REPORT OF THE EXTERNAL EXPERT COMMITTEE ON RESULTS OF ASSESSMENT OF COMPLIANCE WITH THE STANDARDS FOR INSTITUTIONAL ACCREDITATION OF ORGANISATIONS FOR CONTINUING PROFESSIONAL DEVELOPMENT (CPD) FOR HEALTHCARE PROFESSIONALS

INSTITUTIONS SCIENTIFIC AND PRODUCTION COMPLEX "KAZAKHSTAN MEDICAL INSTITUTE FOR CONTINUING EDUCATION "PARASAT"

1. Composition of External Expert Committee
In accordance with the order of the ECAQA No.33 dated 18.04.2019 formed External Expert Commission (EEC) for the 6-7.05.2019 of institutional accreditation institutions "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" for the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals, as follows:

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In the period from 06.05.2019 till 07.05.2019 assessed the compliance with the main activities of the Institution "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals ECAQA.

The report of the EEC contains an assessment of the "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" for compliance with institutional accreditation standards of the ECAQA, the EEC recommendations to further improvement of activities of an educational program.

2. General part of the final report of the EEC

2.1 Presentation of the Institution "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat"


On November 25, 2013 was registered by the Astana branch of the institution. A set of students and trainees of CPD began in 2014. The total number of trained from 2014 to 2018 in the IPO - 8255 people.

Successes and awards: Gratitude from the management of the branch of the JSC "Railway Hospital of Disaster Medicine"; A letter of thanks from the Head of the Main Military Clinical Hospital of the Ministry of Defense of the Republic of Kazakhstan; Gratitude from the management and nursing staff of the city children's hospital No.2; Gratitude from the PCC on the REHC "City Hospital No.2"; TA letter of thanks from the Maternity Hospital No.1; A letter of thanks from the leadership of the National Scientific Medical Center in Astana; A letter of thanks from the RSE "Hospital Medical Center Office of the President of the Republic of Kazakhstan"; A letter of thanks from the Medical Center for Mental Health Problems.

2.2 Information about previous accreditation

Until today, it was not carried out.

2.3 Analysis of the self-assessment report on the establishment of "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" to the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals

Institutional accreditation is carried out in accordance with the Agreement on preparation and holding of institutional accreditation No.24 dated 11.01.2019, the Institutional self-agencies conducted based on the order No.1 dated 11 January 2019 "On approval of the working group on preparations for the institutional accreditation
"Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" for compliance with institutional accreditation standards organizations of additional education (continuing professional development).

Report on the institutional self-assessment agencies for compliance with the standards of institutional accreditation of additional education institutions (continuous professional development) presented on 73 pages, excluding annexes, characterized by completeness, structuring and internal unity of the information provided by the accredited educational organizations on their activities. A cover letter signed by the President of the Institution Yugay V.A. are attached to the report.

The report was prepared in accordance with the Guidelines for self-assessment in the framework of institutional accreditation and is in compliance with the institutional accreditation of additional education institutions (continuous professional development). There is a list of members of the internal committee self-assessment indicating the responsibility of each member of the internal commission (total 8 people), information about the representatives of the institutions responsible for the conduct of institutional self-assessment – Zhukov E.S., Director of Astana branch (Nur-Sultan).

Chairman of the working group on preparations for the institutional accreditation is Yugay V.A. – agency President, the deputy chairman of the working group on preparation for institutional accreditation - Zhukov E.S.

During the period of self-assessment, working group on preparation of the report and the collective institutions has been done the following work: to gather the necessary information in accordance with the standards of institutional accreditation; a thorough analysis of the materials, their content is reflected in the report. The content of the self-assessment report is structured in accordance with institutional Accreditation Standards includes a description of the ECAQA and strengths, areas for improvement in each of the 9 standard.

Database applications are complete, consistent, and there are references to them in the text of the report.

The report written by competent language, the language of each standard are clear and understandable, tables contain references in the text and are numbered consecutively.

3. Analysis on the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals for the external evaluation of the Institution "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" and a review of the strengths of each standard

Standard 1: Mission and outcomes

It provides evidence of the presence of members of the EEC mission and vision of the Institution "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat", which are available for review by all stakeholders (employees, students, patients) both on the organization website (http://www.ipk-parasat.kz/), As well as information stands, promotional items. For employees of the
organization, the mission was communicated at the meeting. Mission is displayed on the stand of the organization's website, in the syllabus, leaflets, brochures, social networks (facebook, instgrammm).

It has been established that the mission is formulated as an appeal or slogan, at the same time the meaning of the mission take into account the present state of health of the Republic of Kazakhstan, as well as the current situation on additional education and legal framework for the CPD in the Republic of Kazakhstan. The mission is easy to remember, so when interviewing listeners, external experts were able to verify that the trainees were aware of the mission and the objectives of the organization being accredited. The strategic directions of development of the organization over the next 5 years, laid the basic essence of the mission, and it is closely linked to learning outcomes. This fact is established when studying the results of the questionnaire survey of students on the completion of advanced training programs.

Experts have seen that Institution, existing on the CPD educational services market for more than 10 years, is one of the leading organizations of additional training of specialists with higher, secondary medical and non-medical education in Kazakhstan.

**Strengths:**

1. Availability of highly qualified professionals, recognized in the medical community of the country.
2. The Institution successfully collaborates with private and public organizations that improve the skill level of their employees.
3. Improvement of the educational process, including the development and implementation of effective and innovative technologies in the educational process.

**EEC conclusions on the criteria:** comply - 12 partially comply – 1 do not comply - 0

**Standard 1: completed**

**Recommendations for improvement:**

- Involvement of employers and students in advisory bodies ISPC "KMICE Parasat" to formulate a mission.

**Standard 2: Educational programmes**

Experts determined that the implementation of additional education programs carried out in accordance with the model programs of training and retraining of medical and pharmaceutical personnel, approved by Order of the Minister of Health of the Republic of Kazakhstan No. 165 dated 14 April 2017.

Educational services ISPC "KMICE Parasat" presented a wide range of activities, both at clinical sites, and with the departure of other organizations: retraining and advanced training cycles, workshops, seminars, training in the workplace, training.

During the visit, the experts found that sessions can be conducted in person (as a group or individually), part-remotely, as well as remotely, using information and computer technologies. The RT programs and policies take into account the AT professional organizations, associations, taken into account the latest scientific data and classifications, the curriculum integrates activities of professional associations (eg,
workshops, seminars, conferences, discussion of new clinical guidelines, the results of expert work).

The ISPC "KMICE Parasat" has the necessary logistics in Almaty head office and Nur-Sultan branch, for various forms of learning that allows you to implement active learning methods: D-PBL - problem-oriented training based on medical errors, CBL - learning through the use of clinical cases, TBL command-based learning. EXPERTS attended several workshops on emergency medicine for doctors, certification course for doctors, for nurses lecture and practical training for secondary medical workers. In cooperation with the European Association of resuscitation by the official representative in the CIS "Arctic Medical Training" LLC, providers courses were held.

Teachers of the ISPC "KMICE Parasat" involved in the implementation of research projects, such as Zhukov E.S. performs work on the theme "Improving the organization of the provision of neurosurgical care to patients with hemorrhagic stroke."

In a survey of students found that they can participate in conferences of national and international level and make presentations on the core specialties.

The ISPC "KMICE Parasat" has a computer room with uninterrupted access to the Internet, employees shall consult to find information, offer reliable websites to search for information, such as site MoH, Republican Health Promotion Center, http://who.int.com/.

Listeners get acquainted with the levels of evidence in medicine, which databases are best to use, information retrieval skills.

Strengths:
1. Compliance with the content of programs of CPD requirements TUP;
2. The presence of clinical sites accredited by national standards;
3. ISPC "KMICE Parasat" uses appropriate teaching and learning methods, ensures the integration of the components on the practice and theory.

**eec conclusions on the criteria:** comply - 17 partially comply - 2 do not comply - 0.

**Standard 2: completed**

**recommendations for improvement:**
- Involvement of students and teachers in the scientific and clinical studies.
- Improvement and automation of process feedback from listeners and employers.
- Improve mechanisms for evaluation of knowledge, skills and professional competencies of students through the introduction of modern forms and methods of evaluation.

**Standard 3: Assessment and documentation of CPD**

Evaluation of educational achievements of students is carried out using the criteria, regulations and procedures developed in accordance with the goals and objectives for the implementation of educational programs and confer qualifications under the current points-rating system and control of the educational process in accordance with the legislative, internal and external regulations.

To determine the level of knowledge and skills of students of RT and AT cycles, as well as to control the assimilation of educational material to conduct current and final
control of knowledge using modern methods of measurement. Form of control is determined by the teachers themselves.

External experts were convinced that the ISPC "KMICE Parasat" students' knowledge evaluated through the use of various types of tests. This type of assessment is used as in the current control performance, and in the final.

Additional methods of assessment is the observation of the teacher, taking into account the communicative and clinical skills of the listener. Especially clearly this process is observed in the cycles of therapy, pediatrics, general practice, anesthesiology and intensive care, where the program included testing of simulation technologies.

Self-assessment of students since 2019 introduced a procedure for portfolio acquisition.

During the entire cycle, the teacher monitors the students, periodically giving intermediate tasks, feedback on topics is conducted. The information received by the teachers is shared by telephone with the staff of the ISPC "KMICE Parasat", depending on which specialist is responsible for the doctors or IDA.

Providing feedback to health professionals on the basis of evaluation results, including an assessment of progress and achievement of outcomes. Evidence base implementation of this criterion are the responses of listeners, interviews with faculty, successfully issued documents on the passage of specialization.

**Strengths:**

1. During the entire training period, the student forms a portfolio that meets the final goals of the program and contains uniform, reliable and valid criteria for assessing the student’s performance.

   **EEC conclusions on criteria**

   - comply - 4
   - partially comply - 3
   - do not comply - 0

**Standard 3: Completed**

**Recommendations for improvement:**

- Improving the monitoring of evaluation methods when teaching students on a clinical basis.
- Standardize and validate personalized education professors portfolio.
- The work programs and syllabuses prescribe the competence-based qualification requirements.

**Standard 4: The health care professionals (individual professional development)**

EEC experts have received evidence that the programs and activities of the NDP takes into account the need for further certification specialist once every five years based on accumulated credits of CPD, as well, and during the passage of Examination for awarding qualification category. On a permanent basis the training department managers held listeners counseling.

Accredited organization implements motivational flexible policy towards the audience. Thus, stimulating students to study in the organization is a low cost training programs, flexible schedule (cycles can be organized on request), an individual approach based on professional profile, the specifics of the organization.
Experts have seen that employees have the appropriate education, 70% with medical education, there is a person with a master's degree and qualification category. Employees educational ISPC "KMICE Parasat" also undergo training on teaching methodology. The learning process takes place the validity of the time, negotiations are underway, where the basic principle is to meet the needs of the listener.

In teaching students the CPD constantly optimized teaching methods, from traditional (lectures, recitation) to interactive, including individual and group training. The listener involved in the process of choosing what to study. Thus, together with the manager of each listener selects PC cycles, based on the direction of his interests and profile. The student-centered approach to learning includes a variety of relationships between teachers and students, which is why the teacher becomes a facilitator, an assistant, where the responsibility for teaching has both the teacher and the student himself. The student-centered learning is increasingly focused on learning outcomes. At the same time, the learning process is not only the transfer of knowledge, but also a deep understanding and critical thinking.

Thus, the Training Center recognizes the importance of an individual approach to students, given the level of education, knowledge of practical skills, work experience.

In UNPK "CMI" PARASAT "distance learning functions according to established standards and specifications. It is using well-known and proven platform Moodle - remote learning environment with open-source.

In the context of implementation of the competency-based model of medical education in ISPC "KMICE Parasat" operates counseling system.

Listeners reward system to engage in various training programs, training seminars, short-term modules are implemented on the profile of the specialty in the IPO.

**Strengths**

1. A flexible procedure is a set of small groups of 2-3 people to 10.
2. Permanent consulting support of students, including individual.
3. The presence of a system of encouraging students and teaching staff.

**EEC conclusions on the criteria:** comply - 18 partially comply -1 do not comply - 0

**Standard 4: Completed**

**Recommendations for improvement:**
- Active inclusion of students in the work of the deliberative bodies of the UNPK "KMIPK" Parasat ".

**Standard 5: CPD PROVISION (continuous professional development)**

ISPC "KMICE Parasat" follows all normative and legal acts of health care, medical education and additional education of RoK. According to the order of the President of the ISPC "KMICE Parasat" No. 1 dated 03.01.2019, "On passing the institutional accreditation of the organization" started preparing to undergo accreditation. Previously accreditation is not carried out, the monitoring was conducted on the basis of conformity issued documents controlled DOOZ.

The goal of personnel policy ISPC "KMICE Parasat" is aimed at creating an effective human resources management system, provides an opportunity for maximum
disclosure of potential employees. Quality control of teaching and methodical support educational process is carried managers ISPC "KMICE Parasat" and UMS. Clinical qualification of teachers is determined by the presence of a specialist certificate, as well as the presence of the medical category. To train students in the first place attracted teachers who have a degree, higher, first medical qualification category. UNPK "KMI" Parasat "invites mentors in accordance with the objectives and needs of teachers. Teachers issued monographs used in the educational process.

**Strengths:**

1. A stable position of the organization and good reputation among potential students - physicians and paramedical personnel to ensure compliance with regulatory and legal acts in the field of further education.
2. High professionalism of teachers (the proportion of teachers with advanced degrees, the first and highest category).

**EEC conclusions on the criteria:** comply - 12 partially comply - 0 do not comply - 0

**Standard 5: Completed**

**Recommendations for improvement:** no

**Standard 6: Educational Resources**

Currently, the organization of educational activities of the head office with leased area of the premises - the branch in Nur-Sultan area - 165.30 sq.m. and head office in Almaty with leased area of the premises - 321.8 square meters, including 3 study rooms and auxiliary rooms. To ensure the quality of training from November 2017 on the basis of the organization operates a simulation class, equipped with exercise machines. Experts at the time of the visit were able to explore the outer space of the branch and via Skype headquarters in Almaty.

With the aim of continuous improvement of material and technical base and quality of supplementary education leadership from the budget ISPC "KMICE Parasat" allocates the necessary funds to be spent for: capital and current repair and equipping of educational, scientific and information activities, the purchase of furniture and educational equipment, maintenance operational engineering services and networks of buildings and structures and the registration of buildings and structures.

Contract with LLP "Medical Center Emily" on library services for students in Almaty.

Guide ISPC "KMICE Parasat", managers are responsible for the safety of workers at the workplace. Every new employee, student, arrived at the training, held an introductory briefing with experts and professors.

ISPC "KMICE Parasat" listeners training is carried out on the basis of" Perinatal Center №3 "Hospital of the Ministry of Defense of Nur Sultan, SCE on PVC" City Hospital for Infectious Diseases "," House of Health "of Nur Sultan.

A contract was concluded with "Medical Center EMILI" LLP for library services for students of Almaty.

At clinical sites students have access to sophisticated medical equipment, including laboratories (clinical, biochemical and bacteriological, immuno-PCR) operatively
diagnostic department, department of radiation, a radioisotope, clinical diagnostic diagnostics, separation rehabilitation physiotherapeutic, exercise rooms.

Education using DOT is implemented in various educational programs. DOT provides students with the opportunity on the job to get a full range of educational and methodological materials using modern information technology, especially with the use of telecommunications.

In order to comply with officers ISPC "KMICE Parasat" ethical conduct of decent performance of their professional activities Board decision UNPK" KMI "Parasat" approved the Code of Ethics ISPC "KMICE Parasat" No.2 dated 08.10.2018, which provides the basis for the formation of proper morality in collective respect to each other, to patients, colleagues and students. PPP goes through a cycle training with regard to the need and relevance of those both inside and outside the country.

**Strengths:**
1. Education at clinical sites covers all educational areas.
2. Applying teaching methods aimed at developing the skills of decision-making, critical thinking, teamwork in a real professional activity.
3. Sufficient material and technical resources.
4. Percentage of academic degree holders rate is high.

**EEC conclusions on the criteria:** comply - 24 partially comply - 0 do not comply 0

**Standard 6: Completed**

**Recommendations for improvement:** no

- The ability to attract foreign professors to teach the teachers.

**Standard 7: Evaluation of CPD Activities**

Improvement, improvement of the evaluation of educational programs carried out continuously, on the basis of PDCA (Deming cycle), conducted after each cycle is carried out feedback from faculty, analyzes, revealing sides to improve. Activities Professionals goes active, it is possible to prove by means of the timing of working hours, increasing the number of listeners. Monitoring experience of the ISPC "KMICE Parasat" is a periodic review of working curriculum by qualified experts. Evaluation and comparison of supplementary education program with the best foreign practitioners of similar function is performed by teachers. So, the last change was the introduction of the program "Actual problems of pediatrics" theme "Medical errors in pediatric practice."

The ISPC "KMICE Parasat" actively involves teachers and students in planning program evaluation and use of evaluation for program improvement As part of the analysis of the program Advanced Training and Retraining 2016-2018. A "Satisfaction Survey" was conducted. The survey involved students of PC and PP training of all specialties.

All survey results and analysis conducted on it is displayed on the hearing of UMC, which resulted in members of the council include corrective actions. Feedback is making a constructive contribution to the development of the organization as well as the
opinion of those directly involved allows you to do a service in demand for health care professionals.

Health experts are actively involved in the evaluation of educational programs of the NDP and the results are used in planning the CPD. This procedure is driven by bonuses, awarding letters of thanks, students have bonuses for enrolling in the cycle.

The ISPC "KMICE Parasat" provides educational services to students for core subjects. It holds an annual open day for students wishing to learn the program PC and PP. Representatives of public associations of doctors (physicians' associations) - organizes scientific and practical conferences on topical issues of medical education and specialty.

The ISPC "KMICE Parasat" mechanisms designed educational program approval, providing an assessment in the planning stages of the program, implementation, analysis and implementation of changes that lets you monitor the process of implementation of the educational program.

**Strengths:**
1. A flexible system of educational programs review.

*EEC conclusions on the criteria:* comply - 11 partially comply - 0 do not comply - 0

**Standard 7: Completed**

**Recommendations for improvement:** no

**Standard 8. Organization**

External experts to examine the organizational structure and in the course of interviews with leaders and senior officials of the evidence obtained by the presence of efficient and effective management of key areas of work and the organization of educational process. The activities of management regarding the execution of the mission and the tasks assigned to the ISPC "KMICE Parasat", studied and evaluated on the basis of analysis and reporting and planning, analysis of the purposes of implementing and objectives of the strategic plan, internal audit reports (according to plan), the outcome of the internal and external commissions. Each center of the ISPC "KMICE Parasat" internal quality assurance system is coordinated by the managers of the educational process.

In accordance with the Rules of the organization of additional vocational training in the ISPC "KMICE Parasat", a contingent of students is formed on the basis of personal statements listener or request medical or other rail organizations. Admission to training is made by the order.

The ISPC "KMICE Parasat" periodically reviewed and approved by the training rules, which regulates in detail the rights, duties and responsibilities of students and the administration, organization of educational process. Said rules enshrined officials responsible for the proper performance of the Rules and the scope of their responsibility. In order to ensure the quality of educational programs used methods for assessing their functioning for the further development and improvement of educational programs such as the evaluation of teachers and staff.
The main purpose of the financial and economic life is to achieve a steady state of the accredited organization on the basis of a systematic approach to evaluating and improving the effectiveness of the internal control system, process approach quality management and continuous improvement to meet the requirements of national standards, international standards. In order to ensure effective use of financial resources (including distribution), the coordination of the process of budget investment planning, making recommendations on the allocation of funds, a working group, which reviews the results of a quarterly formation and use of financial resources.

**Strengths:**
1. Continuous organizational, coordination and administrative work, aimed at achieving the mission and goals.
2. Responsibilities and obligations in relation to the educational programs of control are defined.
4. Effective methods of stimulating the faculty and staff of clinical sites.

**EEC conclusions on the criteria:**
- comply - 9
- partially comply - 0
- do not comply - 0

**Standard 8: Completed**
**Recommendations for improvement:** no

**Standard 9. Continuous Renewal**

EEC in the process of observation and interviews with the different categories of staff made sure that the ISPC "KMICE Parasat" periodically review the organizational structure, content, outcomes / competence assessment methods and learning environment of CPD programs. This takes into account the practical health and pharmacy needs, the emergence of new legal documents, transformation of society.

The management of the organization allocates all the necessary resources for the continuous improvement of the NDP programs, including human resources (sufficient number of employees), material and technical support, and decent wages for employees and teachers. The organization bases the improvement process on prospective research and analysis, as well as on the results of its own study and on medical education literature. When you update the educational programs of additional training and the organization of the SS officers used a retrospective analysis of a prospective, study of literature, ANP, clinical protocols. Requirement for teachers organization is constantly learning materials from the WHO website.

The organization is aware of the need to improve the methodology of work and methodological support of CPD programs.

**Strengths:**
1. Ability to develop individual learning paths for students.
2. 100% passing of NCIE test.
3. Prepared five FULL instructors for basic cardiopulmonary resuscitation.
**EEC conclusions on the criteria:** comply - 5 partially comply - 0 do not comply - 0

**Standard 9: Completed**

**Recommendations for improvement:**
- Involvement of international experts for the higher-education teaching personnel training.
- To expand access to international databases, library holdings.

4. **Recommendations for improving the activity of the educational program Institution "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat":**
   1) To ensure the involvement of a wider range of stakeholders (students, teachers, employers) in the development of the mission, the strategic development plan of the organization and to discuss issues of improving education;
   2) To strengthen the methodological work:
      - To establish a common educational-methodical documentation organization, including training complex specialty;
      - The work programs and syllabuses include a list of competences, based on the qualification requirements;
      - To standardize and validate personalized education professors portfolio;
   3) To implement the activities of the organization of research work aimed at improving the further education programs with the active participation of teachers and the involvement of the audience;
   4) To improve mechanisms for assessing the knowledge, skills and professional competencies of students through the introduction of modern forms and methods of assessment;
   5) To improve and automate the process of feedback from students and employers;
   6) Actively involved in the teaching of international experts;
   7) To expand access to international databases and library fund of professional literature.
5. Recommendations for Accreditation council of the ECAQA

The EEC members came to unanimous opinion to recommend to the Accreditation Council to assign a status of institutional accreditation organization, carrying out additional education "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" for 5 years.

Chairman of the EEC Ramazanova Sholpan Hamzaevna

National academic expert Asenova Lazzat Hasenovna

National academic expert Zhumalina Akmaral Kanashevna

Expert -representative of practical health care Ashimova Saule Agibaevna

Expert – representative of the Healthcare Professionals Rahymzhanova Aizhan Baydalykyzy

ECAQA observer Sarsenbayeva Saule Sergazievna
7. Рекомендация Аккредитационному совету ЕЦА
Члены ВЭК пришли к единогласному мнению рекомендовать
Аккредитационному совету присвоить статус институционально
аккредитованной организации дополнительного образования Учебно-
научно-производственному комплексу «Казахстанский медицинский
институт повышения квалификации «Паразат» на период 5 лет.

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Quality profile and criteria for the external evaluation of the "Scientific and Production Complex "Kazakhstan Medical Institute for Continuing Education "Parasat" for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals

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<td>5. CPD PROVISION (Continuous Professional Development)</td>
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<td>6. Educational resources</td>
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<td>7. Evaluation of CPD Activities</td>
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<td>8. Organization</td>
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<td>9. Continuous Renewal</td>
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