

Report from the 1st "Quality management in Medicine"- QUMAMED-training visit in BH

Place:

Medjugorje BH

Date:

February 21-25, 2006

Attending:representitives

Medical faculty Foca, University of East Sarajevo, Medical Faculty Mostar, Medical Faculty Sarajevo and guests from Medical faculties Split, Tuzla and Banja Luka.

Attending teachers:

Mr Geert De Lepeleer, Mr Chris Van Keer and Andre Govaert (KAHO Sint Lieven), Ursula Mac Evilly, Moeve Moynihan (DIT), Henri Verhaaren and Lieve Willemsen, Ghent University

Welcome address

Mr Geert De Lepeleer, Dr Dejan Bokonjic,

They opened and welcomed participants of the first workshop of QUMAMED project in BH. We discussed about agenda for the first workshop in BH and about education and forming of core groups for introducing basic procedures of quality management on Medical Faculties in BH. Agenda for the first meeting see in the annex of this report.

Basics of Quality management-from mission statement to action plans

We started our training sessions with presentations gave by professor Chris VanKeer. He gave a nice presentation about basic facts concerning quality itself, quality management, EFQM: update of the methodology, other methods of Quality assessment and Quality management, Internal and external evaluations, assessment, examination, self-testing, general methodology of evaluation methods in higher education. We have a big discussion about methodology and about procedures how to introduce quality on Medical faculties, about approach and methodology, about maintaining quality and assessing procedures. We concentrated ourselves on seven main components of a Quality Management Policy.

1.Mission statement

2.Key processes

3.Values

4.Vision

5.Strategic aims

6.Operational goals

7.Action plans

All main components were defined and formulated during training visit. Prof VanKeer offered to us essential questions to start with in the analysis of each component.

Prof Van Keer explained in details main tasks and responsibilities of our faculties in providing education, research and service to society.

We continued this plenary session by working in small groups led by experts from EU in the afternoon. Mainly, we discussed about mission, vision and strategic goals of our institutions by using essential questions from morning session.

We also passed through existing questionnaires, which we used for self-assessment of our Medical faculties one year ago. All participants were divided in small groups and discussed about questionnaire. As homework for the next meeting each group has got an assignment to revise two to three sections of the questionnaire and to collect all proposals for improvement of existing questionnaire before the next training visit and send to prof. VanKeer and his team.

Also during session we got a lot of useful information and explanation about quality concepts, quality management in higher education and quality manual from prof Andre Govaert.

Quality manual proposal

Next day Dublin team started teachings with description of their Institute for Technology. During teaching they concentrated themselves on the explanation of their quality handbook. They passed through all chapters of their handbook. Structure of the future manual was also the very important topic during teachings. They proposed following concept for our manual:

Foreword by the Dean

Legislative overview

Part A – Introductory Sections

Part B – Programme Validation

Part C – Monitoring and Review of Academic Activities

Part A – Introductory Sections

Mission Statement

General Principles for Quality Improvement

Roles and responsibilities

Glossary of terms

Part B – Programme Validation

Chapter 1: Validation of a new full-time or part-time programme

Part C – Monitoring & Review of Academic Activities

Chapter 2 Examinations

Chapter 3 Annual Monitoring

Chapter 4 Programme Review

Chapter 5 School Review

Chapter 6 Faculty Review

Chapter 7 Quality Assurance in Research Degrees

Later on we continue with work in small groups

Examination system and clinical training-Maastricht progression test

Last day of the workshop Prof Verhaaren and Lieve Willemsen gave a short presentation and expressed their opinion and remarks regarding current situation at BH Medical faculties and marked „examination system“ and „clinical training“ as the most critical and urgent points for reforming. These two points were emphasized as a weak points after evaluation of our faculties we organized one year ago. Regarding this observation and conclusion prof Verhaaren made proposal for putting accent on these aspects during project apart from performing activities planned in project proposal. Prof verhaaren explained in details Maastricht progression test as a powerful mean for measuring improvement of student knowledge year after year.

Ideally the full student population of all medical schools in BiH should be given the possibility to participate. The test should be anonymous to the authorities, but the student would receive a personal secret code, so he can retrieve his personal results. The student will also give some information about himself (age, years of being a student, the year to which he belongs, the grades or % during their previous study and last year of secondary school, and etc.) These variables are important for the statistical analysis and correlation studies. For the specific test we will use, comparison with Dutch and Ghent data are available.

Members of Consortium accepted proposal that working groups from each Medical faculty should discussed with authorities on Medical faculties about idea for introducing progression test, methodology and way of organizing testing. Prof Verhaaren kindly offer a lot of help concerning organization of progression test and analysis of results. He emphasized that persons who would be in charge of conducting test on their faculty must be reliable and in same way independent. Representatives of the most faculties emphasized that all results got after testing should stay confidential.

Decision about organizing progression test should be brought on the next training session in May.

Second Consortium meeting.

All members of the Consortium were presented. Also representatives of Banja Luka and Tuzla University were presented on this meeting as joined members.

We discussed about three main topics during our Consortium meeting:

Creating of the manual

Content for the next workshop

Organization of the progression test

Prof V. Simunovic and Mrs Semra Cavaljuga proposed draft plans for creating and writing of quality assessment manual. This proposal was based on DIT handbook. Long discussion followed this draft plan. Participants discussed about structure and content of the manual. Finally we accepted general proposal of prof Van Keer that manual generally should be consisted of following parts: Introduction, Processes and Instruments.

On the first part we should start to work immediately, put available data that we collected during preparing of our self-assessment reports and external visitations last year.

Second part will be most difficult to be developed. We will create empty frame and start filling up with data we will get from review of the courses and different other project activities.

Finally in the end we will put all available existing faculty documents.

Prof Simunovic will be in charge of preparing definitive proposal for making manual according to prof Van Keer proposal.

Concerning shortage of time we decided to put accent on course level. So, what is necessary for introducing of new course, validating and review.

We also decided to review of one course on each participating Medical faculty in BH. General plan was to review same or similar course on each faculty. Mrs Ursula MacEvilly will sent exact instructions for evaluating of the courses. We will use panel A and panel B.....

After good and long discussion about progression test we decided to postpone final decision about organization of the following course for the next training session. We left possibility that each faculty involved in the project can organized this test on its own faculty by help of prof Verhaaren and his team.

Work plan for future activities

1. Advanced training visit in BH- 16-19 May 2006

3. Assessment & certification-Ghent-September 4 th (4-9 September)

List of obligations and deadlines:

- Proposal for definitive content of next education seminar which will be held in BH training centre 16-19 May – KAHO SintLieven. East Sarajevo
- Finding of appropriate place for next training visit- Sarajevo Medical faculty
- Maastricht progression test –coordinator of each faculty has obligation to decide together with authorities about introducing of this test before the next training visit
- Each faculty has an obligation to review one course according to instructions which will be provided from Ursula MacEvilly-DIT
- Revising existing questionnaire-working groups on each Medical Faculty.
- Sending proposal for changes of some project activities and new budget proposal to Brussels-contractor
- Sending proposal about content of our teaching manual and starting with activities regarding QA manual- Mostar Medical Faculty

In the behalf of the coordinating Institution I would like to thanks to all participants for taking active part in all discussions. I would also like to thanks our contractor Institution and to all EU experts for giving and transferring to us basic facts about QM.

The first training session of QUMAMED project was perfectly organized by Mostar Medical faculty and special thanks to prof Vladimir Simunovic and his team.

Project coordinator:

Dr Dejan Bokonjic