

**REPORT**  
**OF THE EXTERNAL EXPERT COMMISSIONS ON THE EVALUATION OF**  
**THE EDUCATIONAL PROGRAMME "PEDIATRIC SURGERY"**  
**OF CORPORATE FUND "UNIVERSITY MEDICAL CENTRE" FOR**  
**COMPLIANCE WITH THE ACCREDITATION STANDARDS FOR**  
**PROGRAMMES OF POSTGRADUATE EDUCATION (RESIDENCY**  
**SPECIALTY) MEDICAL ORGANIZATIONS OF EDUCATION**

**period of external expert evaluation: December 7-10, 2020**

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

In accordance with ECAQA Order No. 21 dated November 16, 2020, an External Expert Commission was formed to conduct accreditation of educational programmes for residency specialties of the Corporate Foundation "University Medical Centre" from December 7 to December 10, 2020 (CF "UMC") in the following composition:



**Chairman of the External Expert Commission**

**MORENKO MARINA ALEKSEEVNA,**  
Doctor of Medical Sciences, Head of the  
Department of Children's Diseases  
JSC "Astana Medical University"  
Chief freelance pediatric immunologist of the  
Public Health Department of Nur-Sultan, a  
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**Foreign expert**

**IVANA OBORNÁ,**  
Doctor of Medical Sciences, Professor, Assessor  
for the recognition of accreditation bodies of the  
World Federation of Medical Education  
(<https://wfme.org/about-wfme/people/ivana-oborna/>), expert of the National Bureau of  
Accreditation for Higher Education of the  
Czech Republic, Deputy Chairman of the  
Fulbright Czech- American government  
organization, Vice-Rector for International  
Relations at Palacký University, obstetrician-  
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**Foreign expert**

ZINCHENKO RENA ABULFAZOVNA,  
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Director for Scientific and Clinical Work of the  
Federal State Budgetary Scientific Institution  
"Medical Genetic Research Centre named after  
Academician N.P. Bochkova" (MGRC), Head  
of the Laboratory of Genetic Epidemiology,  
Scientific Secretary of the Dissertation Council  
D 001.016.01 for the defence of candidate and  
doctoral dissertations in the specialty  
"Genetics"(medical and biological sciences) on  
the basis of the Federal State Budgetary  
Scientific Institution " MGRC ".



**National academic expert**

KURMANOVA ALMAGUL  
MEDEUBAEVNA,  
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**National academic expert**

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**National academic expert**

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Society ISPOR  
Deputy Chairman of the Formulary Commission  
of the Healthcare Department of the Karaganda  
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**National academic expert**

SADIEVA ZHANAR ZAMANKHANOVNA,  
anaesthesiologist-resuscitator, head of the  
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**National academic expert**

DZHAMANTAYEVA BOTAGOZ  
DAUKIMOVNA,  
Candidate of Medical Sciences. and about. Head  
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**National academic expert**

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

The EEC report contains an assessment of the educational programme of residency in the specialty "PEDIATRIC SURGERY" CF "UMC" for compliance with Accreditation Standards programmes of postgraduate education (specialty residency) of medical educational institutions of ECAQA, recommendations of the EEC on the further improvement of educational activities of CF "UMC" in the field of postgraduate education.

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

### **2.1 Presentation Corporate Foundation "University Medical Centre" and educational residency programme in the specialty "PEDIATRIC SURGERY".**

The corporate fund "University Medical Centre" (hereinafter - CF "UMC") was created in accordance with the decision of the Board of Trustees of the Autonomous Organization of Education "Nazarbayev University" (hereinafter - Nazarbayev University) dated September 20, 2015 No. 20 on the basis of subsidiaries of the joint stock company "National medical holding".

The purpose of the UMC CF is to provide safe, effective and high-quality medical care, the development, implementation and dissemination of modern technologies in the field of medical science, education and practice.

Today CF "UMC" unites four leading medical centres, including the National Scientific Centre for Motherhood and Childhood (hereinafter - NRCMCH), the National Centre for Children's Rehabilitation (hereinafter - the NCDR), the Republican Diagnostic Centre (hereinafter - the RDC) and a branch in Kyzylorda. Three centres of CF "UMC" (NRCMCH, RDC, NCRC) have passed the international accreditation of Joint Commission International, which is a guarantee of the safety of the services provided and confirmation of the provision of medical services in accordance with the level of international standards. IN 2019 year by the decree of the Government of the Republic of Kazakhstan, the National Centre of Oncology and Transplantology was removed from the CF "UMC" and transferred to the jurisdiction of the Ministry of Health of the Republic of Kazakhstan. Also, by the end of this year, the National Scientific Cardiac Surgery Centre will be transferred to the structure of the UMC CF.

Activities as part of the integrated academic health care system of Nazarbayev University ensures the uniqueness of the educational services offered. As a part of the integrated academic health care system, Nazarbayev University, CF "UMC" attracts foreign specialists' "mentors" and organizes master classes with the involvement of international experts on the basis of its centres to create a competitive generation of medical personnel, develop and adapt modern protocols for diagnosis and treatment of diseases as well as improving the quality of medical care.

CF "UMC" pays special attention to the issue of compliance with the requirements of international quality and safety standards of medical care JCI, including through the use of methodologies for continuous quality improvement, advanced training of medical personnel in leading medical organizations of the world, the introduction of a patient-oriented system of medical care, in including on the basis of recommendations of mentors-partners from Switzerland in the field of hospital services.

In accordance with the UMC CF Charter, approved by the decision of the Governing Council of Nazarbayev University dated October 16, 2015 No. 16.10.15 (with amendments and additions approved by the decision of the Governing Council of Nazarbayev University dated February 6, 2018 No. 06.02.18), one of the main types of activity of CF "UMC" is educational.

The organizational, functional and staffing structures of the organization are built taking into account the mission, goals, objectives and policy in the field of quality assurance.

The organizational structure of CF "UMC" is developed on the basis of strategic directions, approved by the governing body CF "UMC", vertical subordination of the relevant structural divisions to the Deputy Chairmen of the Management Board, Medical and Executive Directors in supervised areas. The basis for building the organizational system of the centres of the CF "UMC" are the main processes-blocks: medical, strategic, nursing and service and economic.

The Department of Science and Education (hereinafter referred to as the Department) is a structural subdivision of the CF "UMC".

Training in residency at the CF "UMC" has been carried out since 2016. According to article 8 of the Law "On the status of Nazarbayev University", "Nazarbayev Intellectual Schools" and "Nazarbayev Fund" Nazarbayev University, Intellectual Schools, their organizations carry out educational activities without a license, without state certification.

Residency programmes are implemented in accordance with the Rules for organizing the educational process in the residency of the CF "UMC" approved by the decision of the Board of the CF "UMC" dated February 15, 2018 No. 3.

Residency programmes are implemented in 11 clinical specialties:

1. 6R111500 Neurology, incl. children's;
2. 6R114400 Obstetrics and gynecology, incl. pediatric;
3. 6R112600 Anesthesiology and resuscitation, incl. pediatric;
4. 6R114300 Neonatology;
5. 6R111900 Radiation diagnostics;
6. 6R114200 Pediatric;
7. **6R113300 Pediatric surgery;**
8. 6R115000 Pediatric Oncology and Hematology
9. 6R114500 Medical genetics;
10. 6R113600 Traumatology and Orthopedics, incl. pediatric;
11. 6R111000 Nephrology, incl. pediatric;

The total number of students in the residency of the CF "UMC" in 2019-2020 is 66 residents, including 2 persons in the specialty "Pediatric surgery" (on academic leave). In 2019 and 2020 a total of 51 and 32 residents, respectively, was carried out, including in the specialty "Pediatric surgery" in 2019 – 1, in 2020 - 2.

The total number of teachers involved in the educational process of residency and additional vocational training is 206 people, of whom Ph.D. - 27, Ph.D. - 60. Number of teaching staff under the residency programme "Pediatric surgery" - 6.

## **2.2 Information on previous accreditation**

Accreditation of the educational residency programme in the specialty "Pediatric surgery" CF "UMC" has not been held to date.

## **2.3 Analysis of the report on self-assessment of the educational programme of residency in the specialty "Pediatric surgery" CF "UMC"**

Preparation for specialized accreditation of the Corporate Fund "University Medical Centre" was carried out on the basis of the order dated July 20, 2020 No. 18-n / κ "On the approval of the composition of the working group for the preparation for specialized accreditation of the corporate fund" University Medical Centre".

Self-assessment report of the educational programme "Pediatric surgery" presented on 126 pages of the main text, of which 13 pages of annexes and electronic versions of documents by reference to google disk in 14 sections.

The report is characterized by completeness of answers to all 9 accreditation standards, structuredness taking into account the recommendations of the ECAQA Self-Assessment Guidelines, as well as internal consistency of information. The report is accompanied by an accompanying letter signed by acting medical director Khairulina B.E., confirming the accuracy of the information and data contained in the report.

The report contains information about the representative of the CF "UMC" responsible for the self-assessment of educational programmes Syzdykova Alma Alibekovna, Director of the Department of Science and Education.

A working group of 22 people headed by the chairman E.A. Taigulov on the preparation of the self-assessment report, a certain amount of work was done: the content of the accredited educational programme, the conditions for its implementation, staffing, educational resources were analysed, the necessary information was 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.

All standards show actual practice CF "UMC" for the preparation of residents in the specialty "Neonatology" taking into account the start of admission students in 2016, 2017 and 2020, reasoned data, examples of the implementation of the tasks 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 the selection and admission, the results of training, the results of the assessment of knowledge and skills, the material and technical base of the university and clinical bases, contractual obligations with partners (universities, associations, bases), financial information, development plans and improvement, etc.

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

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

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

External expert work on the evaluation of the educational programme residency in the specialty "Pediatric surgery" was organized in accordance with the Guidelines for conducting an external assessment of educational organizations and educational programmes of ECAQA (approved by order of the Director General of the NU "Eurasian Centre for Accreditation and Quality Assurance in Education and Healthcare" No. 5 dated February 17, 2017) and according to the programme and schedule approved on November 16 .2020 Director General of ECAQA Sarsenbaeva S.S. and agreed with Medical Director of the CF "University Medical Centre" B.E. Khairulin.

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

The sequence of the visit during December 7-10, 2020 is detailed in the Visit Programme, which is located in the documentation of the accreditation centre and in the annex to this report.



**Table 1 - Information about teachers** and categories of meetings, interviews, interviews with EEC members

| No. | FULL NAME.                      | Position held  |
|-----|---------------------------------|--|
| 1.  | Ainakulov Ardak Dzhaksylykovich | Head of the Department of Urology, NRCMCH  |
| 2.  | Dzhenalayev Damir Bulatovich    | Head of Pediatric Surgery Department   |
| 3.  | Mailybaev Bakhytzhon Muratovich | Senior Consultant Resident in Pediatric Urology, Pediatric Surgery Department, NRCMCH    |
| 4.  | Mamlin Omar Askarovich          | Surgeon of the Department of Pediatric Surgery and Transplantation No. 1, NRCMCH         |
| 5.  | Olkhovik Yuri Mikhailovich      | / Senior Surgery Resident of Departments of Pediatric Surgery and Transplantation NRCMCH |
| 6.  | Ospanov Marat Mazhitovich       | / Head of the Department of Pediatric Surgery and Transplantation, NRCMCH                |

During the interviews, the members of the EEC were asked questions:

- 1) Do you know the mission of the organization and the educational programme?
- 2) Your participation in the formation of the mission?
- 3) Are you involved in the deliberative bodies?
- 4) Are you satisfied with the quality of training for residents?
- 5) Are you satisfied with the organization of the educational process?
- 6) Do you provide feedback after completing the discipline?
- 7) How is the assessment carried out, the frequency rate, the forms of the assessment sheets?
- 8) What clinical skills should a resident have in the specialty " Pediatric surgery"

The answers were received and the experts found out that the teachers are completely satisfied with the organization of the educational process, provide feedback, but fill it out manually, and have a paper electronic journal.

In order to validate the performance of the self-assessment report data and obtain evidence of programme quality, 44 residents were interviewed on a zoom platform. The experts asked questions about satisfaction with training at CF UMC, sufficient time for supervising patients, work in "Damumed" with medical documentation, satisfaction with teaching methods and qualifications of teachers, social and moral support for residents who need it, participation in "Journal Clubs", availability of international databases professional literature data. In general, the residents are satisfied with the training, assessment methods, and purposefully entered this organization, since they believe that the UMC CF has good educational resources, image and international connections, at the same time, residents would like more independence in managing patients.

Residents showed their commitment to the organization of education, were active in answering questions from external experts, demonstrated their judgments on the organization of training, assessment of their skills, advisory support, opportunities to participate in research and development, funding, demonstrated their English language skills when answering questions from foreign expert Ivan Oborna. The experts studied the documents of residents (portfolio, results of assessment of residents-checklists, results of a survey of residents).

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

Clinical base "Centre for Motherhood and Childhood" (NRCMCH) is the first large multidisciplinary hospital in the CIS countries, certified by the international accreditation

commission JCI (Joint Commission International), where for the first time in Kazakhstan, highly specialized types of surgical operations were performed - kidney transplantation for children, hematopoietic stem cell transplantation, liver transplantation, joint replacement, surgical correction of scoliotic deformities in children, peritoneal dialysis in new-borns.

The structure of the NRCMCH includes the Department of Pediatric Surgery with 139 beds, submitted divisions:

- Department of Orthopaedics No. 1 at 35 beds and No. 2 with 25 beds are the most modern centres for the treatment of children with pathology of the musculoskeletal system, the most complex contingent of patients with pathology of the spine, hip joints, who have often been unsuccessfully passed through more than one medical institution.

- Department of Pediatric Surgery and Transplantation No. 1 at 35 beds provide highly specialized medical care to children with surgical malformations and diseases of the ENT organs, maxillofacial region, chest organs, abdominal cavity, retroperitoneal space.

- The Department of Nephrology, Dialysis and Transplantation is intended for patients with kidney disease, patients requiring renal replacement therapy: haemodialysis, peritoneal dialysis, kidney transplantation.

- Department of Urology for Assistance children with pathology of the urinary system.

- Pediatric operating unit

A review of resources showed that the clinical base NRCMCH, available for review at the time of the external visit, corresponds to the goals and objectives of the corresponding educational programmes in the specialties - pediatric, neonatology, obstetrics and gynecology, anaesthesiology and resuscitation, etc., since it has 450 beds, a sufficient number of thematic patients, modern equipment and demonstrates availability students, and employees who simultaneously fulfil the roles of teachers and mentors (mentors) provide quality teaching in an ethical and deontological manner. Before starting the corresponding discipline of the educational programme, the resident receives a syllabus from the teacher and knows what skills he must acquire and develop during the training.

The experts examined the documentation on the educational programme of residency in the specialty "Pediatric surgery " by the link <http://umc.org.kz/educational-methodical-documentation/>, which confirmed the compliance with the accreditation standards, including teacher documentation [http://umc.org.kz/wp-content/uploads/2019/11/PPS\\_list.pdf](http://umc.org.kz/wp-content/uploads/2019/11/PPS_list.pdf) and curators of residents [http://umc.org.kz/wp-content/uploads/2019/11/about\\_curators.pdf](http://umc.org.kz/wp-content/uploads/2019/11/about_curators.pdf) and at the request of EEC members.

Then a meeting of the EEC members was held on the results of the external evaluation. A final discussion of the results of external assessment, study of documents, results of interviews, questionnaires was held. The members of the EEC began to design the final report of the EEC.

A meeting of EEC members was held. EEC members made generalizations of the results of the external evaluation. The experts individually completed the "Quality profile and criteria for external assessment of the residency educational programme in the specialty "Pediatric Surgery" for compliance with the ECAQA Accreditation Standards". No comments were made by the EEC members. Recommendations for improving the postgraduate education sector in general and the department implementing the accredited educational programme were discussed. A draft report with recommendations was prepared.

EEC Chairman Morenko Marina Alekseevna held a final open vote on recommendations for UMC CF and a final vote on recommendations for the ECAQA Accreditation Council. Then the chairman of the EEC for the management and employees of the educational organization announced recommendations based on the results of an external assessment in the framework of accreditation of educational programmes for residency specialties.

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

The ECAQA observer from December 7 to 10, 2020 conducted an online survey of residents and teachers of the accredited educational programme of the CF "UMC" on the resource <https://webanketa.com/>.

### **Residents survey results:**



The total number of residents who answered - 89. Out of the total number of respondents, residents of the 2nd year of study prevailed (91%), residents of the 1st year of study were 9%, respectively. Will recommend to study in this educational organization to their acquaintances, friends, relatives - 66% fully agree, partially - 25%.

70% of those surveyed strongly agree and 22% partially agree that programme managers and teaching staff are aware of their learning problems. According to 76% of residents, programme managers and teachers constantly involve them in the work of advisory bodies, 8% answered that they do not, and 8% do not know anything about it. 66% of residents are completely satisfied and 22% are partially satisfied with the conditions and equipment of classrooms, classrooms of this educational organization, while 3% of residents are completely dissatisfied, 6% are partially dissatisfied, and 2% doubt the answer to this question. In the opinion of 61% (completely agreeing) and 8% (partially agreeing) of the respondents, this educational organization has created conditions for recreation and meals for residents (rest rooms, benches / gazebos on the territory, a canteen) in between classes, but 22% of students partially disagree with this statement. 82% of residents fully agree and 10% partially agree that office equipment is available to them in classrooms and practice bases. Teachers provide residents with methodological and didactic materials, additional literature to prepare for classes: 67% fully agree, partially 19%.

88% of respondents are fully satisfied, and 9% are partially satisfied with the access to participation of students in research work. 64% of students are completely satisfied with the library fund and resources, and 28% are partially satisfied. 76% of residents are fully satisfied with the teaching methods, and 16% are partially satisfied. There is enough time for practical training (supervision of patients, etc.): 87% fully agree, 10% partially. 81% of the respondents are fully satisfied with the training schedule, and 15% are partially satisfied. 87% of the respondents were completely satisfied with the methods of assessing their knowledge and skills, and partly - 10%. According to 65% of residents, teachers regularly use active and interactive teaching methods in the classroom, and 18% of students believe that sometimes. Among the respondents, 72% expressed the opinion that that teachers constantly provide feedback after the end of classes, 15% answered that sometimes. 82% are completely satisfied with the fact that they study in this educational organization, partially - 10%, disappointed - 6% of respondents, while 2% of residents did not give an exact answer.

89% of the respondents are sure that this educational organization allows them to improve or acquire the necessary knowledge and skills in the chosen specialty. 60% of residents rate the organization of clinical training excellent, 25% - good, 10% - satisfactory. The majority of residents (81%) fully agree that a teacher (mentor, curator) of this educational organization is an example for them as a professional doctor, a person, while 16% answered that not all teachers of this organization are such. 88% of the respondents are completely satisfied with the number of patients for supervision or assistance during operations. Most of the respondents (78%) answered that they are currently engaged in research work, and 10% plan to start.

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

The total number of teachers on the list is 79. The total number of respondents is 50, including those with up to 5 years of experience - 28%, up to 10 years - 22%, over 10 years - 50%. According to the profile of the specialty: therapeutic - 4%, pediatric - 36%, **surgical - 12%**, obstetrics and gynecology - 34%, other - 14%.

42% are completely satisfied with the organization of the educational process, partially - 50%. Fully agree that the university respects ethics and subordination in relations between colleagues, teachers, management, 74%, partially - 26%. 50% of respondents are completely satisfied with the organization of work and workplace, partially - 44%. 48% of respondents fully agree that there is an opportunity for career growth and development of the competence of teachers in the organization, 42% partially.

Fully agree that in this educational organization, teachers have the opportunity to engage in scientific work and publish the results of research, 44% of teachers, partially agree - 42%. Fully agree that they are satisfied with the salary, 16% of respondents, partially agree - 34%, no answer - 12%.

more yes than no - 26%, more no than yes - 12%. 48% of respondents are fully satisfied with the work of the personnel department (HR), partially - 42%.

Among teachers, 30% studied at professional development courses (programmes) less than one year ago, 28% of teachers - during this year, and 36% - more than three years ago. The microclimate in the team of the department / department / department / department satisfies 66% of teachers, does not satisfy - 12%, quite satisfied - 10%. Slightly more than half of the respondents (54%) fully agree that they can be realized as professionals in this organization, and 44% agree in part. According to 44% of teachers, students of this educational organization have a high level of knowledge and practical skills after completing the training programme, while 44% partially agree with this statement. 30% of respondents believe that applications for the purchase of methodological and didactic materials, office equipment,

When asked whether the UMC CF supports the teacher in participating in international and national events, 18% did not answer, 14% did not contact the management about this, 20% find sponsors, 32% answered that the organization does not pay any expenses, and 12% noted that they are supported by the payment of travel, travel expenses, registration fees, 4% - by payment only of travel. The majority of respondents (82%) fully agree, and 14% partially agree that residents have free access to patients and clinic resources.

22% are aware of the implementation of social programmes to support teachers, 52% do not know, and 12% of respondents doubt their existence.

Fully agree that this survey will be useful for developing recommendations for improving the key areas of activity of this organization, 56% of respondents, partially agree with this, 24%, and find it difficult to answer 16%.

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

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

The members of the EEC carefully studied and evaluated the main indicators of the accredited educational programme. The information obtained by external experts during the study of the self-assessment report, the preparation of a written review with recommendations for improvement, the implementation of the activities of the visit programme to the UMC CF from 7 to 10.12.2020 is analysed. All information associated with the data report a self-assessment validation information for each criterion standards of accreditation and verification of indicators of the Annex to the report on self-assessment, which allowed to verify the authenticity CF "UMC" information and supporting documents for compliance with the accreditation Standards ECAQA.

In the report on the self-assessment of the educational residency programme in the specialty "Pediatric Surgery" CF "UMC" described his real educational practice in postgraduate education. Before visiting the organization by accessing google disk ([https://drive.google.com/drive/folders/1FxoheU2F2\\_zbWaoYqbxjgmzvgM3rT8Oe?usp=sharing\\_eil&invite=CPCAyYgN&ts=5fcf09db](https://drive.google.com/drive/folders/1FxoheU2F2_zbWaoYqbxjgmzvgM3rT8Oe?usp=sharing_eil&invite=CPCAyYgN&ts=5fcf09db)), documents are also reviewed by experts in 33 external expert assessment, the members of the EEC studied the main documents (mission, strategic plan until 2023, teaching materials of disciplines, syllabuses, control and measuring instruments, checklists, portfolio of residents, individual plans of residents for the 2018-2020 academic year, publications of teachers, admission rules 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), resources for residency on the website <http://umc.org.kz/?residency=post>, 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 the Educational Residency Programme "Neonatology" are National Research Centre for Motherhood and Childhood, SPE on the REM " Multidisciplinary City Children's Hospital No. 2", SPE on the REM "City Centre of Phthisiopulmonology" of the Akimat of Nur-Sultan that provide training at all levels of health care (from primary care to highly specialized). The accredited educational programme "Pediatric Surgery" has 3 clinical bases, of which one was visited by experts (National Research Centre for Motherhood and Childhood). The volume of the study load and treatment and prophylactic work in specialties is determined by the individual work plan of the student of residency for one year and is monitored by monthly reports of the resident in an arbitrary 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 approval of state compulsory standards and standard professional training programmes in medical and pharmaceutical specialties dated July 31, 2015 (as amended by the order of the Ministry of Health of the Republic of Kazakhstan dated 02.21. No. KR DSM-12/2020 Chapter 2. Requirements for the content of residency educational programmes with a focus on learning outcomes), 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. There is no general provision or requirements for the implementation of scientific work at the university. At the same time, proactive R&D is being carried out, 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 public health and health care system" No. 360-VI ZRK dated July 7, 2020, external experts studied the activities and conducted conversations with mentors of residents and found 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 (Study and Methodological Council), evaluation of educational programmes, decision-making on a number of key issues in the selection of clinical sites, topics of electives, participation in the appeal commissions for the admission and assessment of residents, development of the content of the individual plans of residents and the 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 "Neonatology" for compliance with the Accreditation Standards, developed by the EEC based on the results of the expert evaluation, were presented at a meeting with the management on December 10, 2020.

The programme of the 3-day visit (December 7-10, 2020) of the external expert assessment of the EEC was completed in full. On the part of the UMC CF team, participation of all persons indicated in the programme is ensured.

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

For the work of the EEC, comfortable conditions were created, access to all necessary information and material resources of the accredited educational programme was organized. Experts note the high level of corporate culture and discipline of those responsible for the postgraduate education of CF UMC employees, employees of clinical bases, a high degree of openness of the team in providing information to members of the EEC.

#### **4. Analysis for compliance with accreditation standards based on the results of an external assessment of the educational residency programme in the specialty "Pediatric Surgery" and an overview of the strengths for each standard.**

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

The mission is implemented in organizations that unite diverse centres accredited by JCI.

##### **Strengths:**

1. Construction of training in residency, taking into account the integration of education-clinic-science in the context of the introduction of modern principles of training specialists for health care;
2. Special status of educational organization and cooperation with leading medical schools of the world (University of Pittsburgh);
3. Demand for educational programmes of residency and additional education among potential students;
4. A stable reputation among medical organizations and development prospects, taking into account modern requirements for healthcare professionals;

**Conclusions of the EEC by criteria.** Correspond out of 17 standards: completely - 13, significantly - 4, partially - 0, do not correspond - 0.

**Standard 1: completed**

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

1. When developing and approving the organization's mission and strategic development plan, involve more stakeholders and document this process (1.4.1, 1.4.2).

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

Educational programme corresponds to the content of the residency programme in the specialty "Pediatric surgery" the requirements of SES of RK and provides training of graduates in accordance with the programme in this specialty. The educational process involves training at clinical bases accredited according to international JCI standards.

##### **In general, the following strengths can be noted:**

- compliance of the content of the residency programme in the specialty "Pediatric surgery" The requirements of the State Educational Standard of the Republic of Kazakhstan and ensuring the training of graduates in accordance with the programme for this specialty;

- passing training at clinical sites accredited according to international JCI standards. Residents note that all medical personnel from junior nurses to doctors are professionals in their field; they perform their work at a high-quality level, which is facilitated by strict adherence to the instructions and algorithms of the JCI standards;

- CF "UMC" uses experience in providing highly qualified medical care to patients;  
- CF "UMC" actively develops the research competencies of the residents. So, conducting an independent research project is a mandatory part of the educational programme. Also, this is facilitated by the regular holding of a Magazine Club.

At the same time, there are areas for improvement:

- more active involvement of resident trainees to participate in scientific projects, in the development of educational programmes;
- automation of the "Assessment 360°" questionnaire process for the convenience of receiving feedback.
- the use of a variety of teaching methods.

**Conclusions of the EEC by criteria.** Out of 31 standards correspond: completely - 30, significantly - 1, partially - 0, do not correspond - 0.

**Standard 2: completed**

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

- 1) Provide educational and methodological documentation for educational programmes in the state language in accordance with the provisions of the Law of the Republic of Kazakhstan dated 11.07.97

No. 151-I on the languages of the Republic of Kazakhstan (with amendments and additions as of 24.05.18).

2) Ensure the participation of all stakeholders in the development of the educational programme (residents, clinical mentors, employers, graduates, representatives of professional associations) (3.1.2, 3.1.3).

3) More active involvement of resident trainees to participate in scientific projects, in the development of educational programmes;

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

The analysis of the standard showed the correspondence of the final competencies of the residency programme in the specialty "Pediatric Surgery" to the requirements of the State Educational Institution of the Ministry of Health of the Republic of Kazakhstan, the application of the principles and methods of assessment are observed, which contribute to integrated learning and involvement in practical clinical work, and provide interdisciplinary training.

#### **Strengths:**

1. Assessment of educational achievements of students is carried out using criteria, regulations and procedures developed in accordance with the goals and objectives for the implementation of the educational programme;

2. Skills assessment is carried out using summative assessment forms.

*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) Provide for the regular analysis and assessment of the quality of the methods and assessment formats used for validity and reliability in relation to the established learning outcomes and document (3.1.4, 3.1.6);

2) Consider the possibility of optimizing the documentation of the assessment of students' knowledge (introduction of an electronic journal) and the organization of training for teachers to maintain this documentation.

### **Standard 4: TRAINEES**

In 2019 by specialty "Pediatric surgery" 2 people were accepted, who study on a paid basis.

#### **In summary, we can point out such strengths as:**

- transparency of the selection procedure and equality of access to postgraduate education;  
- the adapted number of residents, taking into account the available information on the number of qualified candidates, available information on national and international labour markets, the needs of health professionals in various areas of health care;

- residents have the opportunity to see rare defects, various nosology, to participate in training events with the involvement of leading foreign experts, to participate in foreign internships on the basis of strategic partners.

*Conclusions of the EEC by criteria.* Out of 30 standards conform: completely -27, significantly - 3, partially - 0, do not correspond - 0

*Standard 4: completed*

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

1) Expand the possibilities of distance or other training formats to provide residents with additional training, including in certain difficult or unforeseen situations (2.4.4, 4.5.4).

### **Standard 5: TRAINERS**

The teaching staff of the CF "UMC" consists of qualified medical personnel, in the amount of - 6 people, who conduct clinical activities.

#### **Strengths:**

1. Highly qualified teaching staff from among professional clinicians;

2. Policy of selection and recruitment of teachers;



3. System of clinical mentoring of residents;
4. Programme for the development of pedagogical competencies and organizers of educational programmes.

**Conclusions of the EEC by criteria.** Correspond from 7 standards: completely -6, significantly -1, partially - 0, do not correspond - 0.

**Standard 5: completed**

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

- 1) Expand the training opportunities for employees (teachers and managers) involved in the educational process according to methodology and active teaching methods (6.5.3, 6.6.2, 6.6.3).

## **Standard 6: EDUCATIONAL RESOURCES**

### **Strengths:**

1. Modern clinical base for training residents and international cooperation with a strategic partner - the University of Pittsburgh, School of Medicine;
2. Provision of the educational process with appropriate medical equipment and access to clinical resources of practice bases;
3. Support of educational programmes with appropriate IT technologies, library resources with access to international databases of professional literature;
4. Programme of international cooperation with foreign partners.

**Conclusions of the EEC by criteria.** Out of 21 standards conform: fully - 17, significantly - 4, partially - 0, do not correspond - 0

**Standard 6: completed**

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

- 1) Improve the use of the digital technology system in the educational process (6.1.2).
- 2) Contribute to the further expansion of international cooperation in the framework of joint scientific research with the involvement of residents.
- 3) Further development of the potential of the teaching staff in the field of methodology of medical education, including the methodology for the development of examination materials.

## **Standard 7: PROGRAMME EVALUATION**

### **Strengths:**

2. A system for monitoring the quality of educational programmes through external review at the planning and approval stage, assessment by the educational and methodological council, feedback from participants in educational relations and indicators of the demand for programme graduates;
3. Actively applied feedback from students and teachers;
4. Assessment by type 360°.

**Conclusions of the EEC 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) Improve the feedback system by regularly monitoring and analyzing the data obtained, including special questions in the 360° survey, reflecting the specifics of specialties, and use the survey results to improve educational programmes.
- 2) Application of automated tools for electronic recording of residents' assessments.

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

### **Strengths:**

1. Transparency of educational programme management;
2. Awareness of the participants in the educational process through the placement of information on the educational programme on the website of the CF "UMC";
3. Financial and economic activity of CF "UMC" is aimed at ensuring financial stability;
4. Ensuring the efficient use of financial resources.

**Conclusions of the EEC by criteria.** Out of 15 standards conform: fully - 13, significantly - 2, partially - 0, do not correspond - 0

**Standard 8: completed**

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

1) Develop a policy of academic integrity and ensure the use of an anti-plagiarism programme (8.3.3).

2) To improve the mechanisms of management and financing of the centre to increase the motivation of teachers who implement the educational process in the specialties of residency (8.3.30).

Thus, all 8 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 carrying out the examination as part of the tasks of the external peer review programme were found.

**5. Recommendations for improving the educational residency in the specialty "Pediatric Surgery":**

1. Develop a mission of educational programmes, which will harmonize with the mission of the educational organization;

2. To wider involve stakeholders in the development and discussion of the mission and document this process;

3. To update internal normative documents regulating the educational process (work programmes, syllabuses), taking into account the requirements of the RLA of the Republic of Kazakhstan;

4. Ensure the participation of all stakeholders in the development of the educational programme (residents, employers, graduates);

5. Ensure the participation of employers' representatives in the work of advisory bodies where educational programmes are planned, discussed and approved;

6. Regulate the process of student assessment with a clear definition of methods, the number of current assessments, accompanying the documentation and organization of training for teachers to maintain this documentation;

7. Develop and implement mechanisms to motivate teachers of the residency programme and document this process (regulation / programme);

9. To increase the level of pedagogical skills and competences by completing training in the relevant programmes;

10. Make wider use of digital technologies in the educational process (maintaining an electronic journal, assessing knowledge, providing feedback);

11. Develop a policy of academic integrity and ensure the use of an anti-plagiarism programme;

## 6. Recommendation to the ECAQA Accreditation Council

The members of the EEC came to a unanimous decision to recommend to the Accreditation Council to accredit the educational program of the residency “Pediatric Surgery” of the UMC CF for a period of 5 years.

### Chairman

Morenko Marina Alekseevna

### The foreign expert

Ivan Osborne (Ivana Oborná)

### The foreign expert

Zinchenko Rena Abolmasova

### Academic expert

Kurmanova Almagul Medeubayeva

### Academic expert

Yesenkulova Saule Askerovna

### Academic expert

Ramazanova Sholpan Hamzaeva

### Academic expert

Sholpan Kaliyeva Sabatina

### Academic expert

Sadiev Zhanar Samarkhanova

### Academic expert


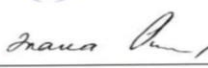







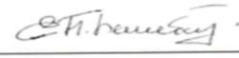

Zhamantaeva Botagoz Daukenova

### Academic expert

Beisebayev Eldar Nurlanovich

### The observer Of ECAQA

Sarsenbayeva Deryabino Bulatovna

  
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**Quality profile and external evaluation criteria (summary) of  
educational programme in the specialty "Pediatric Surgery" CF "UMC"**

| Standard | Evaluation criteria<br><br>Number of standards = BS*/SU | Evaluation     |                   |                     |                |
|----------|---|----------------|-------------------|---------------------|----------------|
|          |   | Fully complies | Largely compliant | Partially compliant | Fully complies |
| 1.       | <b>MISSION AND OUTCOMES</b><br>17 = 15/2                | 7/6            | 3/1               |                     |                |
| 2.       | <b>EDUCATIONAL PROGRAMME</b><br>31 = 30/1               | 22/8           | 0/1               |                     |                |
| 3.       | <b>ASSESSMENT OF TRAINEES</b><br>11 = 9/2               | 5/4            | 2/0               |                     |                |
| 4.       | <b>TRAINEES</b><br>30 = 29/1                            | 17/10          | 1/2               |                     |                |
| 5.       | <b>TRAINERS</b><br>7 = 6/1                              | 4/2            | 1/0               |                     |                |
| 6.       | <b>EDUCATIONAL RESOURCES</b><br>21 = 18/3               | 9/8            | 1/3               |                     |                |
| 7.       | <b>PROGRAMME EVALUATION</b><br>15 = 14/1                | 10/5           | -                 |                     |                |
| 8.       | <b>GOVERNANCE AND ADMINISTRATION</b><br>15 = 13/2       | 8/5            | 0/2               |                     |                |
|          | <b>Total: 147 = 90/57</b>                               | <b>82/48</b>   | <b>8/9</b>        |                     |                |

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

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

| <b>No.</b> | <b>Names of documents</b>   | <b>amount</b> | <b>Date approved</b>                              |
|------------|---|---------------|---|
| 3)         | Questionnaire forms "Assessment 360 <sup>0</sup> " in the context of specialties                                  | 11            | UMC Protocol No. 6 dated November 22, 2016        |
| 4)         | Job descriptions of the Foundation's health workers   | 28            | Different periods for each provider               |
| 5)         | Resident job description  | 1             | 10.10.2016 UMC protocol No. 5                     |
| 6)         | Job descriptions of DNIO employees  | 2             | 03.03.2020 year                                   |
| 7)         | Catalog of elective disciplines   | 1             | Protocol 10 dated 09/02/2020                      |
| 8)         | Fund mission and development strategy   | 1             | 2019 year   |
| 9)         | Residency educational programmes  | 1             | 2016, 2018 and 2020                               |
| 10)        | Agreements and memorandums: agreements with clinical bases, agreements with residents, Memorandums of cooperation | 12            | From 2016 to 2020                                 |
| 11)        | Research work of residents  | 7             | 05/30/2017 Protocol No. 5                         |
| 12)        | Code of Conduct   | 1             | 30.12.2015 Protocol of the Management Board No. 3 |
| 13)        | Evaluation forms  | 11            | 2016-17   |
| 14)        | Regulations on Clinical Academic Departments  | 1             | 19.06.2020, No. 12                                |
| 15)        | Regulation on the Department of Science and Education   | 1             | 29.10.2018, No. 26                                |
| 16)        | Regulations of other departments  | 19            |   |
| 17)        | Portfolio of residents, personal file of residents  | 3             |   |
| 18)        | Rules for the organization of the educational process of residency of CF "UMC"                                    | 1             | 02/15/2018  |
| 19)        | Rules for the search, selection, recruitment and certification of workers in CF "UMC"                             | 1             | 19.11.2015  |
| 20)        | Rules for the search, recruitment, selection and certification of employees of the Fund                           | 1             | November 19, 2015 as amended in 2016, 2018        |
| 21)        | Rules for admission to residency  | 1             | 2018, as amended in 2019                          |
| 22)        | Orders  |               | 2016 - 2020                                       |
| 23)        | Working curricula for all residency specialties   | 11            | 2016 - 17, 2018, 2020                             |
| 24)        | Working curricula   | 17            | 2017 - 2020                                       |
| 25)        | timetable   | 3             | 2016-2020   |
| 26)        | Syllables   | 18            | 2016-17, 2018, 2020                               |



|     |   |    |  |
|-----|---|----|--|
| 27) | Resident Lecture Attendance Log   | 3  | 1.09-12.09.2020  |
| 28) | Resident duty schedule  | 10 | 09.2020,<br>12.2020  |
| 29) | Educational and methodical council  | 10 | Protocols from 2016<br>to 2020   |
| 30) | Materials of the educational and methodological council   |    | For 2019, 2020   |
| 31) | Staffing table  | 3  | NRCMCH -<br>11/30/2020, RDC -<br>11/30/2020, AUP -<br>December 2020    |
| 32) | Operational plan for the implementation of the strategy   | 1  | 03/27/2020   |
| 33) | Regulation on teaching staff  | 1  | Protocol 9 dated<br>28.08.2019   |
| 34) | Foundation Charter (as amended)   | 1  | 05/12/2020   |
| 35) | Instruction checklist of internal training  | 2  |  |
| 36) | SES   | 3  | 2015 and 2020  |
| 37) | Mission of CF "UMC"   | 1  | 2019   |
| 38) | Regulations on the Journal Club   | 1  | 28.04.2018 No. 2   |
| 39) | Handbook-guide for applicants and students in residency   | 1  | 2020   |
| 40) | List of residents   | 1  |  |
| 41) | Residency budget for 2020   | 1  | 2020   |
| 42) | Quality management programme of NRCMCH and RDC  | 1  |  |
| 43) | Employer Application Form   | 1  | 2020   |
| 44) | Resident Privilege List   | 1  | 2020-2023  |
| 45) | Scientific works of residents:<br>Pediatric: Aidybaeva K.A.<br>Nurmukhanova A.S.  | 2  | Dec 2019<br>Feb 2020   |
| 46) | PC Certificates in Clinical Pharmacology -<br>Gurtskaya G.M., Zhetimkarimovna G.  | 1  | 2015, 2017   |
| 47) | List of scientific publications of the teacher<br>Gurchkoy G.M.   | 1  | Feb 2016   |
| 48) | Certificates for successful completion of the course-seminar "Methodology for the development of examination material" to assess the key competencies of students " | 14 | November 24, 2020<br>NTSNE   |
| 49) | Certificates of participation of CF UMC employees (pediatric surgeons, radiologists) in international conferences   | 9  | 2019 India (1)<br>2019 Italy (5)<br>2019, Moscow (1)<br>2019 Minsk (2) |
| 50) | Certificates / Testimonials PC "Methodology for developing the image of results-oriented programmes" 54 hours   | 2  | 11/18/2019<br>CF "UMC"   |
| 51) | Exam materials for all specialties  | 3  | 2017-2018  |
| 52) | Interim certification results in all specialties  |    | 2017-2018  |
| 53) | Sheets and tests for all specialties  | 1  | 2017-2018  |
| 54) | Journal Club Protocol   | 36 | For 2016-2018  |

|     |   |   |           |
|-----|---|---|-----------|
|     | Obstetrics and gynecology - 10 reports<br>Medical genetics - 2 reports<br>Pediatric - 1 report<br>Nephrology - 1 report |   |           |
| 55) | Library attendance log  | 1 | 2019-2020 |
| 56) | Information board in the simulation centre  | 1 |           |