

**REPORT  
OF EXTERNAL EXPERT COMMISSION  
ON THE RESULTS OF THE ASSESSMENT FOR COMPLIANCE  
WITH STANDARDS FOR INSTITUTIONAL ACCREDITATION  
OF MEDICAL ORGANIZATIONS OF POSTGRADUATE AND ADDITIONAL  
EDUCATION (CONTINUOUS PROFESSIONAL DEVELOPMENT)  
JSC "NATIONAL CENTRE OF NEUROSURGERY"**

**period of external expert evaluation: 24.06.-17.07.2020**

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

In accordance with ECAQA Order No. 10 dated June 12, 2020, an External Expert Commission was formed to conduct institutional accreditation of NATIONAL CENTRE OF NEUROSURGERY JSC as an organization implementing postgraduate (residency) and additional education programmes in the period 22 June - 17 July 2020 with following composition:



**Chairman of the External Expert Commission**  
ESENKULOVA SAULE ASKEROVNA  
Doctor of Medical Sciences, Associate Professor  
of the Department of Oncology  
NJSC "Kazakh National Medical University  
named after S.D. Asfendiyarov"  
Member of the Association of Oncologists of the  
Republic of Kazakhstan  
tel .: +77772221145,  
e-mail: [Esenkulova-s@mail.ru](mailto:Esenkulova-s@mail.ru)



**Foreign expert**  
RYZHKIN SERGEY ALEXANDROVICH  
Doctor of Medical Sciences, Associate Professor  
of the Department of Radiation Diagnostics, Head  
of the Department of Additional Professional  
Education of the Kazan State Medical Academy,  
Scientific Secretary of the Department of Medical  
and Biological Sciences of the Academy of  
Sciences of the Republic of Tatarstan, an  
accredited expert of the Federal Service for  
Supervision in Education and Science  
(Rosobrnadzor).  
tel .: +7 9274404976,  
e-mail: [rsa777@inbox.ru](mailto:rsa777@inbox.ru)



**National academic expert**

SHAMSUTDINOVA ALFIYA GUMAROVNA  
PhD, doctor of the highest category in public health, head of the Centre for Innovation and Education at the Central Clinical Hospital of Almaty, President of the Association for Bioethics and Medical Law, member of the World Association of Medical Law, European Association of Pediatric and Adolescent Gynaecology.

tel .: + 7778 957 60 57,

e-mail: [shamsutdinova@ckb.kz](mailto:shamsutdinova@ckb.kz)



**Expert - representative of practical health care**

**ZHUKUBAEVA ALMIR ASETKYZY**

Master in Pedagogy and Psychology, the highest medical category in ambulance, therapy, the first medical category in public health.

Head of the Department of Education

LLP "National Scientific Oncological Centre"

tel .: + 77029059259,

e-mail: [Jukubaeva@mail.ru](mailto:Jukubaeva@mail.ru)



**Expert learner**

**KULMAGAMBETOV AMIRZHAN ILYASOVICH**

Intern of the Kazakh-Russian Medical University

Tel .: +77023888788,

e-mail: [amor-91@mail.ru](mailto:amor-91@mail.ru)



**ECAQA Observer**

UMAROVA MAKPAL ALDIBEKOVNA

Head of the Accreditation and Monitoring Department, Non-governmental non-profit organization "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Health Care"

tel .: +7 747 5609212,

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

The EEC report contains an assessment of the National Centre of Neurosurgery JSC for compliance with the Standards of institutional accreditation of medical organizations for postgraduate and additional education (continuous professional development), recommendations of the EEC for further improving the activities of the above organization.

2. General part of the final report of the EEC

**2.1 Representation of JSC "National Centre of Neurosurgery"**

JSC "NCN" is one of the leading clinics in Central Asia. In 2013, it was accredited by the Joint Commission International (JCI), with re-accreditation by JCI in 2016 and 2019.

The bed capacity is 160 beds.

Educational activities at the level of additional professional education are carried out in the following specialties:

- Neurosurgery (adult, pediatric);
- Neurology (adult);
- Medical rehabilitation (adults, children)
- Anesthesiology and Reanimatology in Neurosurgery (Adult);
- Radiation diagnostics in neurosurgery;
- Pathological anatomy;
- Nursing;
- Speech therapy;
- Pharmacy.

For 2015-2019, within the framework of the additional education programme, 119 cycles of advanced training were carried out, including 69 within the framework of 005 deferred expenses, 10 cycles of retraining, 1397 students were trained.

Residency programmes in 2 clinical specialties:

- 6R113000 Neurosurgery, including pediatric;
- 6R111500 Neurology, including pediatric;

From 2008 to 2019, 34 neurosurgeons and 7 neuropathologists were trained for the country on the basis of JSC "NCN". The quality and relevance of residency graduates is determined by a fairly high level of their employment (100%).

The total number of students in the 2019-2020 academic year was 21 residents.

The faculty is represented by an academician of the National Academy of Sciences of the Republic of Kazakhstan, an academician of the National Academy of Natural Sciences of the Republic of Kazakhstan, 3 doctors of medical sciences, 18 candidates of medical sciences, 4 PhDs, 5 masters, 37 specialists of the highest category, 10 - of the first category. Employees of JSC "NCN"

are members of the following international associations: World Federation of Neurosurgical Societies (WFNS), European Association of Neurosurgical Societies (EANS), Asian Association of Neurosurgical Societies (AANS), European Association of Pediatric Neurosurgeons, Eurasian Association of Pediatric Neurosurgeons, Russian Society pathologists, as well as republican associations: the Kazakh Association of Neurosurgeons, the Federation of Anaesthesiologists and Intensive Care Physicians of Kazakhstan, the Association of Pediatric Neurologists of Kazakhstan, the Association of Neurophysiologists and Neuroimaging Specialists in Kazakhstan.

In 2012, a scientific information centre named after A.N. Konovalov, which is a modern library format.

On the basis of JSC "NCN" since 2004, the scientific and practical journal "Neurosurgery and Neurology of Kazakhstan" has been published quarterly [www.neurojournal.kz](http://www.neurojournal.kz)...

JSC "NCN" maintains friendly and partnership relations with the largest neurosurgical clinics in the world - the USA, Germany, Israel, France, Turkey, CIS countries and others.

The budget of JSC "NCN" for training is formed through the implementation of the State order, participation in budget programmes and the provision of paid services.

The management of JSC "NCN" is implemented through collegial bodies: the Board, the Disciplinary Commission. To consider and condemn issues on educational and scientific activities, the Academic Board and the UMC were created.

## **2.2 Information on previous accreditation**

Until now, the National Centre of Neurosurgery JSC has not been institutionally accredited as an organization providing additional education.

## **2.3 Analysis of the self-assessment report of JSC "National Centre of Neurosurgery"**

Report on the specialized self-assessment of the institutional accreditation of the organization of continuing education (continuous professional development) JSC "National Centre of Neurosurgery" (NCN) presented on 193 pages of the main text, applications on 41 pages and copies or electronic versions of 30 documents on the organization of education located at the link <https://cloud.mail.ru/stock/39RYuEurwTJYU6BEpr4PAsTD...>

The report is characterized by the completeness of answers to all 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as the internal unity of information provided by the accredited NCN. The report is accompanied by an accompanying a letter signed by the Chairman of the Board Prof. Akshulakov S.K., confirming the accuracy of the information and data contained in the report.

The report contains a list of 20 members of the internal self-assessment commission, indicating the responsibilities of each employee, information about the representative of the organization responsible for conducting the institutional self-assessment - Kulmirzaeva Dariyana Muratovna, head of the education department. The chairman of the working group on preparation for institutional accreditation is Ph.D. Bralov Askhat Zineshovich, Director for Strategy and Science.

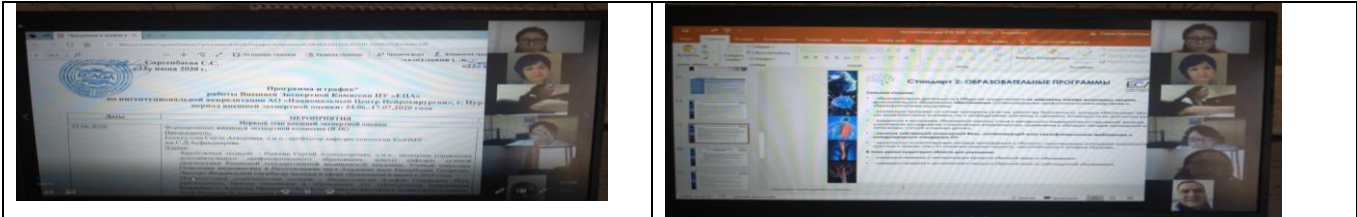
The institutional self-assessment of the National Centre of Neurosurgery JSC was carried out on the basis of the order dated 06.11.2019 No. 08-2 / 5 "On the establishment of a working group for institutional accreditation."

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

External expert work on the institutional assessment of the National Centre of Neurosurgery JSC was organized from June 24, 2020 to July 17, 2020 in accordance with the Interim Guidelines for the External Assessment of Educational Organizations and Educational Programmes of ECAQA (approved by the order of the Director General of the Eurasian Centre accreditation and quality assurance in Higher education and Health care "No. 8 dated 01.06.2020) and according to the programme and schedule approved on 22.06.2020 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the chairman of the EEC Esenkulova S.A. and Chairman of the Board of NCN Akshulakov S.K.



To obtain objective information on the expert assessment of the NCN, the members of the EEC used the following methods: interviews with management and administrative staff, interviews with residents and listeners, observation, study of the website, interviewing employees of various structural units, teachers, students, blank questionnaires of teachers and residents / students, review of resources in the context of the implementation of accreditation standards, study of 64 teaching and methodological documents. All stages of external examination were recorded in zoom format and archived in ECAQA documents (photos 1-5). The programme of external expert work of the EEC has been completed in full. The NCN team ensured the presence of all persons indicated in the visit programme and according to the lists of interview sites.



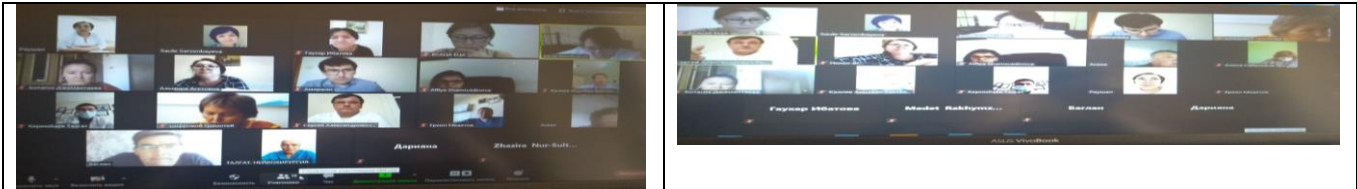
**Photo 1. EEC conducts an interview with the leadership of the NCN**



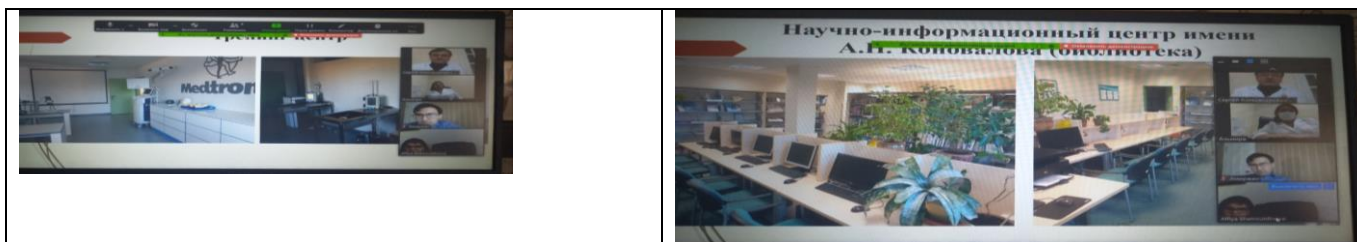
**Photo 2. Interview with heads of structural divisions responsible for recruiting, hiring, and developing teachers**



**Photo 3. Interview with residents and listeners**



**Photo 4. Interviews with teachers (11) and employers (3)**



**Photo 5. Overview of NCN resources**

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 management, employees of departments, study of documentation, during an interview with 13 administrative employees, interviews with 21 residents, 3 students, 11 teachers was analysed, 3 employers, and a questionnaire survey of 30 students, 25 teachers, including part-time workers. All information received was compared with the data of the self-assessment report, which made it possible to ensure the accuracy and validation of the information provided by the NCN and supporting documents for compliance with the ECAQA Institutional Accreditation Standards.

Studied 64 documents, 3 video presentations and videos (general about the NCN and resources, portfolio of the resident).

Recommendations for improving the activities of the NCN for compliance with the Standards of Institutional Accreditation, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on July 17, 2020.

EEC members filled "Quality profile and criteria for external assessment of the NCN for compliance with the Standards of institutional accreditation of medical organizations of postgraduate and additional education (CPD)"

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

#### **4. Analysis for compliance with the standards of institutional accreditation based on the results of an external assessment of the National Centre of Neurosurgery JSC and an overview of the strengths for each standard.**

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

###### **Strengths:**

- 1) The status of JSC "NCN" as a socially responsible and innovative medical organization that implements in practice the integration of clinic-education-science;
- 2) Effective strategic planning and management, with the strengthening of the role of the educational process in the preparation of competitive personnel in the relevant health sector;
- 3) Implementation of postgraduate and additional education programmes based on international quality standards in education and the introduction of effective innovative technologies in the educational process.

*Standard 1: completed*

##### **Standard 2: EDUCATIONAL PROGRAMME**

###### **Strengths:**

- 1) Training residents and students of CPD programmes in accordance with the name of the programme and specialty;
- 2) Educational activities on a wide range of relevant topics of additional education;

3) Applying appropriate teaching and learning methods that guarantee the integration of practical and theoretical components, experience in patient care, independent and active learning.

*Standard 2: completed*

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

#### **Strengths:**

1) Applying assessment principles and methods that promote integrated learning and engagement in clinical practice, providing professional knowledge and skills;

2) Monitoring the achievement of the final learning outcomes by students through feedback and assessment of employers' satisfaction with the learning outcomes of students and residents.

*Standard 3: completed*

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

#### **Strengths:**

1) Availability of a system of financial, social and psychological support for students;

2) Providing potential students with the necessary consulting academic support.

*Standard 4: completed*

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

#### **EDUCATION**

#### **Strengths:**

1) Availability of highly qualified competent teachers;

2) A systematic approach to the implementation of professional development for teachers with an emphasis on professional development;

3) We have our own Department of Neurosurgery and Neuropathology.

*Standard 5: completed*

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

#### **Strengths:**

1) the availability of a modern material and technical base that meets all the requirements for conducting full-fledged educational activities with students of residency and NGO cycles, which allow them to master the principles of diagnosis, treatment and rehabilitation at the modern level.

2) Availability of high scientific and academic potential, providing high-quality educational and clinical processes, as well as conducting scientific research;

3) Regular interaction with leading international organizations for the development of key areas of activity

*Standard 6: completed*

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

#### **Strengths:**

1) Conducting regular evaluations of programmes of additional and postgraduate education, including their content, teaching methods used and learning outcomes;

2) involvement of representatives of practical health care and the students themselves in the formation of educational programmes.

*Standard 7: completed*

### **Standard 8: ORGANISATION**

#### **Strengths:**

1) Continuous organizational, coordination and administrative work aimed at achieving the mission and goals;

2) Responsibilities and obligations regarding the management of the educational programme are defined;

3) Stable financial condition of JSC "NCN".

*Standard 8: completed*

### **Standard 9: CONTINUOUS RENEWAL**

The development of the NCN is carried out in all directions in accordance with the Strategic Plan 2017-2021. The staff of the department and the teaching staff involved in the educational process undergo advanced training, both in the main specialty and in teaching methodology in accordance with the annual plan. Management allocates all the necessary resources to continuously improve the CPD and postgraduate education programmes. The budget provides funds for the purchase of educational equipment, educational literature, simulation equipment.

Strengths:

- 1) There are procedures to regularly review and update all education-related processes;
- 2) Competent and effective management of the educational process;
- 3) The programme of continuous professional development of teachers with the involvement of foreign specialists at the base of the centre as mentors.

*Standard 9: completed*

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

**6. Recommendations for improving the activities of JSC "National Centre for Neurosurgery"** for compliance with the Standards of institutional accreditation of medical organizations of postgraduate and additional education (continuous professional development):

#### **Standard 1. Mission and learning outcomes**

1. Update the mission statement of the organization, taking into account the realities of time and tasks performed since 2012, and visualize the mission statement and vision on the website of JSC "NCN" <http://www.neuroclinic.kz/>;

2. To involve students, employers, representatives of partner organizations, public and professional associations in the work of advisory bodies (councils, working groups) on formulating a mission, proposals for a strategic development plan, developing educational programmes, developing a policy for admission and selection of residents;

#### **Standard 2. Educational programme**

3. To carry out effective interaction between the departments of education and science by translating the results of research into the educational process in postgraduate and additional education with the introduction of changes and additions to the content of the programme, the development of electives, the creation of author's training programmes for students with their patenting at the Institute of Intellectual Property;

#### **Standard 3. ASSESSMENT AND DOCUMENTATION**

4. To standardize the assessment of knowledge, abilities, skills and competencies of residents on a 100-point scale in accordance with the internationally accepted point-rating letter rating system with



the corresponding digital equivalent on a 4-point scale, and teach teaching staff this method of assessing residents;

5. To improve the monitoring of the educational process and assessment methods when training residents at clinical sites of third-party organizations;

**Standard 4. THE HEALTHCARE PROFESSIONALS**

6. Formalize consulting support for residents, including individual one;

**Standard 5. CPD PROVISION**

7. To improve the system of motivation and monitoring of the educational activities of the teaching staff of the departments;

8. To train teaching staff in modern teaching methods and technologies, methods of assessing the knowledge and skills of students;

9. Develop cooperation with foreign educational institutions of additional education and involve them in teaching;

**Standard 6. EDUCATIONAL RESOURCES**

10. Expand and improve training centres taking into account the needs of the regions;

11. More efficient use of information and communication technologies in the educational process management system (electronic document management, registration of residents, electronic feedback, etc.);

**Standard 7. EVALUATION OF CPD ACTIVITIES**

12. Develop a document that includes a systematic approach to providing regular feedback from teachers, students and employers on the quality of the educational process and the training of graduates with the automation of this process;

13. To improve programmes, more actively involve employers and foreign partners as external reviewers of educational programmes, teaching materials, scientific publications;

**Standard 8. ORGANISATION**

14. Improve financing mechanisms for all levels of education (academic mobility of residents, participation of residents and students of programmes);

15. Implement the policy of trilingualism in the educational process.

## **7. Recommendation to the ECAQA Accreditation Board**

The EEC members established compliance with the Standards of institutional accreditation of medical organizations for postgraduate and additional education (continuous professional development) and came to a unanimous opinion to recommend the ECAQA Accreditation Board to accredit the National Centre of Neurosurgery JSC as an organization carrying out postgraduate (residency programmes) and additional education for a period of 5 (five years).

**Chairman of the External Expert Commission**  
ESENKULOVA SAULE ASKEROVNA

### **EEC members:**

**Foreign expert**  
RYZHKIN SERGEY ALEXANDROVICH

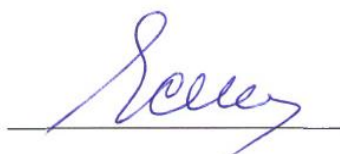
**National academic expert**  
SHAMSUTDINOVA ALFIYA GUMAROVNA

**Health Practitioner**  
ZHUKUBAEVA ALMIR ASETKYZY

**Expert learner**  
KULMAGAMBETOV AMIRZHAN ILYASOVICH

**ECAQA Observer**  
UMAROVA MAKPAL ALDIBEKOVNA

**Председатель Внешней экспертной комиссии**  
ЕСЕНКУЛОВА САУЛЕ АСКЕРОВНА



### **Члены ВЭК:**

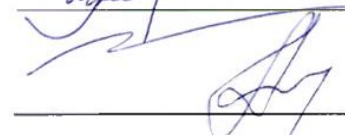
**Зарубежный эксперт**  
РЫЖКИН СЕРГЕЙ АЛЕКСАНДРОВИЧ



**Национальный академический эксперт**  
ШАМСУТДИНОВА АЛЬФИЯ ГУМАРОВНА



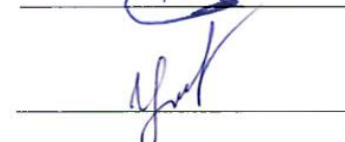
**Представитель практического здравоохранения**  
ЖУКУБАЕВА АЛЬМИРА АСЕТКЫЗЫ



**Эксперт-обучающийся**  
КУЛМАГАМБЕТОВ АМИРЖАН ИЛЬЯСОВИЧ



**Наблюдатель ЕЦА**  
УМАРОВА МАКПАЛ АЛЬДИБЕКОВНА



**Attachment 1.**

**Quality profile and external evaluation criteria**

JSC "National Centre of Neurosurgery" for compliance with the Standards of institutional accreditation of medical organizations of postgraduate and additional education (continuous professional development)

<b>Standard</b>	<b>Criteria for evaluation</b>	<b>Assessment</b>			
		<b>Totally coincides</b>	<b>Significantly corresponds</b>	<b>Partially meets</b>	<b>Does not match</b>
	<b>Number of standards = BS * / SU</b>				
<b>1</b>	<b>MISSION AND OUTCOMES 14 = 8/6</b>	<b>12</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>2.</b>	<b>EDUCATIONAL PROGRAMME 33 = 23/10</b>	<b>29</b>	<b>3</b>	<b>1</b>	<b>0</b>
<b>3.</b>	<b>ASSESSMENT AND DOCUMENTATION 15 = 10/5</b>	<b>14</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>4</b>	<b>STUDENTS AND LISTENERS 38 = 24/14</b>	<b>37</b>	<b>1</b>	<b>0</b>	<b>0</b>
<b>5</b>	<b>CPD PROVISION 15 = 9/6</b>	<b>13</b>	<b>2</b>	<b>0</b>	<b>0</b>
<b>6.</b>	<b>EDUCATIONAL RESOURCES 25 = 14/11</b>	<b>20</b>	<b>5</b>	<b>0</b>	<b>0</b>
<b>7.</b>	<b>EVALUATION OF CPD ACTIVITIES 17 = 9/8</b>	<b>10</b>	<b>6</b>	<b>1</b>	<b>0</b>
<b>8.</b>	<b>ORGANISATION 16 = 9/7</b>	<b>11</b>	<b>5</b>	<b>0</b>	<b>0</b>
<b>9.</b>	<b>CONTINUOUS RENEWAL 5 = 3/2</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>0</b>
	<b>Total: 178 = 109BS / 69SU</b>	<b>149</b>	<b>27</b>	<b>2</b>	<b>0</b>
		<b>178</b>			

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