
4	TRAINEES 30 = 18/12	18 \ 12			
5	TRAINERS 7 = 5/2	5 \ 2			
6.	EDUCATIONAL RESOURCES 21 = 10/11	9 \ 9	1 \ 2		
7.	PROGRAMME EVALUATION 15 = 10/5	7 \ 4	3 \ 1		
8	GOVERNANCE AND ADMINISTRATION 15 = 8/7	8 \ 7			
	<b>Total: 147 = 90/57</b>	80 \ 54	4 \ 3		
		<b>141</b>			

\* BS - the basic standard must be fulfilled by each medical educational organization, and the fulfillment must be demonstrated during an external assessment of the medical educational and scientific organization.

## List of documents studied by EEC members within the framework of accreditation

No.	Name of documents	number	Date of approval
1.	Center structure	1	04/18/2019
2.	Articles of Association of the "Society"	1	
3.	Employee selection and admission policy	1	
4.	Personnel policy	1	05.03.2018
5.	Code of Conduct	1	04/18/2019
6.	Statement of Medical Ethics and Deontology	1	2018
7.	Ethics Commission and Regulation	1	02/01/2018
8.	Anti-corruption standard		12/31/2020
9.	Employee survey results	3	2018-2020
10.	Patient survey results	3	2018-2020
11.	Residents survey results	3	2018-2020
12.	The results of the questioning of the teaching staff	3	2018-2020
13.	Employer survey results	3	2018-2020
14.	Strategic plan and monitoring of implementation (approved original, extracts from the protocol, report, service notes, etc.)	3	05/29/2019
15.	Document certifying the review and approval of the mission of the organization by the advisory body (approved original)	1	02 July 2020 Board of Directors
16.	Portfolio of teaching staff (Information about achievements, awards of teachers, membership in authoritative associations, editorial offices, associations, etc.)	30	
17.	Quality management system implemented at NSCS in accordance with the requirements of ST RK ISO 9001: 2015	1	
18.	Safety regulations	1	01/20/2021
19.	Documents of the local ethical committee (regulations, plans, protocols, reports for 3 years), where STP with the participation of residents is considered	3	
20.	International Cooperation Programme and 3-Year Implementation Report	3	
21.	Information about cooperation with foreign organizations (on the website, list, form of cooperation, results)	1	
22.	Agreements with clinical and practice bases	15	
23.	Quality policy of NSCS (approved original)	1	01/05/2021
24.	Academic policy (regulations on the organization of the educational process)	1	01/05/2021
25.	Academic residency calendar	1	09/01/2020
26.	Residency Listener Guidebook	1	03/09/2021
27.	Teacher code of honor	1	01/05/2021
28.	Residency listener code of honor	1	01/05/2021

29.	Regulation on interm. appraisals	1	01/05/2021
30.	Outcome statement. state appraisals	1	01/05/2021
31.	Regulations on the Department of Postgraduate Education	1	01/05/2021
32.	Postgraduate education department plan	1	01/05/2021
33.	Postgraduate education department report	1	2020
34.	Nomenclature of PGE cases	1	01/05/2021
35.	Educational-methodical complex of disciplines: EP	5	04/02/2021
36.	CIS	5	03/01/2021
37.	Syllables	5	03/01/2021
38.	External and internal reviews of EP, CIS, Syllabuses	6	May 2021
39.	Component of choice	3	09/01/2020
40.	Exam sheets	3	
41.	Interim certification sheets	3	
42.	Protocols: DPE EMC SC	3	03/09/2021 03/01/2021 04/02/2021
43.	Resident portfolio	18	
44.	Calendar-thematic plan of additional education	1	01/05/2021