QUALITY ASSURANCE AND ACCREDITATION MANAGEMENT MODELS IN HEALTH SCIENCES IN GCCs

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TALK PLAN

• Research Background.
• Research Work
• Research Findings
• Future Work
SPEAKER BACKGROUND

- Early Education in Kuwait
- Bachelor, Master, PhD in Medical Engineering and teaching in UK till 2004
- Middle East lecturing in Eng. (Jordan, KSA)
- RS Dept. & HEAD of Academic Quality Assurance in CAMS since 2008
RESEARCH COLLEAGUES

- Dean of College of Applied Medical Science Dr Ghazi Alotaibi: Respiratory Care Department.
- Tutor Mrs Afnan AlJafary: Health Information Technology Management.
COUNTRIES WITHIN THE STUDY
CURRENT SITUATION IN MOST GCCs HS EDUCATION (EXTERNAL FACTORS)

- High Local Unemployment yet..
- High HS Foreign Labour
- HS Demand Increasing Rapidly
- Globalization Vs Reserved Culture
CURRENT SITUATION IN MOST GCCs HS EDUCATION
(INTERNAL FACTORS)

• Demand exceeds supply
• Modest Administrative Management Expertise & Skills
• Inefficient Resources Utilisation
CURRENT SITUATION IN MOST GCCs HS EDUCATION

- No Common Quality Infrastructure
- No Standardization/ Regulations
- No Clear Future QA Strategy
AIM OF RESEARCH

• Find Out More About Quality
• Put Quality Work in Context
• Find Ways Forwards and Meet Demands
• Proactive Approach and...
• Sustain and Evolve.
WHAT IS QUALITY?

Salvador Dali
QUALITY CONCEPT

It is amorphous!
Can easily be identified when encountered but cannot easily be defined in words.

(Sanjaya, India 2007).
QUALITY HISTORY

Some evidence shows that Quality in Medical Practice had its roots in 1500 -1800AD but mainstream literature talk about post-war origin.

(Kamel Ajlouni, 2003)
DEFINITION

• Quality post-war thinkers (Deming, Juran and Crosby)
  ✓ Standards of Excellence
  ✓ Fitness for Purpose
  ✓ Zero Defects
  ✓ Customer Satisfaction

• Recent Thinkers (Gummessson): Quality = User Defined!

(Sanjaya, India 2007)
OTHER DEFINITIONS

Quality is the concept but Quality Assurance QA is the process

• **Quality Control** = Internal Quality Check
• **Accreditation** = External Quality Check

(Owlia and Aspinwell 1996)
SPREAD OF QA

- Used in Manufacturing Industry, new to Education.
- Used initially in Medical Education and Practice then spread to Health Sciences.
QA IN HE

• How HE Define Quality?
  ➢ Reputational Rankings
  ➢ Follow-up Studies
  ➢ Licensure
  ➢ Academic Program Reviews
  ➢ Outcomes Studies

(Grady et al, 1992)
QA IN HEALTH CARE

“The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.”

(Institute of Medicine, JCAHO 2001)
UNESCO, OECD, INQAAAH acknowledge importance of QA and Accreditation

ANQAHE, GCC in association with the above international organisations help in developing and sustaining quality culture in the region
VITAL GCCs STATISTICS

• Increase in population (e.g. KSA: High school students 70,000 in 1993 to more than 200,000 students in 2003, 12000 found no place in HE).

(Darandari et al, 2009)
• Universities in the region more than quadrupled between 1990-2009.
• KSA for instance, 7 universities in 1990; → 32 in 2010 Still rising..
• This increase need regulating!
(MoHE, KSA 2010)
QA AND ACCREDITATION MODELS
ISO 9000

• Focus on Continuous Improvement.
• Components: Customer, Leadership, People, Process, Management, Decision Making, Suppliers Relationships
ISO 9000
Baldrige Model

• Focuses on Performance Excellence (Knowledge + Skills)
• Components of: Leadership, Planning, Students, Knowledge, Workforce, Process and Results.
• Popular in Health Care

(Foster et al, USA 2007)
TOTAL QUALITY MANAGEMENT MODEL

- Focuses of human attitude to quality to achieving zero defects.
- The main focus components of this model are Learning and Teaching, Students Assessment, Staff development and Curriculum.

(Sanjaya, India 2007)
### Capability Maturity Model – Integrated

<table>
<thead>
<tr>
<th>Level</th>
<th>Focus</th>
<th>Process Areas</th>
<th>Result</th>
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</thead>
</table>
| 5 Optimizing   | Continuous process improvement | Organizational Innovation & Deployment  
Causal Analysis and Resolution | Productivity & Quality |
| 4 Quantitatively Managed | Quantitative management | Organizational Process Performance  
Quantitative Project Management |                       |
| 3 Defined      | Process standardization      | Requirements Development  
Technical Solution  
Product Integration  
Verification  
Validation  
Organizational Process Focus  
Organizational Process Definition  
Organizational Training  
Integrated Project Management  
Risk Management  
Decision Analysis and Resolution |                       |
| 2 Managed      | Basic project management     | Requirements Management  
Project Planning  
Project Monitoring & Control  
Supplier Agreement Management  
Measurement and Analysis  
Process & Product Quality Assurance  
Configuration Management |                       |
| 1 Initial      | Competent people and heroics |                                                                              |                      |

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ABET MODEL

• Accreditation Board for Engineering and Technology (ABET)
• Focuses on “Self Study”
• Favoured by Technologists
OTHER QUALITY MODELS

There are the other Models:

- **European** (Gummesson, 1990),
- **Australian** (e.g. Miryam Mikol 2011),
- **USA** (e.g. ACPE, see website)
- **Indian** (e.g. Sanjaya, 2007)
RESULTS

• GCCs proud of their heritage and culture
• Globalization in some cases looked at as being a threat!
• Main Stream Quality Models fulfills most QA aspects
• Adaptation to these Models are necessary to achieve quality requirements without sacrificing the essence of the heritage and culture
GCCS QA MODELS EXAMPLE

• NCAAA Model in KSA

- Institutional, Program Oriented
- Focus on eleven components (standards): Mission, Administration, QA, Learning and Teaching, Learning Facilities, Resources, Finance, Employment, Research and Community.

Darandari et al, KSA 2009
CONCLUSION

• GCCs still finding their way in QA road

• QA newly formed agencies are aware of the “heavy duties” ahead and continuously filling gaps and building capacity to meet national, regional and international demands.
FUTURE WORK

• Create vital statistical Data Bank
• Monitor Key Performance Indicators
• Benchmark against better institutions
• Build, Implement and Adapt Strategic Plans
• Enhancing QA culture
THERE IS LIGHT AT THE END OF THE TUNNEL

THANK YOU