

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

**RSE MEDICAL CENTRE HOSPITAL OF THE PRESIDENT'S AFFAIRS  
ADMINISTRATION OF THE REPUBLIC OF KAZAKHSTAN  
3-4.05.2019.**

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

In accordance with ECA Order No. 32 dated April 12, 2019, the External Expert Commission (EEC) was formed to assess the performance of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals in the following composition:



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The EEC report contains an assessment of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" for compliance with the ECAQA Institutional Accreditation Standards, recommendations of the EEC for further improvement.

## **2. General part of the EEC Final Report**

### **2.1 Representation of RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan"**

The "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" (hereinafter - MCH) was opened in 1997. The MCH is the advanced health care facility opened by the Head of State to increase the level of provision of qualified, highly specialized medical and rehabilitation assistance to government employees and certain categories of citizens, as well as to patients on a paid basis.

MCH provides medical care in the following forms: ambulatory-polyclinic in the form of primary health care and consultative and diagnostic care, inpatient, inpatient, emergency medical care, rehabilitation and medical rehabilitation.

Currently, the MCH provides 1444 types of medical services, there are more than 3,500 names of medical-diagnostic and auxiliary equipment of world-renowned companies.

In 2015, after the opening and moving to a new building of the MCH, an independent research and education department was organized in the organizational structure. In May 2015, the MCH received a certificate of accreditation as a subject of scientific and scientific-technical activity by the Ministry of Education and Science of the Republic of Kazakhstan. From this period onwards, advanced training and retraining cycles for specialists of the clinic, as well as for specialists from other medical organizations, are conducted on an ongoing basis.

In accordance with the order No. 235 of the chief physician of RSE "Medical Centre Hospital of the PAA RoK" dated August 25, 2015, the Educational-Clinical Center (hereinafter - ECC) was organized and School of Nursing (hereinafter - SoN) was organized by the Order No.2373 dated July 3, 2015. In 2017.

In 2017, research and education department was renamed the department of continuous professional development.

In 2018, the Reference and Training Center for Robotic Surgery (hereinafter - the Center for Robotic Surgery) was organized on the basis of the Educational - Clinical Center.

In August 2018, the MCH obtained a license to study in the residency in the specialty "Radiodiagnosis".

Thus, educational activities today include training in the field of continuous professional development, training in residency in the specialty "Radiodiagnosis". Training is conducted using the resources of the ECC and the center for robotic surgery.

Since 2016, the MCH conducts advanced training cycles (hereinafter - AT) and retraining (hereinafter - RT). During this period, the number of programs for which the training was conducted was:

- 2016 – AT-14, RT - 1;
- 2017 – AT -34, RT - 4;
- 2018 – AT -27, RT.

Trained on AT cycles: in 2016 - 33 employees of the MCH and 10 specialists from other medical organizations; in 2017, 71 employees of the MCH and 19 specialists from other medical organizations; in 2018 - 63 employees of the MCH and 10 specialists from other medical organizations;

Trained in RT cycles: in 2016 - 1 employee of the Hospital and 1 specialists from other medical organizations; in 2017 - 7 employees of the MCH and 3 specialists from other medical organizations; in 2018 - 31 employees of the MCH and 1 employee of an external medical organization.

Since 2006, the MCH has been certified by the international company TUV International RUS with the annual confirmation of the ISO 9001: 2008 certificate of quality standards. In April 2013, the Hospital re-received a certificate of compliance with ISO 9001: 2008 International Standards.

In 2018, the MCH passed the state re-accreditation for 4 years of the Ministry of Healthcare of the Republic of Kazakhstan as a medical organization.

The next step in improving the provision of quality medical services was the international accreditation of JCI. The first time the JCI certificate was obtained by the MCH for the period from April 9, 2016 to April 8, 2019. The MCH re-accreditation was held from April 8 to April 12, 2019. The list of accredited medical organizations is presented on the JCI website <http://www.jointcommissioninternational.org/about/>.

## **2.2 Previous Accreditation Details**

As an organization engaged in the continuous professional development of health professionals, the MCH has not yet been accredited.

## **2.3 Self-assessment Report Analysis of RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan"**

The report on the institutional self-assessment of RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" for compliance with the standards of institutional accreditation of organizations of additional education (continuous professional development) is presented on 76 pages, excluding annexes, complete, structured and internal unity information provided by the accredited organization education about their activities. A cover letter signed by the Director - Professor Benberin V.V. attached to the report, confirming the accuracy of the information and data contained in the report.

The report is compiled in accordance with the Self-Assessment Guidelines and fully complies with the ECAQA Institutional Accreditation Standards. There is a list of members of the internal self-assessment committee indicating the responsibility of each internal committee member (7 people in total), information about the MCH representative responsible for conducting institutional self-assessment - Shanazarov

N.A., MD, professor, deputy director for science and development strategy. Shanazarov N.A. is also the chairman of the working group on preparing for institutional accreditation.

The institutional self-assessment of the MCH was conducted on the basis of the order No. 120 dated March 27, 2019 "On approving the composition of the working group on preparation for institutional accreditation of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" for compliance with the standards of institutional accreditation of additional education organizations (continuous professional development).

The following work was done by the working group on the preparation of the self-assessment report: key activities and tasks for the implementation of additional education programs were analyzed, necessary information was collected in accordance with the standards of institutional accreditation; a thorough analysis of methodological and educational materials was carried out, their content is reflected in the report. The content of the Self-Assessment Report is structured according to the ECAQA Institutional Accreditation Standards and includes a description of strengths, areas for improvement for each of the 9 standards.

The database, applications are presented in full, consistently and there are references to them in the text of the report. The report is written in a competent language, the wording for each standard is clear and understandable, tables contain references in the text and have continuous numbering.

### **3. Analysis for compliance with the standards of institutional accreditation based on the results of an external assessment of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" and a review of the strengths of each standard**

#### **Standard 1: Mission and outcomes**

The mission of the organization of education was developed on September 30, 2016, the formulation of which involved stakeholders, the mission was brought to the attention of all participants in the educational process, posted on the website, on the stands, there is in each unit. Each team member is familiar with the Mission.

The development of the Strategy was carried out in accordance with the current regulatory legal acts of the Republic of Kazakhstan and aimed at the development and improvement of medical care provided at the Hospital and aimed at solving long-term strategic directions of development with the vision of the MCH as a "unique multidisciplinary clinic with a patient-oriented system of medical care based on national and international quality standards and hospital management, leadership in the field of science, education and innovations in the domestic and foreign markets of medical services".

#### **Strengths:**

1. A mission and vision, the main strategic directions for the development of the MCH, including Direction 3 - the development of innovative, scientific and educational activities

2. Financing of educational activities through the budget programs of the MC AAP RoK and own funds of the Hospital.

3. Availability of international accreditation by JCI.

4. Strategic development directions:

The introduction of international standards of scientific management (GCP, GLP).

Expansion of international cooperation for research purposes.

Providing a transfer of scientific research and innovation, including its own development, with the commercialization of research results.

Implementation of the transfer of educational services to medical organizations in the country.

**Conclusions of the EEC on the criteria:** comply - 13, partially comply 0, do not comply - 0

**Standard 1: Completed**

**Recommendations for improvement:**

The activities of the educational services provided (including private medical organizations) should be expanded; to reflect this component in the provisions of the Charter and mission of the MCH.

## **Standard 2: Educational programmes**

In MCH AAP educational programs of additional education are adapted to the needs and wishes of individual health care professionals, while taking into account the needs of the health care system. When planning training with the listener, individual work is carried out on specifying the topics for inclusion in the work program in terms of MPE and as agreed, the work curriculum is prepared and approved. The MCH practices students' training in an individual mode (internship at the workplace), which enables the listener to master more practical skills, working in a team with doctors of the MCH, to gain more practical skills and knowledge on his questions.

**Strengths:**

1. Capabilities of use in the implementation of educational programs multidisciplinary departments of the MCH;

2. Introduction of innovative simulation technologies;

3. Taking into account the views of students in the formation of educational programs;

4. Availability of high-class diagnostic equipment;

5. MCH carries out the majority of educational activities on the terms of treaties and agreements on mutual cooperation, which allows for the exchange of experience in the field of CPD, technology transfer, use of national and international experience in teaching.

**Conclusions of the EEC on the criteria:** comply - 17, partially comply -2, do not comply - 0.

**Standard 2: Completed**

**Recommendations for improvement:**

1. In order to optimize educational activities, efficient and systematic methodological support of the process, provide for the allocation of additional rates of methodologists for the department of continuous professional development.

2. To achieve educational results, develop a separate standard for monitoring the effectiveness of educational programs and the satisfaction of stakeholders with their quality.

### **Standard 3: Assessment and Documentation**

The policy of evaluating the CPD is based on existing knowledge and practical skills, current achievements during training and the achievements of the final result (confirmation of the medical category, specialist certificate, the introduction of a new technology, etc.). The grading system is represented by a separate section in the developed working curricula and is determined by the current control of knowledge during the cycle, output control (testing), the provision of an essay or presentation on the selected topic.

#### **Strengths:**

1. Simulation technologies are used to evaluate and consolidate practical skills.
2. The Educational - Clinical Center has prepared teaching materials (BLS, ACLS, PALS, ATLS), including presentations of lectures, video films, test items, visual schemes of emergency care, results of tracers (videos and protocols).

*Conclusions of the EEC on the criteria:* comply - 7, partially comply - 0, do not comply - 0.

#### ***Standard 3: Completed***

#### ***Recommendations for improvement:***

1. Taking into account the needs of the healthcare market in key specialists in priority areas of medicine, conduct an analysis of personnel potential in order to expand the educational trajectory.

### **Standard 4: The Healthcare Professionals (Individual professional development)**

The MCH is a modern medical organization for the provision of qualified, specialized and high-tech medical care. The Hospital's focus is on the introduction of the latest high-tech diagnostic, clinical and laboratory equipment in the outpatient, inpatient and rehabilitation stages.

A health professional personally bears the main responsibility for his participation in training, for this purpose contracts with a medical organization or an individual are concluded, which describe the rights and obligations of the listener (organization), submitting an application to each student provides for a voluntary and responsible attitude to the learning process.

At present, in the country's educational services market, the MCH is striving to become the flagship in the field of medical technology transfer to the country's practical healthcare. This is facilitated by carrying out serious scientific research on research projects, the ability to invite leading top specialists from abroad (Japan, Germany,

Switzerland, Italy, Spain, Israel, Russia, South Korea, Malaysia, etc.) to conduct trainings, to participate in conferences and other events.

#### **Strengths**

1. The presence of highly professional clinical specialists of the MCH.
2. Improvement of professional skills and retraining of the organization's personnel under programs aimed at conducting internships for specialists abroad, conducting trainings (master classes / mentoring) with the involvement of foreign specialists.

**Conclusions of the EEC on the criteria:** comply - 18, partially comply -1, do not comply - 0

#### **Standard 4: Completed**

##### **Recommendations for improvement:**

1. To provide for the participation of specialists in distance learning of additional education programs.

#### **Standard 5: CPD PROVISION (Continuous Professional Development)**

The provision of additional education is the creation of a permanent, sustainable, innovative and effective system of continuous professional development of medical and non-medical personnel.

The MCH maintains the CPD system in accordance with the requirements in the field of medical education in the Republic of Kazakhstan, including developing a system for its own assessment and recognition of the CPD and individual CPD programs. So all programs are approved by the Academic Advisory Council of the MCH.

To authorize the structure of the CPD in the organizational structure of the MCH there is a department of continuous professional development (hereinafter - DCPD).

#### **Strengths:**

1. Availability of an integrated system (DCPD and innovation management department) for the development and monitoring of educational technologies in medical practice;
2. Training your own specialists in emergency issues (BLS, ACLS, PALS, ATLS);
3. Development of educational activities in the field of CPD for its own staff and specialists from other medical organizations.
4. For the purpose of learning efficiency and achieving the end results, the lessons are built on a patient-oriented principle.

**Conclusions of the EEC on the criteria:** comply - 11, partially comply -1, do not comply - 0

#### **Standard 5: Completed**

##### **Recommendations for improvement:**

1. For individual professional development, develop a portfolio for professionals involved in the educational process and provide for training sessions on educational and methodological work.

#### **Standard 6: Educational resources**



The MCH has access to EBSCO electronic information resources - cooperating with 98,000 publishers, which can be accessed from any computer, from a proxy house, using a common password and login for all employees. EBSCO presents a wide range of electronic information on medicine for all categories of users.

The MCH is a multidisciplinary clinic and includes all clinical areas for training - inpatient care (surgical and therapeutic departments, surgery block, Anesthesiology, Life Support and Intensive Care Unit, post anesthesia care unit), outpatient clinic, Diagnostics Center (radiology, PET / CT, X-ray, endoscopy department, ultrasound diagnostics, functional diagnostics, Sleep Center, etc.), rehabilitation and physiotherapy department (City resort).

**Strengths:**

1. The presence in the structure of the department of continuous professional development of educational and clinical center.
2. Availability of centers for robotic surgery and multidisciplinary teams (Heart Center, Center for Epileptology, Center for Pain, Center for Photodynamic Therapy, Center for Bariarthric Surgery, Center for Oriental Medicine).
3. The presence of the School of Nursing.
4. Cooperation with leading world clinics in the provision of medical and educational services.

**Conclusions of the EEC on the criteria:** comply - 22, partially comply - 2, do not comply - 0

**Standard 6: Completed**

***There are no recommendations for improvement.***

**Standard 7: Evaluation of CPD Activities**

For the assessment of additional education programs (continuous professional development) of the MCH, the structures and algorithm of the monitoring mechanism of DCPD programs are determined by the regulations on the DCPD department, specialists position description of the DCPD department, and Regulations on Academic Advisory Council of the Hospital.

The program monitoring mechanism includes the following steps:

1. monitoring at the stage of development of documents in order to meet the requirements of writing working curricula and programs and compliance with the structure and volume of all disciplines (basic and optional);
2. when approved for the ACC - in terms of content, structure of work programs, compliance with the direction and theme of training;
3. on completion of training, to determine the effectiveness of the program of strengths and weaknesses in the system of teaching and training programs by questioning the listener, conducting an interview.

Provide an assessment of the effectiveness of the CPD programs by the following criteria by the method of questioning: 1-comparison of results and resources; 2 - degree of achievement of the goals.

The first criterion is determined by the evaluation of the quality of the training program (the educational purpose, the content of the program, methods, teaching aids), and the teacher's performance.

The second criterion is a more labor-intensive process, more often carried out by simpler methods - questioning, interviewing.

**Strengths:**

1. Conducting an analysis in conjunction with the department of innovation management based on an improved Kirkpartik model, where five levels of program evaluation are defined - response (satisfaction with training), training (change in knowledge and skills), application (level of use of acquired knowledge and skills in work), result (impact on various aspects of the organization's activities), return on investment (payback of the training program) on the example of those trained abroad.

*Conclusions of the EEC on the criteria:* comply - 10, partially comply -1, do not comply - 0

**Standard 7: Completed**

**Recommendations for improvement:**

1. Regularly monitor and analyze feedback on the results of the survey between students and employers in order to improve the quality of the educational program.

**Standard 8. Organization**

MCH is a modern medical institution opened by the Head of State in order to increase the level of provision of qualified, highly specialized medical and rehabilitation assistance to government employees and certain categories of citizens. The Department of Continuous Professional Development carries out educational activities in the field of continuing professional development of healthcare professionals.

In order to carry out organizational work on the organization, planning, monitoring and control of educational activities, a department of continuous professional development was created, which employs 7 people: head of department - 1, specialists - 6.

The MCH ensures proper management of educational programs of the CPD. To do this, the Hospital has relevant top managers who are directly or indirectly involved in solving educational issues and structures dealing with the organization, planning, monitoring and analysis of educational activities.

The MCH is responsible for directing and organizing the CPD programs. The organization of CPD programs is based on the availability of human resources and material and technical base.

**Strengths:**

1) The MCH is a subordinate organization of the MC of the APP of the RoK, it has a highly professional team of specialists with experience in scientific and pedagogical work, as well as categorized doctors, with extensive practical experience working on high-tech equipment.

2) The presence of the structure (department of continuous professional development) providing coordination, monitoring and control of educational processes.

3) Sustainable financing of educational and medical services.

*Conclusions of the EEC on the criteria:* comply - 8, partially comply -1, do not comply - 0

**Standard 8: Completed**

*There are no recommendations for improvement.*

### **Standard 9. Continuous Renewal**

The MCH regularly updates the organizational structure of the CPD with account of changes in the needs of practical public health, new regulatory documents, and changes in society.

"Regulation and composition of the commission for the selection and direction of workers of RSE "MCH of the APP of the RoK" are developed and approved for advanced training and retraining abroad.

#### **Strengths:**

1. The presence of a sustainable system of response to changes in regulatory documents and transformations in the structure of the Center and society as a whole.
2. DCPD promotes the use of innovative technologies in training.

*Conclusions of the EEC on the criteria:* comply - 5, partially comply -0, do not comply - 0

#### **Standard 9: Completed**

*There are no recommendations for improvement.*

### **7. Recommendations for improving the activities of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" for compliance with the standards of institutional accreditation of organizations of additional education (continuous professional development):**

1. The activities of educational services provided should be expanded, including private medical organizations, and this component should be reflected in the provisions of the Charter and the mission of the MCH.

2. In order to optimize educational activities, efficient and systematic methodological support of the process, provide for the allocation of additional rates of methodologists for the department of continuous professional development.

3. To achieve educational results, develop a separate standard for monitoring the effectiveness of educational programs and the satisfaction of stakeholders with their quality.

4. Taking into account the needs of the healthcare market in key specialists in priority areas of medicine, conduct an analysis of personnel potential in order to expand the educational trajectory.

5. To provide for the participation of specialists in distance learning of additional education programs.

6. To develop a portfolio for professionals involved in the educational process and provide for training sessions on educational and methodological work for individual professional development.

7. Regularly monitor and analyze feedback on the results of the survey between students and employers in order to improve the quality of the educational program.

## 8. Recommendations for Accreditation council of the ECAQA

EEC members came to unanimous opinion to recommend to the Accreditation Council to assign a status of Institutional Accreditation Organization, carrying out additional education **RSE "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan"** for the period of 5 years.

|                                                  |                                |
|--------------------------------------------------|--------------------------------|
| Chairman of the EEC                              | Morenko Marina Alexseevna      |
| Foreign expert                                   | Avetisyan Garnik Araevich      |
| National Academic Expert                         | Asenova Lyazzat Khasenovna     |
| Expert - representative of practical health care | Abzalova Rosa Abzalovna        |
| Expert – listener                                | Kulmirzaeva Dariyana Muratovna |
| ECAQA observer                                   | Sarsenbayeva Saule Sergasievna |

### 8. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету присвоить статус институционально аккредитованной организации, осуществляющей дополнительное образование РГП «Больница Медицинского центра Управления делами Президента Республики Казахстан» на период 5 лет.

Председатель ВЭК Моренко Марина Алексеевна



Члены ВЭК:

Зарубежный эксперт Аветисян Гарник Араевич



Национальный академический эксперт Асенова Ляззат Хасеновна



Эксперт представитель практического здравоохранения Абзалова Роза Абзаловна



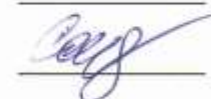
Эксперт -слушатель Кульмирзаева Дарияна Муратовна



Студент-эксперт



Наблюдатель от ЕЦА Сарсенбаева Сауле Сергазиевна



**Quality profile and criteria for external evaluation of the RSE REM "Medical Centre Hospital of the President's Affairs Administration of the Republic of Kazakhstan" in compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for healthcare professionals**

| Standard  | Criteria for assessment                                                   | Assessment |                  |               |
|-----------|---------------------------------------------------------------------------|------------|------------------|---------------|
|           |                                                                           | Comply     | Partially comply | Do not comply |
| <b>1.</b> | <b>Mission and Outcomes</b>                                               | <b>13</b>  | <b>0</b>         | <b>0</b>      |
| <b>2.</b> | <b>Educational programme</b>                                              | <b>17</b>  | <b>2</b>         | <b>0</b>      |
| <b>3.</b> | <b>Assessment and Documentation</b>                                       | <b>7</b>   | <b>0</b>         | <b>0</b>      |
| <b>4.</b> | <b>The Healthcare Professionals (Individual professional development)</b> | <b>18</b>  | <b>1</b>         | <b>0</b>      |
| <b>5.</b> | <b>CPD PROVISION (Continuous Professional Development)</b>                | <b>11</b>  | <b>1</b>         | <b>0</b>      |
| <b>6.</b> | <b>Educational resources</b>                                              | <b>22</b>  | <b>2</b>         | <b>0</b>      |
| <b>7.</b> | <b>Evaluation of CPD Activities</b>                                       | <b>10</b>  | <b>1</b>         | <b>0</b>      |
| <b>8.</b> | <b>Organization</b>                                                       | <b>8</b>   | <b>1</b>         | <b>0</b>      |
| <b>9.</b> | <b>Continuous Renewal</b>                                                 | <b>5</b>   | <b>0</b>         | <b>0</b>      |
|           | <b>Total:</b>                                                             | <b>111</b> | <b>8</b>         |               |