

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSIONS ON THE EVALUATION OF**  
**THE EDUCATIONAL PROGRAMME 7R09136 - "GENERAL SURGERY" OF**  
**ASFENDIYAROV KAZNMU FOR COMPLIANCE WITH THE**  
**ACCREDITATION STANDARDS FOR PROGRAMMES OF POSTGRADUATE**  
**EDUCATION (RESIDENCY SPECIALTY) MEDICAL ORGANIZATIONS OF**  
**EDUCATION**

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

In accordance with ECAQA Order No. 18 of 23.10.2020, an External Expert Commission was formed to conduct accreditation of educational programmes of residency specialties of Asfendiyarov KazNMU in the period 18-20.11.2020 in the following composition:



**Chairman of the External Expert Commission**  
TURGUNOV ERMEK MEYRAMOVICH,  
Doctor of Medical Sciences, Professor of the  
Department of Surgical Diseases of the NJSC  
"Medical University of Karaganda", President of  
the NGO "Surgical Association of the Karaganda  
Region", a member of the International Surgery  
Society, a member of the "Association of  
Independent Experts of Astana" and the "Union  
of Independent experts of KSMU "



**Foreign expert**  
KASHIRSKAYA NATALIA YURIEVNA,  
Doctor of Medical Sciences, Professor, Chief  
Researcher, Laboratory of Genetic Epidemiology,  
Federal State Budgetary Scientific Institution  
"Medical Genetic Research Centre named after  
Academician N.P. Bochkov",  
Moscow, Russian Federation



**National academic expert**  
JUMALINA AKMARAL KANASHEVNA,  
Doctor of Medical Sciences, Professor, Head of  
the Department of Pediatric Diseases with  
Neonatology  
NJSC "West Kazakhstan State Medical  
University named after Marat Ospanov"



**National academic expert**  
RAMAZANOVA RAYGUL  
MUKHANBETOVNA,  
MD, Head of the Hematology Course  
JSC "Kazakh Medical University of Continuing  
Education"



**National academic expert**  
ESENARAYEVA SAULE DAMIROVNA,  
Ph.D., Head of the Department of Medical  
Rehabilitation with the Course of Sports  
Medicine  
JSC "Kazakh Medical University of Continuing  
Education"



**National academic expert**  
BEKETOVA BAYAN BEISENGALIEVNA,  
Candidate of Medical Sciences, Assistant of the  
Department of Clinical and  
radiation oncology  
NJSC "Semey Medical University"



**National academic expert**  
AKHMETOVA ALMIRA KALIKAPASOVNA,  
Candidate of Medical Sciences, Associate  
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**National academic expert**  
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NJSC "Astana Medical University"



**National academic expert**

KALIEVA SHOLPAN SABATAEVNA,  
Candidate of Medical Sciences, Associate  
Professor, Head of the Department of Clinical  
Pharmacology and Evidence-Based Medicine  
NJSC "Medical University of Karaganda"



**National academic expert**

ZHANTELIEVA LAZZAT ASANOVNA,  
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**National academic expert**

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**National academic expert**

SADIEVA ZHANAR ZAMANKHANOVNA,  
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**National academic expert**

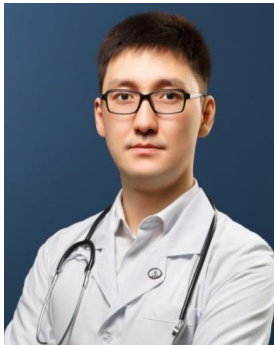
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**Expert Representative of Practical Health**  
ZHOLDASBAYEVA KYRMYZY  
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**Expert Representative of Practical Health**  
NARTPAEVA ASELE TARASOVNA,  
acting Deputy Chief Medical Officer  
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**Expert - resident representative**  
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**Expert - resident representative**  
TARASYUKOV ALEXANDER  
ANDREEVICH,  
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**ECAQA Observer**  
UMAROVA MAKPAL ALDIBEKOVNA  
Head of Accreditation and Monitoring  
Department

## **2. General part of the final report of the EEC**

**2.1 Presentation** Asfendiyarov KazNMU and the educational residency programme in the specialty 7R09136 - "GENERAL SURGERY.

In 2020, KazNMU turns 90 and in 2018 the university was reorganized into a non-profit joint-stock company (hereinafter - NJSC) by the Resolution of the Government of the Republic of Kazakhstan dated April 5, 2018 No. 166 and received the status of a research university (resolution of the Ministry of Health of the Republic of Kazakhstan dated 12.11.2018).

In accordance with the Strategy of KazNMU for 2019-2023, the basis of KazNMU's activities is the trinity - the integration of academic, scientific and clinical activities in order to provide high-quality and modern medical care to the population and training of professional personnel. In this regard, by 2018, the university included 5 republican state enterprises, including: JSC Scientific Center for Obstetrics, Gynecology and Perinatology, JSC Scientific Center for Pediatrics and Pediatric Surgery, JSC Scientific Research Institute of Cardiology and Internal Medicine , JSC "Kazakh Research Institute of Oncology and Radiology", JSC "Scientific Center of Surgery named after A.N. Syzganov ".

KazNMU is one of the founders of the Academic Demanding League, which aims to improve the quality of education by implementing and promoting the principles of academic honesty. The international information and analytical platform Web of Science in November 2019 awarded KazNMU an independent award "Leader in publication activity in the Web of Science Core Collection over the past 5 years among medical universities of the Republic of Kazakhstan."

KazNMU cooperates with 102 universities, medical and scientific organizations of the near and far abroad, including with TOP-500 universities, implementing joint scientific, research and educational projects.

KazNMU is a full member of international Associations: International Association for Medical Education in Europe (AMEE), European Association of Dental Education (ADEE), World Federation of Dentists (FDI), European Federation of Dentists (EROFDI), European Association of Universities (EUA), International Association of Universities ( IUA), the Association of Higher Schools of Management (GSM Barcelona), the World Federation of Pharmacists, the Association for Distance Education "Siberian Open University", the Association of Schools of Public Health in Europe (ASPHER). In 2015, KazNMU became a member of the Association of European Medical Schools (AMSE) and the Organization of PhD Education in Biomedicine and Health Sciences in the European System (ORPHEUS).

Residency was introduced in accordance with the Law "On Education". The first admission to residency was held in 2008. The first issue of residents was carried out in 2010.

For 2020, residency is being implemented in 44 specialties, including 19 educational programmes being accredited for the first time. 605 residents studied at KazNMU from 2017 to 2020. The University trains residents on the basis of 104 clinics, polyclinics, research institutes, and scientific centers. University clinics are: clinic "Aksai", clinic of internal diseases of KazNMU, professorial clinic of KazNMU, dental clinic.

Thus, KazNMU is an innovation-oriented and socially responsible university, a leader in the Republic of Kazakhstan and Central Asia in multi-level training of competitive healthcare and pharmacy specialists through the implementation of a competence-based model of medical and pharmaceutical education with the wide involvement of domestic and foreign scientists and a constant increase in scientific research. potential.

The main educational, scientific and clinical structural unit of the University, which coordinates training at the second stage of medical education in one or more related specialties, is the Dean's Office of Internship and Residency, renamed from August 3, 2020 to the Faculty of Postgraduate Education. The dean's office unites all the departments related to the specialties included in the internship and residency, as well as those general scientific and fundamental departments that, in terms of the content of their work, are closest to the profile of the second level of higher medical education.

## **2.2 Information on previous accreditation**

Accreditation of the educational residency programme in the specialty 7R09136 - "GENERAL SURGERY has not yet been carried out.

## **2.3 Analysis of the self-assessment report of the educational programme of residency in the specialty 7R09136 - "General surgery"**

Study Programme Self-Assessment Report presented on 167 pages of main text, 24-page annexes and copies or electronic versions of 18 documents on educational organization located in the cloud on Google Disk (akr.rezidentura@gmail.com).

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 the information provided to the accredited educational programme. The report is accompanied by an accompanying letter signed by the rector prof. T.S. Nurgozhin confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of KazNMU, responsible for the self-assessment of educational programmes, Ph.D. Zhankalova Zulfiya Meirkhanovna, Dean of the Faculty of Postgraduate Education.

Self-assessment of educational residency programmes carried out on the basis of the order on the basis of the order dated 04.08.2020 No. 337 "On approval of the composition of the working group for preparation for accreditation educational programmes of specialties of residency".

The working group on the preparation of the self-assessment report has done a certain amount of work: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources have been analysed, the necessary information has been collected in accordance with Accreditation standards for postgraduate education programmes (residency specialties) of 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 strengths, areas for improvement for each of the 9 standards.

Database, applications for 24 pages are presented in full, sequentially and there are references to them in the text of the report. 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.

## **2.4 General assessment of the educational programme of residency in the specialty 7R09136 - "General surgery" for compliance with the Standards of accreditation of postgraduate education programmes (specialty residency) of medical educational institutions.**

Based on the analysis of the self-assessment report by external experts, it was found that the content of the self-assessment report is structured in accordance with the ECAQA accreditation standards and the recommendations of the Self-Assessment Manual, at the same time, based on the results of the expert evaluation, recommendations for adjustments were made, which were taken into account by the working group.

The report is written consistently in compliance with the logic in the description of the standards, the wording for each standard is clear and understandable, the tables contain references in the text and are numbered consecutively. There are links to regulations, model rules, regulations, educational documents, website pages <https://kaznm.kz/rus/postupajushhim/postdiplomnoe-obrazovanie/rezidentura/>

The self-assessment and description were carried out in accordance with the criteria of the ECAQA accreditation standards and the questions formulated in the Self-Assessment Guidelines were answered. All standards show actual practice KazNMU for training residents in the specialty 7R09136 - "General surgery" taking into account the beginning of admission of students in 2018,

2019, well-reasoned data, examples of the implementation of the objectives of the educational programme, national and international events, methodological support, confirming compliance with the requirements of accreditation standards. Self-assessment report description fairly complete and updated software the number of residents, teachers, administration, information on selection and admission, training results, knowledge and skills assessment results, material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, development plans and improvement, etc.

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

External expert work on the assessment of the educational programme of residency 7R09136 - "General Surgery" of KazNMU 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 the "Eurasian Centre for Accreditation and Quality Assurance in Higher Education and Healthcare" No. 5 2017) and according to the programme and schedule approved on 08.11.2020 by the Director General of ECAQA Sarsenbayeva S.S. and agreed with the rector T.S. Nurgozhin...

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, questionnaires of teachers and residents, review of resources in the context of the implementation of accreditation standards, the study of 21 educational and methodological documents both before the visit to the university and during the visit.

The sequence of the visit within 3 days is detailed in the Visit Programme, which is in the documentation of the accreditation centre and in the annex to this report.

**Questioning.** An observer from ECAQA in November 16-18, 2020 conducted an online survey of KazNMU residents and teachers on the resource <https://webanketa.com/>.

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

The total number of responding residents - 154... Of the total number of respondents, residents of the specialty "family medicine" prevailed - 40%, further on the list: pulmonology - 12%, clinical pharmacology - 12%, therapy - 11%, pediatric oncology and hematology - 6%, **general surgery 4%**, pediatric surgery - 3%, medical genetics - 2%, other specialties - 1% each.

Will recommend this university as an educational organization - 69% fully agree, partially - 26%. 71% of the respondents fully agree and 23% partially agree that programme managers and teaching staff are aware of their learning problems. Fully (64%) and partially (29%) are satisfied with the conditions and equipment of classrooms and classrooms of the university. According to 62% (in full) and 26% (in part) office equipment is available for residents in practice bases. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes - 73% fully agree, partially - 22%. Fully (72%) and partially (25%) are satisfied with the library fund and resources. 76% of respondents have access to electronic educational resources, and 20% believe that it is partially.

The organization of clinical training for residents in the opinion of 81% fully satisfies them, and 15% partially. Fully (74%) and partially (22%) are satisfied with the teaching methods. There is enough time for practical training (supervision of patients, etc.) - 82% fully agree, partly 13%. Satisfied with the methods of assessing my knowledge and skills - 78% fully agree, partially 21%. According to 73% of teachers in the classroom, they use active and interactive teaching methods regularly, and according to 23% - rarely.

According to 81% of the respondents, teachers constantly provide feedback after the end of classes, but according to 16% - sometimes and 2% - rarely. 81% of respondents are fully satisfied that they are studying at a university, partially 16%, disappointed - 1% of respondents. The university allows you to improve or acquire the necessary knowledge and skills in the chosen specialty of

residency 82% are sure, 7% are not sure, 9% cannot give an answer, 1% would like to believe it, 1% began to doubt it. Fully (76%) and partially (23%) are satisfied with the organization of teaching at KazNMU.

According to 71% of respondents, accreditation is a necessary mechanism to improve educational programmes, but 12% believe that it is not necessary to carry out and 14% doubt the answer. The work of the EEC was assessed as positive - 74%, satisfactory - 14%, i.e. most.

### **Results of the survey of teachers of residency programmes:**

The total number of teachers on the list is 40. The total number of respondents is 39, including those with up to 5 years of experience - 18%, up to 10 years - 21%, over 10 years - 62%. 59% are fully satisfied with the organization of the educational process, partially - 33%. At the university, ethics is observed and subordination is fully agreed by 72%, partially - 26%. 67% of respondents are completely satisfied with the organization of work and workplace, partially 26%. In the organization there is an opportunity for career growth and development of competence for teachers - 67% fully agree, partially - 26%.

In this educational organization, teachers have the opportunity to engage in scientific work and publish research results - 72% fully agree, 23% partially. 59% of respondents are fully satisfied with the work of the personnel department, 28% are partially satisfied. The majority of those surveyed have undergone advanced training for the last 5 years. Only 69% fully agree that they can realize themselves as professionals, and 29% partially. Unfortunately, 33% did not answer the question of whether the university supports the teacher in participating in international and national events, and 21% did not address this to the management or the relevant administrative staff of the university. The majority of respondents (74%) fully agree, and 23% partially agree that residents have free access to patients and clinic resources. In a practical lesson, teachers provide residents primarily with syllables (87%), control and measuring instruments (90%), case studies (72%). The level of prior training of residents upon admission to training programmes is fully satisfied by 28% of respondents, partially - 62%. 58% of respondents do not know about the implementation of social programmes to support teachers and 8% of respondents doubt about their existence. Management and administration systematically listen to the opinion of teachers - 28%, sometimes - 28% of respondents. When teaching residents, a variety of teaching methods are used, but more often work in small groups (74%), analysis of situational tasks (90%), oral questioning and analysis of a topic (74% and 87%, respectively), also problem-oriented training (62%), solving tests (64%), less often cases are compiled and solved (56%). Completely according to 59%,

The results of the questionnaire are presented in the appendix and, in general, demonstrate the positive aspects of training in residency programmes, at the same time, they identify areas for improvement (social support programmes for teachers, availability of leadership and administration for teachers and residents, pedagogical competencies and professional development of teachers).

### **Conclusion from the external evaluation:**

Members of the EEC have carefully studied and assessed 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 of KazNMU was analysed. All the information received was compared with the data of the self-assessment report, which made it possible to make sure of the accuracy of the information provided to KazNMU and supporting documents for compliance with the ECAQA Accreditation Standards.

Despite the fact that in the self-assessment report of the educational programme, KazNMU described its best practice in observing accreditation standards, during the external expert evaluation, the EEC members studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllables, control and measuring instruments, checklists, portfolio of residents, individual plans of residents for the 2019-2020 academic year, publications of teachers, rules for



admission to residency, personnel policy, internal quality assurance system programme, 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), which made it possible to identify the compliance of the educational organization with the basic accreditation standards.

When conducting an external examination, the Rules for the training of medical personnel in residency were taken into account (order of the Minister of Health of the Republic of Kazakhstan dated September 18, 2018 No. ҚР DSM-16), paragraph 13. It was established that the clinical bases of all residency programmes are 106, which provide training for all levels of medical care (from primary health care to highly specialized). The accredited educational programme has 1 clinical base, of which 1 was visited by experts. 1. The volume of study load and treatment and prophylactic work in specialties is determined by the individual work plan of the student of residency (item 14) for one year and is monitored by monthly reports of the resident in any form. The accounting of 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 for 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. ҚР DSM-12/2020 Chapter 2. Requirements for the content of residency educational programmes with a focus on learning outcomes), the educational programme has undergone changes and additions in relation to the development of the research competence of residents, which must participate in the work of the research team.

In this regard, the experts assessed the involvement of residents in research and development. There is no general provision or requirements for the implementation of scientific work at the university, at the same time, the departments conduct proactive research in which residents participate through writing reviews, collecting patient data, analysing the literature and patient examination results, preparing reports and presentations at conferences). Also, 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 Healthcare System No. 360-VI ZRK dated July 7, 2020, external experts studied the activities and held 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 the accredited educational programme for the current state educational standard is being implemented for 2 academic years, therefore, at this time there is no graduation of students, nevertheless, the entire educational, methodological, personnel and resource base has been assessed for compliance with accreditation standards. Through interviews with teachers and interviews with students, it was possible to determine their direct participation in the development (CEPs, meetings of departments), the assessment of educational programmes (CEP), decision-making on a number of key issues in the choice of clinical sites, topics of electives, participation in the appeal commissions for admission and assessment of residents, development of the content of individual plans of residents and selection of mentors.

At the same time, this substantiated the need for inclusion 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 for improving activities in the implementation of the educational residency programme in the specialty 7R09136 - "General surgery" on 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 November 20, 2020.

The programme of the 3-day visit of the external expert evaluation of the EEC has been fully completed. On the part of the KazNMU team, 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 postgraduate education of KazNMU employees, departments, employees of clinical bases, a high degree of openness of the team in providing information to members of the EEC.

The clinical base where the residents are trained - the largest scientific centre in the country with specialized surgical departments, highly qualified personnel, allows creating conditions for high quality training for residents under the educational programme 7R09136 - General Surgery. At the same time, 25 residents are simultaneously studying at the base, 4 of them are in the regional centres of the region. Since NRCS named after A.N. Syzganov provides only planned surgical care, it is necessary to provide for the rotation of residents in other clinics of the city, taking into account the thematic plan in order to better master the disciplines, reduce the overcrowding of residents in one centre, and gain more practical clinical experience.

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational programme of residency in the specialty 7R09136 - "General surgery" of KazNMU and an overview of the strengths for each standard.**

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

The staff of the department, implementing the residency programme, as the basis of the mission of the educational programme and goals, accepted the mission of the university and informed the interested parties (teachers, employers, residents) about it in order to clearly understand the tasks and strive to meet the needs of practical healthcare. The structure of the educational programme, where there is a dominance of practical training (75%), the sufficiency of clinical bases and the mentoring system allow strengthening the patient-centred approach in the care and treatment of patients. The university organized training and clinical practice in compliance with safety for all participants in the educational process (safety precautions, use of PPE, instructions before training).

The person in charge of the residency programme of the A.N. Syzganov NRCS applies a variety of innovations in the learning process, allowing them to develop the basic and special competencies of residents, namely, work at the patient's bedside, clinical analyses, solving situational problems, protecting medical records, training in laboratories.

At the same time, the involvement of residents in the scientific work of the department is insufficient, is not of a systemic nature (1.1.7), it is more carried out on the initiative of the residents themselves.

The experts received convincing data that the university is autonomous in making decisions in the development of an educational programme in terms of the elective component, the current and final assessment policy, including the choice of assessment methods (testing, oral questioning, clinical examination), selection and admission of residents (specialty exam), personnel policy in relation to teachers on the accredited educational programme, as well as the distribution of resources (classroom fund of clinical bases according to contracts).

The EMCD defines the final learning outcomes in accordance with the qualification requirements for the residency specialty.

The university has developed a Student Ethics Code, with which residents are familiarized, and work on the development and improvement of communication skills is carried out systematically and integrated into the work programme.

At the same time, the participation of practical health care in the development of the mission and goals of the educational programme is not sufficiently reflected, expert evaluation is formalized and reviews of practical health care are not collected when forming optional components.

Mission of the educational programme (EP) in the specialty 7R091360 "General Surgery" is aimed at the implementation of the mission of the university. The main aspect of the declared mission of the EP is to study the needs of practical health care in specialists and their effective system of professional training. Training of residents in the specialty 7R09136 "General Surgery" is carried out in a large multidisciplinary republican medical centre, well equipped with medical and diagnostic equipment and qualified human resources.

On the first day of working with a resident, at clinical bases, they are familiarized with the code of ethics of a medical worker, with the rules of conduct in the team of a medical institution.

Overall, Standard 1 demonstrates compliance.

**Strengths:**

1) Training of resident surgeons is carried out in a large, multidisciplinary clinic in Almaty with a good medical and diagnostic base and highly qualified human resources, which contributes to the fulfillment of the mission.

2) Clear vision and strategic planning in postgraduate clinical education and an appropriate management structure.

3) Significant experience of the teaching staff of the department in educational activities, including teaching in residency.

4) Ample opportunities for the participation of residents in scientific research on the basis of the NRCS named after A.N. Syzganov.

**EEC conclusions by criteria.** Out of 17 standards conform: completely -14, significantly - 2, partially - 1, do not correspond - 0.

**Standard 1: completed**

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

1) To improve the awareness of employers and other stakeholders with the mission, goals and end results of the EP on residency.

2) The scientific component should be prescribed in thematic plans in the form of the implementation and defence of scientific projects.

3) Develop measurable quantitative indicators of performance and evaluation of scientific work by residents.

**Standard 2: EDUCATIONAL PROGRAMME**

Accredited specialty residency programme 7R09136 - "General surgery" is implemented in accordance with the State Compulsory Standards and Model Professional Curricula for 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-12/2020Chapter 2. Requirements for the content of educational programmes of residency with a focus on learning outcomes) within 2 years and during this period, a lot of work has been done to develop educational and methodological materials, organize a place for training residents, form the composition of departments and identify mentors. A model of residents' competencies has been introduced in accordance with the qualification requirements for the specialty. The structure, content and duration of the programme are clearly defined. The mechanism for the development and approval of the residency programme is determined and regulated by the CEP.

The staff of the departments has the necessary competencies for training, at the same time, the mentors represented by the staff of the clinical bases, despite their professional level, do not fully possess pedagogical techniques, which limits the implementation of a high-quality transfer of professional knowledge and skills. The teachers of the departments use a variety of methods of active (business games, brainstorming, clinical analyses, case studies, etc.) and traditional (oral analyzes, mini-lectures) training, according to which staff members are periodically trained within the university, less often in other organizations (Nazarbayev University, NJSC "MUK", etc.). The dean's office is trying to monitor this process and, through the School of Pedagogical Skills, train newly hired teachers.

Due to the availability of clinical bases for residents, they spend most of their study time in close contact with patients, medical records, including automated health systems. Residents are taught to work with the latter by mentors. When conducting interviews with residents, experts made sure that the organization of training and work is patient-oriented, at the same time, there is not always a sufficient number of thematic patients, time for theoretical analysis of complex topics and study of literature in modern databases. Clinical training is carried out in the conditions of accredited multidisciplinary clinics and highly specialized scientific centres in Almaty and the region.

NRCS named after V.I. A.N.Syzganov, well-known domestic scientists-surgeons - professors of this centre were involved. The "Learning through Research" programme is built into the educational process and is carried out through the educational and research work of residents (UIRR, NIRR) under the guidance of a teacher and is distributed taking into account the personal interests of students.

In total, according to the accredited educational programme, there are 8 mentors in the NSC named after A.N. Syzganov, who carry out their activities in accordance with the Regulation on mentors. No precedents of inequality, lack of ethics or other violations of a gender, cultural or religious nature have been established in the process of external evaluation. According to the regulation on mentoring (Order of the rector No. 231 of September 16, 2019), a mentor is assigned to a resident surgeon at the clinical base - a doctor from practical healthcare, with at least 5 years of experience, having the highest qualification category.

During the examination of the educational programme, it was found that the scientific foundations and methodology of medical research, evidence-based medicine are applied, at the same time, residents are not fully involved in the scientific work of the departments, do not have clearly defined research topics, performance criteria, including clinical trials.

Thus, the educational residency programme in the specialty 7R09136 - "General Surgery" demonstrates integration between education and health care.

#### **Strengths:**

1) KazNMU has a certificate ISO 9001: 2015 accreditation "Educational activities in the field of higher and postgraduate education; medical services, fundamental and applied scientific research in the field of medicine ", valid until 06/18/2023.

2) There is a model for training residents through the integration of education, science and clinical training with a sustainable mentoring system.

3) Formation of a catalogue of elective disciplines, taking into account the needs of practical health care.

4) The work of residents with real patients to develop professional competence in various clinical settings - research institutes, in multidisciplinary municipal hospitals, skills improvement in simulation centres.

5) On-site training of residents is organized, which makes it possible to determine the needs of the employer and the quality of training.

**EEC conclusions by criteria.** Out of 31 standards conform: completely - 27, significantly - 4, partially - 0, do not correspond - 0.

**Standard 2: completed**

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

1) Provide in educational programmes for training residents in the management of scientific research, and medical statistics, health care organization as a component of their choice.

2) Prescribe the scientific component in thematic plans in the form of the implementation and defence of scientific projects.

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

KazNMU has developed and implemented a policy for assessing residents, which includes the principles and methods of assessment, which are reflected in the "Academic Policy of the University" (order No. 195 of 08/28/2019), Regulations on the current monitoring of progress, intermediate and

final certification of students in NAO KazNMU. Responsibility for the implementation of the policy for assessing the educational achievements of residents lies with the teaching staff of the departments, heads of departments (modules), the office of the registrar.

The assessment of the educational achievements of residents covers the assessment of key competencies, and the assessment tools themselves are developed by departments / modules - control questions, tasks in test form (MCQ tasks with several options of correct answers), a list of practical skills, situational tasks, clinical situations. Information about the point-rating system of assessment is posted on the website [www.kaznmu.kz](http://www.kaznmu.kz).

As an additional method for assessing residents, the portfolio is used, which the experts got acquainted with at the departments overseeing the residency programmes. Residents are engaged in research work, which must necessarily end with the publication of a scientific article or a report at scientific and practical conferences. The assessment of scientific work also affects the overall assessment of the discipline.

The number of exams in each course is regulated by the Standard Curriculum, which is an integral part of the State Educational Standard of the Republic of Kazakhstan 2017, 2020. in the specialties of residency. The results of educational achievements of students are entered into an electronic educational journal through the office-registrar system and the AIS "Sirius" programme, which automatically generates examination sheets.

The possibility of an appeal based on the results of interim and final certification of residents is determined in the "Academic policy for the 2019-2020 academic year."

The procedure for planning, organizing, monitoring and analysing assessment methods in KazNMU ensures the reliability and validity of these methods. The development of new control and measuring tools is carried out by teachers through the study of world experience in assessing knowledge in residency, then it is introduced at the department. At the same time, no examples of test validation were presented to experts.

At the same time, when analysing electronic journals in the Sirius system, he showed that not all assessments of current and midterm control declared in the syllabus were made for the period September-November 2020, and the electronic journal of 1st year residents (4 residents) located in the regions is not open at the time of accreditation.

Portfolio assessment is carried out during the annual attestation, but there is no separate column in the electronic journal for portfolio assessment and there is no effect on the final grade.

The validity of tests at the university is carried out by the testing centre, but the teaching staff does not have the appropriate documentation on the analysis of tests.

In general, this standard is being implemented at the university.

**Strengths:**

1) The use of the Sirius electronic system and the office of the registrar contributes to digitalization, transparency of methods for assessing residents, and avoids unnecessary paperwork.

2) A portfolio of residents has been introduced, which allows assessing the development of additional competencies of a resident.

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

**Standard 3: completed**

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

1) Document the assessment of the validity and reliability of the corporate information system with a view to continual improvement.

2) When admitting to residency, provide for combined methods of assessing applicants in order to increase the objectivity of results.

3) Raise awareness of residents about the possibilities of material and social assistance from the university

4) Document the representation of residents to participate in the development and implementation of the residency programme (for example: a council of residents or other advisory body)

5) In syllabuses, it is clearer to prescribe the frequency of grading for current and midterm control, respectively, the duration of the discipline and to strengthen monitoring of the filling out of the electronic journal.

6) It is recommended that portfolio evaluation be provided as a separate item in the electronic journal.

#### **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 dated October 31, 2018 No. 600, the State Educational Standard of the Republic of Kazakhstan - 2015, 2019 and the Rules for admission to the residency of KazNMU. KazNMU resources allow providing balance and opportunities for training and recruitment of students. The criteria for applicants entering residency are determined by the requirements of the State Educational Standard of the Republic of Kazakhstan (2017, 2020). Reception of residents with disabilities is regulated by the Decree of the Government of the Republic of Kazakhstan dated 31.08.2012. No. 1119. Persons with disabilities have not been trained in the last 5 years. In order to ensure transparency, the exam is videotaped, observers and members of the commission are present in the hall. Residency enrolment is carried out on a competitive basis, without restricting the rights of low-income families and national minorities. A key role in assessing the previous level of education is played by the entrance examination in the specialty, which includes 4 sections, assessed on a 100-point scale. The number of accepted residents is regulated by the state order of the Ministry of Health of the Republic of Kazakhstan.

The university has a system of academic consulting for residents in departments, a curator and mentor is assigned to the resident. The implementation of the EP is ensured by the resident's free access to information resources and library funds, by the availability of teaching aids and recommendations for all modules, disciplines and for all types of educational work. Social assistance is provided to those in need in accordance with the "Regulations on the provision of social assistance to students and teachers" (order No. 10 of 09.12.2019).

In order to optimize employment and monitor the careers of graduates, a career centre for graduates was organized. Based on the results of the questioning of residents, plans for corrective and preventive measures were developed. The department has feedback in the form of a "suggestion box".

According to the Order of the MoH RK of September 18, 2018 No. ҚР DSM-16, residency students studying on a state educational order are provided with a state scholarship in the prescribed manner.

#### **Strengths:**

1) The availability of a comprehensive, unified policy of admission and support of students throughout the entire period of study, provided with sufficient resources (regulatory and legal framework, personnel, material, technical and financial support).

2) Constant access of residents to the provision of medical and diagnostic medical care to the population.

*EEC conclusions by criteria.* Out of 30 standards conform: fully - 30, significantly - 0, partially - 0, do not correspond - 0

*Standard 4: completed*

*Recommendations for improvement identified during the external visit:*

There are no recommendations for this section.

## **Standard 5: TRAINERS**

KazNMU is guided by the following NLA: "KazNMU Personnel Policy" order No. 7 dated 14.10.2019; "Rules for the assessment of scientific and pedagogical personnel of KazNMU", order of the Rector No. 285 dated 23.10.2019; "Qualification requirements for the positions of the teaching staff of KazNMU", order of the Rector No. 281 dated June 25, 2019.

The activities of the teaching staff of the NRCS named after A.N. Syzganov are planned in accordance with the individual plan, includes educational, methodological, clinical, research areas, charitable activities, educational work, is regulated by summing up the results of the planned work at the end of the academic semester and at the end of the year, recorded and approved at the department meeting at the end of the academic semester and year.

Monitoring of the teacher's work and the achievement of the intermediate and final result of the educational programme of residency is carried out using systems of external and internal assessment.

### **Strengths:**

1) The teaching staff of the NRCS named after A.N. Syzganov strengthen the culture of excellence; preserve and develop unique traditions; honour the history of the University and its legendary personalities, introduce the principles of pedagogical management, actively cooperate with Kazakh and foreign universities;

2) The faculty of the departments consists of highly qualified employees with scientific achievements, high medical qualifications, who are experts in health care and medical education.

**EEC conclusions by criteria.** Out of 7 standards conform: completely - 6, significantly - 1, partially - 0, do not correspond - 0.

**Standard 5: completed**

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

1) Provide for the improvement of the teaching qualifications of the teaching staff of the residency not only in the universities of the republic, but also in foreign universities.

2) Provide training of clinical mentors from among doctors of practical health care in pedagogy and psychology.

3) Increase the coverage of academic residency teachers in teaching innovative teaching methods.

## **Standard 6: EDUCATIONAL RESOURCES**

The University has a developed material and technical base for professional training of residents in the specialty 7R091360 "General Surgery". It should be noted the presence of the Laboratory of Experimental Medicine, created on the basis of the order of the rector No. 255 dated 07/08/2008 in order to ensure the educational process for the development of practical skills by students, as well as to improve the level and quality of scientific research in terms of clinical and experimental justification, approbation of treatment methods and preclinical testing of new drugs. The university has a sufficient number of clinical bases and a centre for the formation and development of practical skills among residents.

The construction of a single information space is provided by the technological base of a park of workstations, united by a single telecommunications network of the university and electronic educational resources within the university and in the Internet.

Since 2013, the Learning Through Research programme has been implemented. R&D of residents is included in the educational process and is carried out after school hours in the form of SRR and SRRP.

It should be noted that at the time of accreditation, all residents are at the same clinical base - the Syzganov National Centre for Surgery, which is not entirely rational, given the large number of clinical bases in Almaty and in the region, the opportunities for rotation of residents in clinical bases are not used, where there are peculiarities of diagnostics and treatment, the contingent of patients, which would reduce the burden on the NRCS and increase the practical employment of residents.

### **Strengths:**

1) For the training of residents there is a material and technical base, qualified personnel - the teaching staff of the department, the scientific direction of the department, information resources.

**EEC conclusions by criteria.** Conforms out of 21 standards: fully - 19, significantly - 1, partially - 1, do not comply - 0

**Standard 6: completed**

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

1) Rationally use other clinical sites, optimize the choice of clinical sites according to the schedule and specialization of the bed fund.

2) To more widely involve residents of the surgical profile in terms of performing scientific activities in experimental and laboratory work in the conditions of the N.I. Atchabarova B.A. and training in a simulation centre.

3) Strengthen academic mobility, exchange of residents and teaching staff on high-tech methods of diagnostics and treatment with foreign universities.

### **Standard 7: PROGRAMME EVALUATION**

Monitoring and evaluation of EP is carried out through a multilevel approach, including departments, specialized CEP, DAR, Academic Committee, Senate. At the core CEP on residency, there are permanent commissions: Educational programmes, Review and assessment of control and measuring instruments (CIS), Monitoring of the educational process, monitoring of the implementation of active teaching methods, if necessary, corrective actions are developed to eliminate shortcomings and omissions in work. The collection and analysis of feedback is systematically carried out through a questionnaire survey of teachers and students. A survey of residents and graduates of residency is being conducted. The obtained data are discussed at the meetings of the rector with the heads of structural divisions and with students.

The QMS department is constantly working to determine the satisfaction of internal and external consumers of the university. The index of student satisfaction with the training conditions for residency in general is 68%. Feedback results are analysed, discussed at meetings of departments, CEP, AK, Senate, published on the university website. In 2019, the Alumni Career Centre conducted a sociological study "Satisfaction of employers with graduates of KazNMU". More than 70% of the respondents were satisfied with the level of professional knowledge and skills.

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

#### **Strengths:**

- 1) Involvement in the evaluation of educational programmes of students, teachers, employers;
- 2) External and internal assessment of the educational programme is carried out by leading specialists of the Republic of Kazakhstan in the field of EP specialization;

**EEC conclusions by criteria.** Out of 15 standards conform: fully - 15, significantly - 0, partially - 0, do not correspond - 0

**Standard 7: completed**

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

1) To improve the efficiency of the CEP in terms of the assessment and unification of syllabuses.

2) Introduce an assessment of the educational activities of clinical mentors through the eyes of residency graduates.

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

KazNMU implements the EP on residency in accordance with the normative legal acts approved by the MOH RK and the Government of the Republic of Kazakhstan, as well as the internal rules of the organization. On the basis of the order of the Ministry of Education and Science of the Republic of Kazakhstan dated January 28, 2015 No. 39 "On approval of the types and forms of education documents of the state standard and the Rules for their issuance", a certificate of



completion of residency is issued, after passing the FSA, FNCIE issues a certificate of a specialist without a category in the specialty 7R091360 "General surgery".

Monitoring of the quality of the educational process is carried out by educational departments, members of the committee of educational programmes, the dean's office, independent experts. The management of the educational process is carried out in accordance with the organizational structure of KazNMU (approved by the Board of Directors No. 1 of 20.03.2019).

The staff of teachers participating in the implementation of the residency programme in the specialty 7R091360 "General Surgery": total - 8, including doctors of science - 3, candidates of science - 2.

The calculation of the teaching load of the teaching staff is carried out in accordance with the Standard Rules for the Activities of Higher Education Organizations and SES in residency is - 700 hours per year (Order No. 7 dated 09/08/2015).

**Strengths:**

1. University innovation structure;
2. The responsibility of the academic leadership in relation to the development and management of the educational programme is determined;
3. High academic assessment of achievements and final learning outcomes (state certification of KazNMU MoH RK in 2013, institutional accreditation of KazNMU by the IAAR agency in 2013);
4. Stable financial condition of the university;
5. Extensive collaboration with partners in the health sector.

**EEC conclusions by criteria.** Out of 15 standards conform: fully - 15, significantly - 0, partially - 0, do not correspond - 0

**Standard 8: completed**

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

one) Apply to the Ministry of Health of the Republic of Kazakhstan on the possibility of solving the problem of employment of graduates of residency in non-state Republican scientific research medical centres.

**Standard 9: CONTINUOUS RENEWAL**

KazNMU, in order to continuously improve the postgraduate educational process in accordance with the best practice of world educational management, taking into account the needs of the practical healthcare of the Republic of Kazakhstan, which is in the process of reforming, regularly initiates a review and update of the process at 3 levels and is accompanied by a documentation procedure.

**Strengths:**

1. Completed educational trajectory of postgraduate studies;
2. The presence of the dean's office of internship and residency, which coordinates and controls the implementation of the educational programme for residency;
3. Availability of a sufficient number of clinical bases with a stable financial condition, with modern medical and diagnostic resources, a large number of multidisciplinary beds, qualified human resources (both curators and mentors).

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

**Standard 9: completed**

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

No recommendation.

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.

## **5. Recommendations for improving the educational programme of residency in the specialty 7R09136 - "General surgery" of KazNMU:**

1. Provide in the educational programmes for training residents in the management of scientific research, and medical statistics, healthcare organization as a component of their choice.

2. Document the assessment of the validity and reliability of the CIS with a view to continual improvement.

3. When admitting to residency, provide for combined methods of assessing applicants in order to increase the objectivity of results.

4. Provide for the improvement of the teaching qualifications of the teaching staff of the residency not only in the universities of the republic, but also in foreign universities.

5. To provide training of clinical mentors from among doctors of practical health care in pedagogy and psychology.

6. To register the scientific component in the thematic plans in the form of the implementation and defence of scientific projects.

7. To increase the coverage of academic residency teachers in teaching innovative teaching methods.

8. Strengthen academic mobility, exchange of residents and teaching staff on high-tech methods of diagnosis and treatment with foreign universities.

9. Document the representation of residents to participate in the development and implementation of the residency programme (for example, a council of residents or other advisory body).

10. To improve the efficiency of the CEP in terms of the assessment and unification of syllabuses.

11. To improve the awareness of employers and other stakeholders with the mission, goals and end results of the EP on residency.

12. To raise awareness of residents about the possibilities of material and social assistance from the university.

13. To involve more widely the residents of the surgical profile in terms of carrying out scientific activities in experimental and laboratory work in the conditions of the Atchabarov Research Institute of Physiology.

14. Involve more extensively the residents of the surgical profile in training in the simulation centre.

15. Introduce an assessment of the educational activities of clinical mentors through the eyes of residency graduates.

16. Apply to the Ministry of Health of the Republic of Kazakhstan on the possibility of solving the problem of employment of graduates of residency in non-state Republican scientific research medical centres.

17. Develop measurable quantitative indicators of the implementation and evaluation of scientific work by residents.

18. Optimize the choice of clinical sites according to the schedule and specialization of the bed fund.

19. In the syllabuses, more clearly prescribe the frequency of grading for current and midterm control, respectively, the duration of the discipline and strengthen monitoring of the filling out of the electronic journal. Provide in the electronic journal a separate grade for the portfolio of the resident, which affects the final grade.

### 7. Recommendation to the ECAQA Accreditation Board

The members of the EEC came to a unanimous decision to recommend that the Accreditation Council accredit the educational residency programme in the specialty 7R09136 - "General Surgery" for a period of 5 years.

<b>Chairman</b>		Turgunov Ermek Meyramovich
<b>The foreign expert</b>		Kashirskaya Natalia Yurievna
<b>Academic expert</b>		Zhumalina Akmaral Kanashevna
<b>Academic expert</b>		Ramazanova Raigul Mukhanbetovna
<b>Academic expert</b>		Esengaraeva Saule Damirovna
<b>Academic expert</b>		Beketova Bayan Beysengalieвна
<b>Academic expert</b>		Akhmetova Almira Kalikapasovna
<b>Academic expert</b>		Urazova Saltanat Nurgozhaevna
<b>Academic expert</b>		Kalieva Sholpan Sabataevna
<b>Academic expert</b>		Zhanteliya Lyazzat Asanovna
<b>Academic expert</b>		Madyarov Valentin Manarbekovich
<b>Academic expert</b>		Sadieva Zhanar Zamankhanovna
<b>Academic expert</b>		Lovinskaya Anna Vladimirovna
<b>Representative of practical health care</b>		Zholdasbaeva Kyrmyzy Zhumabekovna
<b>Representative of practical health care</b>		Nartpayeva Asel Tarasovna
<b>The representative of the residents</b>		Bayashov Erdos Nuridinuly
<b>The representative of the residents</b>		Tarasyukov Alexander Andreevich

<b>The observer ECAQA</b>		Umarova Makpal Aldibekovna

**Quality profile and external evaluation criteria (summary)  
of educational programme in the specialty of residency  
7R09136 - "General Surgery" KazNMU**

Standard	Evaluation criteria  Number of standards = BS*/SU	Evaluation			
		Fully complies	Largely compliant	Partially compliant	Fully complies
1.	<b>MISSION AND OUTCOMES</b> 17 = 10/7	9/5	1/1	0/1	
2.	<b>EDUCATIONAL PROGRAMME</b> 31 = 22/9	20/7	2/2		
3.	<b>ASSESSMENT OF TRAINEES</b> 11 = 7/4	5/4	2/0		
4.	<b>TRAINEES</b> 30 = 18/12	18/12			
5.	<b>TRAINERS</b> 7 = 5/2	5/1	0/1		
6.	<b>EDUCATIONAL RESOURCES</b> 21 = 10/11	10/9	0/1	0/1	
7.	<b>PROGRAMME EVALUATION</b> 15 = 10/5	10/5			
8.	<b>GOVERNANCE AND ADMINISTRATION</b> 15 = 8/7	8/7			
9	<b>CONTINIOUS RENEWAL</b> 4 = 1/3	1/3			
	<b>Total: 151 = 91/60</b>			<b>86/53</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.

## Appendix 2.

List of documents requested by EEC members within the framework of accreditation

No	Names of documents	amount	Date approved
1.	Educational programme specialties	1	26.05.2020
2.	Syllabuses by specialty	6	28.08.2020
3.	Individual curricula of residents	5	28.08.2020
4.	Resident portfolio	5	28.08.2020
5.	Internal reviews of the EP	3	10.06.2020
6.	External reviews for EP	3	10.06.2020
7.	Rules for admission to residency	1	15.07.20
8.	EP reviews	2	
1.	List of residents and their curators	1	
2.	Training bases	1	01.09.2020
3.	SOP, DMS, Checklists	2	29.08.2020
4.	Employee qualifications	7	
5.	Mentoring clause	1	
6.	Methodological security map	1	01.09.2020
7.	Teaching staff certificates in pedagogy	7	
8.	Control and measuring equipment		
9.	Monitoring tasks	100	01.09.2020
10.	Tests for midterm control	100	01.09.2020
11.	Final control tests	200	01.09.2020
12.	Intermediate certification tests	600	01.09.2020
13.	List of mentors	1	01.09.2020
14.	Individual teacher plan	7	01.09.2020
15.	Department regulations, job descriptions	1	
16.	Calendar-thematic plan and schedule	15/2	14.08.2020
17.	Resident questionnaires (1 year of study)	1	