

**REPORT**  
**OF THE EXTERNAL EVALUATION COMMISSION**  
**ON THE RESULTS OF COMPLIANCE ASSESSMENT**  
**OF THE RSE ON THE REM REPUBLICAN SCIENTIFIC AND PRACTICAL**  
**CENTRE FOR MENTAL HEALTH OF THE MINISTRY OF HEALTH OF THE**  
**REPUBLIC OF KAZAKHSTAN**  
**WITH THE STANDARDS FOR INSTITUTIONAL ACCREDITATION OF**  
**ORGANISATIONS FOR CONTINUING PROFESSIONAL DEVELOPMENT**  
**(CPD) FOR HEALTHCARE PROFESSIONALS**

**Dates of the site visit: July 18-19, 2019**

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

In accordance with the ECAQA order No.45 dated July 9, 2019, the External Evaluation Commission (EEC) was formed to conduct institutional accreditation of the RSE on the REM Republican Scientific and Practical Centre for Mental Health of the Ministry of Health of the Republic of Kazakhstan for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals on July 18-19, 2019 with the following composition:



**Chairman of the External Evaluation Commission**

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The EEC report contains the evaluation of the RSE on the REM Republican Scientific and Practical Centre for Mental Health for compliance with the ECAQA Standards for Institutional Accreditation, and the EEC recommendations for further improvement of the activities of the organisation implementing continuing education programmes in healthcare.

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

### **2.1 Introduction of the RSE on the REM Republican Scientific and Practical Centre for Mental Health**

The RSPCMH is the republic's largest scientific and practical centre that provides scientific and methodological, organisational and specialized medical care to the population of the republic.

The RSPCMH is a leading organisation in the republic for the development of legal acts in mental health, and the preparation of clinical guidelines for diagnosis and treatment, draft roadmaps and action plans, accordingly, training programmes provide relevant data.

Continuing education of specialists in mental health has been carried out since the seventies of the past century, the training data was not regular, and the training was conducted both by local specialists and specialists from Moscow, Kharkov and other cities of the Soviet Union. More regular training on relevant issues of mental health and forensic psychiatric examination has begun in 2005.

By order of the Director General No. 168 dated August 14, 2017, the Department of Scientific Management and Education was opened.

The following basic educational services are presented at RSPCMH: continuing education cycles; master classes; workshops; trainings and individual traineeships at the workplace under the guidance of highly qualified specialists.

The RSPCMH provided for employees and trainees access to specialized (professional) republican and international information networks, electronic and library databases.

Since 2011, a total of 7984 specialists have been trained in continuing education cycles, 32 specialists have undergone retraining. Foreign experts who are involved in the training include: Vladimir Carli, Co-Director of the WHO Collaborating Centre for Research, Methods Development and Training in Suicide Prevention (Sweden); Miriam Iosue, UNICEF International Expert, Psychologist, Lecturer of Psychology and Psychiatric Rehabilitation at the University of Molise; Marco Sarchiapone, Associated Professor at the University of Molise (Italy); Nino Makashvili, WHO expert (Georgia); Lilia Panteleeva, Candidate of Medical Sciences, Associate Professor, Director of the "Family and Society" NGO (Kyrgyzstan).

Mostly mental health professionals were trained on relevant issues in psychiatry and narcology. Since 2016, the training programme on the prevention of suicide among young persons has been implemented as part of a tripartite order of the Ministry of Healthcare of the Republic of Kazakhstan, the Ministry of Education and Science of the Republic of Kazakhstan, and the Ministry of Internal Affairs of the Republic of Kazakhstan.

Since 2018, as part of the impart of diagnosis and treatment of borderline disorders to the general practice doctors, primary care specialists have been trained in the prevention, diagnosis and treatment of borderline mental disorders of mild and moderate severity, the basics of conflict resolution.

In connection with the approval of the Rules for conducting a medical examination to establish the fact of substance use and intoxication (Order of the Minister of Healthcare of the Republic of Kazakhstan dated July 13, 2017 No. 504), programmes are being implemented on “Issues of drug testing”, “Selected issues of drug testing” for training of psychiatrists and specialists with secondary medical education.

## **2.2 Information on previous accreditation**

To date, the RSPCMH has not yet been institutionally accredited as an organisation implementing continuing education programmes (CPD) for healthcare professionals.

## **2.3 Analysis of the Self-Evaluation Report of the RSE on the REM Republican Scientific and Practical Centre for Mental Health**

The Institutional Self-Evaluation Report on compliance of the RSE on the REM Republican Scientific and Practical Centre for Mental Health with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals is presented on 62 pages, excluding appendices. The Report has full responses to the Standards and is structured taking into account the recommendations of the ECAQA Guide for Institutional Self-Evaluation and is characterized by the internal integrity of the information that has been provided by the RSPCMH. The transmittal letter that had been signed by N.A. Negay, the Director of RSPCMH of the MOH of the RK, confirming the accuracy of the information and data in the report is attached to the Report.

The Report contains a list of members of the internal commission for self-evaluation, indicating the responsibility of each member of the internal commission (6 people in total), information about K.S. Altynbekov, DMedSc, Deputy Director General for Scientific and Clinical work, the representative of the RSPCMH who is responsible for conducting institutional self-evaluation. The chairman of the working group on preparation for institutional accreditation is also K.S. Altynbekov.

The RSPCMH Institutional Self-Evaluation was conducted on the basis of the Order No. 31 of January 30, 2019 “On National Institutional Accreditation of RSE on the REM Republican Scientific and Practical Centre for Mental Health for Compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals”.

The following work was done by the working group on the preparation of the Self-Evaluation Report: the key areas of activity and objectives for the implementation of continuing education programmes were analyzed, the necessary information was collected in accordance with the Standards for Institutional Accreditation; a thorough

analysis of methodological and educational materials was carried out, the contents were reflected in the Report. The content of the Self-Evaluation Report is structured in accordance with the ECAQA Standards for Institutional Accreditation and includes a description of strengths, areas for improvement for each of the 9 standards.

The database, applications on 12 pages are presented in full, sequentially and there are links 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, and the tables contain links in the text and have end-to-end numbering.

### **3. EEC conclusions on external evaluation and site visit**

The visit of the External Evaluation Commission to the RSPCMH was organised in accordance with the visiting programme that had been approved on July 9, 2019 by the Director General of ECAQA S.S. Sarsenbayeva and agreed with the Chairman of the EEC L.S. Yermukhanova and the Director General of the RSE on the REM Republican Scientific and Practical Centre for Mental Health N.A. Negay. The visiting programme included interviews with leadership and administrative staff, meetings with doctors and trainees, interviews with educators and surveys of trainees, visual inspection of resources, study of documentation on the educational process. As part of the visit and the RSPCMH's external evaluation for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals, members of the EEC carefully studied and evaluated the key performance indicators of the organisation.

The information that had been received by the external experts during the visit to the RSPCMH was analyzed while conducting meetings with the leadership, employees of departments, studying documentation, questioning trainees and educators, and was compared with the data of the Self-Evaluation Report, which made it possible to verify the reliability and validation of the information that had been provided by the RSPCMH for compliance with ECAQA Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals.

Despite the fact that the RSPCMH described its best practice regarding compliance with accreditation standards in the Self-Evaluation Report, during the visit, the external evaluation experts requested 42 documents, which revealed the compliance of the RSPCMH with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals.

On the last day of the visit, the members of the EEC conducted an assessment of compliance of the organisation seeking accreditation with the ECAQA Quality Profile and Criteria Evaluation for the Institutional Accreditation of Organisations for Continuing Professional Development (CPD) of Health Care Professionals. The above document was individually completed by each member of the EEC. All standards were met. No objections were raised by the members of the EEC.

Thus, the external evaluation and the on-site visit of the EEC members allowed verifying and validating the data of the RSPCMH Institutional Self-Evaluation Report comprehensively in accordance with the Regulation on the External Evaluation

Commission and the ECAQA Guide for the External Evaluation of a Medical Education Organisation.

#### **4. Analysis of compliance of the RSE on the REM Republican Scientific and Practical Centre for Mental Health with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals and review of the strengths of each standard**

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

The mission of the educational organisation was developed on October 3, 2017. Stakeholders participated in the mission statement; the mission was brought to the attention of all stakeholders in the educational process, posted on the website and the stands, and is available in each unit. The experts received evidence that each employee 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 scientific, practical and medical assistance that is provided by the RSPCMH and aimed at solving long-term strategic directions of development with the vision of the RSPCMH as the leading scientific centre in mental health of the Central Asia, with exemplary infrastructure and the integration of scientific, clinical and educational practice.

During interviews with trainees and employees, as well as study of the documentation, the external experts were convinced that the learning outcomes were stated in accordance with the requirements of the laws and regulations and included in the Working Curricula, Academic and Methodological Complexes, which allows facilitators of continuing education programmes to inform students in a timely manner.

##### **Strengths:**

1. The mission and vision, the main strategic directions of the RSPCMH development, including the direction for the development of innovative and scientific-educational activities, were developed.

2. RSPCMH provides training at the request of medical organisations and health professionals, i.e. a practice-oriented approach is provided.

3. RSPCMH specialists are involved in the development of regulatory acts in the area of mental health at the state level.

***The EEC conclusions on the criteria:*** comply – 13, partially comply – 0, do not comply – 0

***Standard 1: accomplished***

***Recommendations on improvement, which were determined during the visit:***

- To include the educational component in the mission statement when updating the mission;

- To involve a wide range of stakeholders in the development of the mission more actively;

- To strengthen the process of informing healthcare professionals and non-medical workers of the RSPCMH mission to attract trainees to continuing education programmes;
- To reflect the learning outcomes in the training materials more clearly.

### **Standard 2: Educational programme**

When studying educational and methodological documentation, interviewing trainees and educators, the experts got evidence that the educational programmes were adapted to the needs and requests of individual healthcare professionals, while taking into account the needs of the healthcare system. During planning training with a student, individual work is conducted to specify the themes for inclusion in the working programme, and a working curriculum is drawn up and approved by the agreement. RSPCMH practices the training of students in an individual mode (traineeship at the workplace), which allows the trainee to learn more practical skills while working in a team with RSPCMH doctors to gain more practical skills and knowledge.

#### **Strengths:**

1. Trainees' opinions are taken into account in the formation of educational programmes;
2. The educational programmes are relevant, taking into account the need for training of practical healthcare professionals;
3. Prevention standards were studied; programmes for working with parents and children in schools and youth centres have been adapted and implemented;
4. RSPCMH is a clinical site for specialized departments of five universities;
5. RSPCMH organises and conducts training, both at its on-site, and off-site cycles, including with the involvement of foreign specialists.

*The EEC conclusions on the criteria:* comply – 18, partially comply – 1, do not comply – 0.

*Standard 2: accomplished*

#### ***Recommendations on improvement:***

- To systematize and document the process of developing, reviewing and approving educational programmes regardless of the duration of the cycle;
- To develop a separate Standard for monitoring the effectiveness of educational programmes and the satisfaction of stakeholders with the quality of the programmes in order to achieve learning outcomes.

### **Standard 3: Assessment and documentation**

The CPD assessment policy at the organisation seeking accreditation is based on existing knowledge and practical skills, current achievements during training and achievements of the learning outcomes (confirmation of a medical expert category, specialist certificate, introduction of new technology, etc.). The experts found that the grading system is represented by a separate section in the developed working curricula and is determined the continuous assessment during the cycle, the summative assessment (testing), the provision of a reference paper or presentation on the selected topic.

**Strengths:**

1. Simulation technologies are used to assess and reinforce practical skills;
2. RSPCMH has developed a training programme for PHC specialists in the diagnosis and treatment of mild and moderate borderline disorders and conflict resolution issues, with a full range of lecture materials and materials for seminars;
3. Cooperation with the Association of Mental Health Professionals LLP and a number of international organisations for the development and implementation of continuing education programmes.

*The EEC conclusions on the criteria:* comply – 6, partially comply – 1, do not comply – 0

*Standard 3: accomplished*

***Recommendations on improvement:***

- To improve the system of assessing the competencies of trainees through the development of order (regulation) on assessing the competencies of trainees;
- To strengthen the process of documenting trainee learning outcomes.

**Standard 4: The Healthcare Professionals**

During study of the documentation and visual inspection of the organisation, the External Evaluation Commission was convinced that the RSPCMH was a modern medical organisation for the provision of scientific, practical, highly qualified medical care. The focus of the organisation is on introducing the latest psychosocial methods of treating patients with sexual precocity at all stages of treatment, using the latest medications. New technologies are also implemented in the RSPCMH records system. The MEDELEMENT information system is in operation at the clinic.

The experts made sure that a healthcare professionals personally bear the main responsibility for their participation in training, for this purpose contracts are concluded with a medical organisation or with an individual, which describes the rights and obligations of the trainee (organisation), the submission of an application by each trainee provides for a voluntary and responsible attitude to the training process.

The RSPCMH aims to become a leader in the transfer of medical technology to the country's practical healthcare. The RSPCMH specialists have a wide opportunity to attend international congresses and conferences, which also facilitates the exchange of experience between specialists. The RSPCMH is the developer of changes in the legal acts regarding the introduction of innovations in the system of medical and social assistance to people with mental health problems. This is also facilitated by conducting serious scientific research on scientific projects with the Ministry of Healthcare of the Republic of Kazakhstan, Suleyman Demirel University, UNICEF and others.

**Strengths:**

1. The presence of a highly professional staff of clinical specialists who are involved in educational activities;
2. Circumspect and effective system of motivating medical and non-medical specialists to study at the RSPCMH;
3. Commitment of the RSPCMH educational programmes to practical healthcare needs.



4. Close links with practical healthcare.

*The EEC conclusions on the criteria:* comply – 17, partially comply – 2, do not comply – 0

*Standard 4: accomplished*

*Recommendations on improvement:*

- To introduce distance learning into continuing education programmes;
- To intensify the training of faculty members in innovative teaching methods.

#### **Standard 5: PGE and CPD Provision**

Provision of continuing education is the creation of a permanent, sustainable, innovative and effective system for the continuous improvement of the professional level of medical and non-medical personnel.

RSPCMH maintains the CPD system in accordance with the requirements in the area of medical education of the Republic of Kazakhstan, including the development of the system for self-evaluation and recognition of CPD and individual CPD programmes.

In order to authorize the structure of the Research and Development Department, the organisational structure of the RSPCMH has a Department of Scientific Management and Education. Currently, the RSPCMH is the clinical site of the S.D. Asfendiyarov National Medical University and the Kazakh-Russian Medical University. The RSPCMH Pavlodar branch is the clinical site for the branch of the State Medical Academy.

The RSPCMH aspires to meet all the requirements in the area of CPD and postgraduate education, including the passage of the relevant recognition procedures of RSPCMH as a medical organisation for educational activities in continuing and postgraduate education.

#### **Strengths:**

1. Trainings are based on a patient-centred care in order to ensure the effectiveness of training and the achievement of learning outcomes;
2. High clinical qualifications of educators (the presence of a mandatory higher or first medical expert category);
3. The flexibility of educational programmes.

*The EEC conclusions on the criteria:* comply – 12, partially comply – 0, do not comply – 0

*Standard 5: accomplished*

*Recommendations on improvement:*

- To conduct training activities on the organisation of educational and methodical work for specialists who are involved in the educational process.

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

As a result of the visual examination, it was established that the RSPCMH had its own site for training students in psychiatry and narcology programmes at 88 Almangeldy St., Almaty with 6 clinical units, 3 laboratories and the Centre for Psychotherapy and Family Health. There is also a site of the RSPCMH Pavlodar branch with 4 units for patients. 3 rooms are provided, including a conference hall, for the

educational process in the main building (Almaty). At the same time, all departments of both the RSPCMH and the branch can be used as sites for developing practical skills of trainees of continuing education programmes.

The RSPCMH branch has a library with a book fund of 32 sq. meter. There is a reading room with 10 seats where course trainees can study. The total number of available exemplars is 1902, including 968 medical books (psychiatry and narcology); 503 medical journals (including 52 units in Kazakh), 73 thesis abstracts.

RSPCMH concluded an agreement with the S.D. Asfendiyarov Kazakh National Medical University NJSC on the joint use of the library's book fund for the proper educational process.

The RSPCMH has its own website <http://mentalcentre.kz>, which informs about the services, resources, and news. The RSPCMH provides information not only through the official website, but also through social networks about all the news, including educational events. The RSPCMH has implemented its own MEDELEMENT information programme, which includes all patient data.

**Strengths:**

1. Sustainable physical facilities for clinical training of trainees of psychiatry and narcology programmes;
2. The presence of the Department of Scientific Management and Professional Development in the organisational structure;
3. Dynamic and effective cooperation with leading medical organisations of the country and abroad;
4. Employees of the RSPCMH and the branch are active participants in the processes for the development of legal acts, experts of the MOH of the RK in the area of mental health;
5. Safe learning environment.

*The EEC conclusions on the criteria:* comply – 22, partially comply – 2, do not comply – 0

*Standard 6: accomplished*

***Recommendations on improvement:***

- To maximize the use of the organisation's own site for organising and conducting continuing education.
- To improve the incentive system for teaching staff.

**Standard 7: Evaluation of PGE and CPD Activities**

The EEC members studied the documentation on evaluation and made sure that the RSPCMH had developed the system for monitoring of the quality of ongoing training programmes for healthcare professionals, which included three stages of monitoring:

1. The development stage: monitoring is conducted by an executive (educator), which is followed by internal peer review (review);
2. The approval stage: monitoring is carried out in the Department of Scientific Management and Education (the minutes are taken, and it is certified by the seal);

3. The results of the questionnaire of trainees are studied, which is followed by introduction of amendments or additions to a greater extent in the teaching methods and methodological support according to trainees' suggestions.

After the beginning of training, a WhatsApp group chat is organised in each group, where training plans and practical issues on training programmes are discussed, and practical issues that arise in the subsequent provision of medical and social assistance to patients are also discussed in the chat.

**Strengths:**

1. Organisation of the learning process and the content of educational programmes in accordance with the requirements of regulatory documents;

2. Periodic review of educational programmes in accordance with modern requirements and changes in science and practical medicine in the areas of psychiatry and narcology;

3. A variety of evaluation forms of the learning outcomes are introduced;

4. Administrative evaluation of the quality of continuing education on the part of the leadership and the Department of Scientific Management and Education.

*The EEC conclusions on the criteria:* comply – 9, partially comply – 2, do not comply – 0

*Standard 7: accomplished*

***Recommendations on improvement:***

– To improve the evaluation system of the educational process by developing an appropriate regulation (order) and document the results;

– To ensure regular monitoring and analysis of feedback on the basis of the results of the survey of trainees and employers in order to improve the quality of continuing education programmes;

– To develop a plan to improve the activities and quality of educational programmes on the basis of the results of trainees' questionnaires analysis;

– To optimize feedback through the introduction of electronic questionnaires;

– To actively involve representatives of all stakeholders (employers, trainees, educators, foreign experts and partners) in the process of monitoring of the quality of educational programmes and the learning outcomes of training;

– To involve employers in the development of proposals for amending and improving educational programmes.

**Standard 8: Organisation**

Currently, the RSPCMH is the largest centre of scientific and practical activity of the republic, providing scientific, methodological, organisational and specialized medical assistance to the population of the republic.

In order to carry out organisational work on the organisation, planning, control and monitoring of educational events, the Department of Scientific Management and Professional Development has been created. The Department has 10 employees.

The RSPCMH provides the proper management of CPD educational programmes. For this end, the RSPCMH has appropriate top managers, who are directly or indirectly

involved in solving training issues, and the structures that are involved in the organisation, planning, monitoring and analysis of educational events.

Organisation of trainings and control of the activities of the RSPCMH branch are carried out by the RSPCMH Department of Scientific Management and Professional Development on the basis of the algorithm that was approved by the order No. 45 dated January 08, 2019.

The RSPCMH is responsible for managing and organising CPD programmes. The organisation of CPD programmes is conducted on the basis of the availability of human resources and physical facilities.

Regarding the key achievements of the RSPCMH in management and administration that affect the improvement of continuing education, the foreign expert noted the following: (a) Revision of the record keeping system of patients with mental and narcological diseases, as a result of which, only socially dangerous persons were registered, and as a whole, the quantity of the registered persons went down to 80%; (b) Transfer of the outpatient unit to the primary dispensary unit; (c) Integration of narcology, psychiatry and psychotherapy; (d) Approaches to the prevention of addiction, suicide, bullying, etc. which are based on evidence-based programmes; (e) The Intellect Machine algorithm, which analyzes the social networks of residents of the Republic of Kazakhstan on the basis of the machine programming and determines the risk of suicide of a particular network user (daily analysis of about 4 thousand accounts of 9 social networks and 90 thousand posts) has been developed and implemented; (f) Centralization of the results of NGOs' research in the area of mental health in one framework environment (website); (g) Launch of bot programmes facilitating interaction between a doctor and a patient; (h) Reduction of the organisational load on the doctor and the head of department; (i) Active participation in grants, large foreign collaborations, ongoing training of specialists and active prevention of burnout; (j) A well-coordinated creative team of like-minded people with a successful leader.

**Strengths:**

1. RSPCMH is a subordinate organisation of the Ministry of Healthcare of the Republic of Kazakhstan, has highly professional staff with experience in scientific and pedagogical work, as well as doctors with extensive practical experience in the area of mental health;

2. The presence of governing bodies and management of continuing education programmes that is represented by the Department of Scientific Management and Professional Development in the main organisation and branch, providing coordination, monitoring and control of the educational process;

3. Transparency of the educational process management system;

4. Extensive collaboration with partners in the healthcare sector.

5. Sustainable financing of educational services;

6. Academic leadership in mental health research and development.

**The EEC conclusions on the criteria:** comply – 9, partially comply – 0, do not comply – 0

**Standard 8:** accomplished

**Recommendations on improvement:**

- To further improve the physical facilities of the educational sector;
- To improve the mechanisms for financing of the academic mobility of educators (participation in international events);
- To bring the record keeping and teaching in the state language in accordance with the requirements of the regulatory legal acts and legislative acts.

### **Standard 9: Continuous renewal**

The RSPCMH regularly updates the organisational structure of the CPD, taking into account changes in the needs of practical health care, new regulatory documents, and transformations in society.

The RSPCMH as an organisation that is involved in the development of normative legal acts projects and has an impact on practical health care, as well as the public opinion on the mental health service, takes all measures to reduce prejudicial treatment of people with mental and behavioural disorders.

The RSPCMH works closely with pharmaceutical companies in the regular conduct of training seminars by specialists of these companies, both for employees of the organisation and in the regions.

The RSPCMH carries out continuous monitoring and control of regulatory acts, and timely eliminates inconsistencies in its operations. Documentation on education is maintained in accordance with the approved nomenclature of cases.

Funds are raised at the RSPCMH to train educators, master trainers by attracting leading domestic and foreign specialists, which affects both the quality of teaching and the improvement of CPD programmes.

#### **Strengths:**

1. The organisation has procedures for regular review and updating the process, organisational structure, content, end learning outcomes/competencies, assessment methods and the educational environment of CPD programmes, taking into account changes in the needs of practical healthcare and pharmacy, new regulatory documents, and transformations in society;

2. The presence of a strategic plan that is aimed at improving all indicators, including educational activities.

3. Educational programmes are developed taking into account the needs of practical health care;

4. Professional development of educators at the national and international levels.

***The EEC conclusions on the criteria:*** comply – 5, partially comply – 0, do not comply – 0

***Standard 9: accomplished***

#### ***Recommendations on improvement:***

- To improve the physical facilities and the learning and teaching materials;
- To improve learning through research;
- To develop and implement new methods and technologies for teaching CPD programmes.

**6. Recommendations on improvement of the operation of the RSE on the REM Republican Scientific and Practical Centre for Mental Health of the Ministry of Health of the Republic of Kazakhstan for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals:**

1. To include the educational component in the mission statement when updating the mission;
2. To systematize and document the process of developing, reviewing and approving educational programmes regardless of the duration of the cycle;
3. To improve the system of assessing the competencies of trainees through the development of order (regulation) on assessing the competencies of trainees and specify the reflection of the learning outcomes in educational materials;
4. To introduce distance learning into continuing education programmes;
5. To intensify training in innovative teaching methods and the organisation of educational and methodological work for employees who are involved in the educational process;
6. To improve the system of incentives for teaching staff, including improvement through the academic mobility of educators (participation in international events);
7. To improve the educational process assessment system by developing appropriate orders (regulations) for monitoring the effectiveness of educational programmes and the satisfaction of stakeholders with quality of the programmes and document the results;
8. To more actively involve employers in the development of proposals for amending and improving educational programmes;
9. To further improve the physical facilities of the educational sector;
10. To bring the record keeping and teaching in the state language in accordance with the requirements of the laws and regulations.

## 7. Рекомендация Аккредитационному совету ЕЦА

Члены ВЭК пришли к единогласному мнению рекомендовать Аккредитационному совету присвоить статус институционально аккредитованной организации, реализующей программы дополнительного образования РГП на ПХВ «Республиканский Научно-Практический Центр Психического Здоровья» Министерства Здравоохранения Республики Казахстан на период 5 лет.


**Председатель Внешней  
экспертной комиссии**

Ермуханова  
Людмила Сергеевна

  
\_\_\_\_\_

**Зарубежный эксперт**

Асадуллин  
Азат Раилевич

  
\_\_\_\_\_

**Национальный  
академический эксперт**

Абирова  
Мейрамкуль Айтбаевна

  
\_\_\_\_\_

**Эксперт – представитель  
практического  
здравоохранения**

Сабиргалиева  
Жанна Рафхатовна

  
\_\_\_\_\_

**Эксперт – обучающийся**

Кулмагамбетов  
Амиржан Ильясович

  
\_\_\_\_\_

**Наблюдатель от ЕЦА**

Умарова  
Макпал Альдибековна

  
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[Translation from Russian of the image above]

### **Recommendations for the ECAQA Accreditation Council**

The EEC members unanimously agreed to recommend to the Accreditation Council to accredit **the RSE on the REM Republican Scientific and Practical Centre for Mental Health of the Ministry of Health of the Republic of Kazakhstan** as an organisation implementing continuing education programmes for a period of 5 years.

The EEC Chairman	Lyudmila Sergeyevna Yermukhanova	<i>/signature/</i>
Foreign expert	Azat Railevich Asadullin	<i>/signature/</i>
National academic expert	Meyramkul Aytbayevna Abirova	<i>/signature/</i>
Expert-representative of practical health care	Zhanna Rafkhatovna Sabirgaliyeva	<i>/signature/</i>
Expert-trainee	Amirzhan Ilyasovich Kulmagambetov	<i>/signature/</i>
ECAQA observer	Makpal Aldibekovna Umarova	<i>/signature/</i>



**Quality profile and evaluation criteria of the RSE on the REM Republican Scientific and Practical Centre for Mental Health of the Ministry of Health of the Republic of Kazakhstan for compliance with the Standards for Institutional Accreditation of Organisations for Continuing Professional Development (CPD) for Healthcare Professionals**

Standard	Evaluation criteria	Evaluation		
		Comply	Partially comply	Do not comply
1.	Mission and outcomes	13	0	0
2.	Educational programme	18	1	0
3.	Assessment and documentation	6	1	0
4.	The Healthcare Professionals	17	2	0
5.	PGE and CPD Provision	12	0	0
6.	Educational resources	22	2	0
7.	Evaluation of PGE and CPD Activities	9	2	0
8.	Organisation	9	0	0
9.	Continuous renewal	5	0	0
	<b>Total:</b>	<b>111</b>	<b>8</b>	<b>0</b>