

**Republic of Macedonia
Health Sector Management Project**

IBRD loan # 4733

**MODERNIZING LICENSING PROCESS FOR DOCTORS,
DENTISTS AND PHARMACISTS**

REPORT ON THIRD VISIT 19 – 23 June 2006

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Introduction

This report summarises the outcomes of the third mission to the Republic of Macedonia by Judy McKimm and her assistant, Anita Underwood (the UK Consultants), from 19 – 23 June 2006. This visit was the third of a series of visits planned to take place over a 12 month period from February 2006 until February 2007.

The purpose of the visit was to work with Dr Katerina Venovska (PCU) and the Working Group (WG) which is representative of the three Medical Chambers (Doctors, Dentists and Pharmacists) to deliver Module 1 of the planned Training the Trainers (TOT) programme for educators, examiners and mentors. The consultants also held a meeting with the Working Group on 22 June 2006 to plan the next steps in the project.

Summary of the visit and action points

The visit focussed on delivering the first Module of the training programme to mentors, educators and examiners and gathering additional information about the training needs for those supporting the internship, licensing examinations, CPD and accreditation process relating to doctors, dentists and pharmacists in Macedonia.

The TOT programme evaluation

The training programme was well attended (the PCU holds the list of attendees) and very well evaluated, see below for the results of evaluations of each of the programmes. The majority of participants stated that the course met their learning needs and that their knowledge and confidence about the TOT programme has increased as a result of attending the course.

The particular aspects of the course highlighted as good by participants were:

- the small group work
- the organisation and time management of the course
- the approach and learning and teaching methods used by the educators on the course
- learning new methods of learning and teaching
- giving and receiving feedback through micro-teaching presentations
- the interactivity and opportunity to meet and work with other teachers

The main area for improvement highlighted by many participants was that more time was needed for the TOT programme to cover all the topics identified, to practice the new teaching/learning techniques and to work in small groups for longer.

A range of topics were identified by participants as being those they would like to cover in future, including communication skills, feedback, practising teaching skills, applying theory to practice and new teaching methods.

Working group meeting 22 June 2006

A meeting was held on day four of the visit with the Working group for Quality Improvement of Health Services and Licensing.

Present were:

Dr Klime Kajmakoski	Chamber of Dentists of Macedonia
Dr Ivanka Stefanovska	Doctors Chamber of Macedonia and Faculty of Medicine
Spec. Dr Zoran Stojanovski	Health Home, Skopje
Prof Dr Lidija Tozi-Petrusevska	President of the Pharmacy Chamber
Dr Katerina Venovska	Assistant Co-ordinator, Ministry of Health PCU

The purpose of the meeting was to agree the activities to be carried out during the September visit, to agree the second visit report and to discuss options for the next steps in the project.

Items discussed included:

- **Current workshops** – there were a few non attendees, other than those who had informed the PCU that they were attending conferences. The PCU has details of attendees and non attendees. The educators were represented by all three professions, in the examiner group there were mostly doctors and pharmacists and there were hardly any dentists at the examiner training. It is not possible to offer much additional training for the dentist examiners or anyone else who did not attend this time. It is important to specify that this is the only opportunity to attend and attendance is part of the accreditation.
- The training in September will include developing training for the next groups, devising teaching plans etc.
- **The training materials** will be prepared by the end of July, this will include additional information, workbook, new handouts etc. and will, of necessity, cover material that was originally planned for June.
- **The follow up training in December** – the agreed dates are Sun 3 Dec – Friday 9 December. The training will be done in December or in January or February 2007. The UK consultants will assess teaching skills and have professional conversations with the participants while they are training, they will observe people training and it will be important for the WG to agree how the reflective assessment will be assessed.
- **Next steps – how will this group do the training, numbers etc.** The WG will provide Katerina with numbers of educators, mentors and examiners and will discuss the issues and next steps at a WG meeting to be held in early July. The WG needs information from the chambers re educators, examiners and mentors, the group will decide whether to offer training opportunities for all trained people to train mixed teams of educators and mentors and uni-professional groups of examiners or whether the project days will be better spent on training a larger number of individuals so there is a much larger critical mass in Macedonia.

- **Observation of dental and pharmacy examinations** – it was agreed that the UK consultants will observe the Pharmacy assessments in December and the Dentistry assessments in January or February 2007.
- the Revalidation requirements from the doctors' chamber were mentioned and the UK consultants asked if they could have a copy in English

It was agreed that the second module in September 2006 would be carried out in Skopje (venue to be arranged by Katerina Venovska) as follows:

[Friday 22 September	UK consultants travel to Skopje]
Saturday 23 rd September	Briefing for those who didn't attend Module 1, time to be confirmed
Sunday 24 th September	Educators – Module 2: sessions 1 and 2
Monday 25 th September	Educator Module 2, session 3 and Examiners Module 2, session 1
Tuesday 26 th September	Examiners, Module 2, sessions 2 and 3
Wednesday 27 th September	Mentors – Module 2: sessions 1 and 2
Thursday 28 th September	mentors, Module 2, session 3
[Thursday 28 th September	UK consultants travel back to UK]

A Working Group meeting is planned for Thursday 28th September immediately after the mentors' training

A programme for the training events, which includes additional training materials will be prepared by the consultants and sent to the PCU by 31 July for copying and translation and subsequent distribution to all participants. This will incorporate revisions to the proposed Module 2 due to having not completed all planned activities in Module 1 and also incorporating feedback from the participants' evaluations.

It was agreed that an additional briefing event would be offered at the beginning of the September visit to include core topics from the Module 1 training (eg. Principles of teaching, learning and assessment), this would enable individuals to then participate in Module 2 sessions.

It was agreed that the consultants would observe the Pharmacy examinations on the fifth visit at the beginning of December. The Dentistry examination observations are yet to be planned.

Follow up activities from WG meeting 7 July 2006

Email correspondence after the visit between Katerina Venovska and Judy McKimm confirmed the training dates (above) and that the venue would be in Skopje not Ohrid. The WG meeting on 7 July agreed that instead of the UK consultants continuing training, assessment and support of the first cohorts of educators, examiner and mentors, they would train a second group of educators, examiners and mentors. There would probably be an additional 80 – 90 participants (approximately 27 – 30 of each as in the first group) these people would be nominated by the Chambers and follow the same training programme as the first cohorts. Some trainers from the first cohort would participate in the training of the second groups and be observed and assisted by the UK consultants.

Judy McKimm noted via email that this was acceptable to the UK trainers but it would leave a few issues still to be resolved. There are sufficient in-country days in the project to carry this out (there will be 5 days each for the December and January/February trainings, including travel days) but the exact timings of activities on the December and January/February training sessions will have to be agreed as the UK consultants still have to carry out observations of both the Pharmacy and the Dentistry clinical and oral assessments. For example, it was agreed by the WG that the December visit would be from 3 - 8 December inclusive, and that this would include observing the Pharmacy assessments, if training for another 80-90 people is being carried out as well during this time then it will need to be discussed how best this will be managed and also the timing for the last visit when it was planned to observe the Dentistry assessments.

The second issue is that there will not be time to follow up the first group of trainers after September in terms of ensuring that their assessments take place, especially the written reflective account and the 'professional conversation'. Judy McKimm suggested that she builds this into the September training and utilises peer assessment as well as assessment by the tutors.

Finally, some training materials were referred to as support resources for participants on the London Postgraduate Deanery website at <http://www.clinicalteaching.nhs.uk/site/HomePage.asp>. It was suggested that these resources might be available as downloads to go onto the support CD as part of the learning resources for the participants. Judy McKimm checked the site and also asked the Deanery and unfortunately it is not possible to download the files as these are not PDF or Word documents and there are also copyright issues in extracting a large amount of material for dissemination. Some of the materials have been used in the workbooks and additional material will be selected and incorporated in the workbook for the second Module.

Detailed evaluation results from the TOT programme

Number of completed evaluation forms:

33 for Educators (19 Doctors, 4 Dentists, 5 Pharmacists, 6 not replied)
18 for Examiners (11 Doctors, 1 Dentist, 6 Pharmacists)
20 for Mentors (6 Doctors, 4 Dentists, 10 Pharmacists)

General information

We asked:

Generally, the **course** was interesting/useful in terms of:

- Content
- Organisation
- Presentation and availability of information

Responses are summarised in the tables below:

Educators:

	Strongly agree	Agree	Disagree	Strongly disagree
Content	15	18		
Organisation	16	17		
Presentation/availability	20	12	1	

Examiners:

	Strongly agree	Agree	Disagree	Strongly disagree
Content	11	7		
Organisation	15	5		
Presentation/availability	13	5		

Mentors:

	Strongly agree	Agree	Disagree	Strongly disagree
Content	8	12		
Organisation	13	7		
Presentation/availability	4	15	1	

We asked:

Generally, the **small group teaching** sessions were:

- Well organised
- Helpful
- Of adequate content
- A good learning experience
- A welcome opportunity to talk to teachers

Responses are summarised in the table below:

Educators:

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	26	6	1	
Helpful/useful	25	8		
Of appropriate content	22	10	1	
A good learning experience	23	10		
A welcome opportunity to talk to teachers	20	13		

Examiners:

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	16	2		
Helpful/useful	13	5		
Of appropriate content	11	7		
A good learning experience	12	6		
A welcome opportunity to talk to teachers	11	7		

Mentors:

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	10	8	2	
Helpful/useful	14	6		
Of appropriate content	6	13	1	
A good learning experience	11	9		
A welcome opportunity to talk to teachers	8	12		

Finally, we asked if generally, the handouts for this course were excellent, whether the level of the course was appropriate and also if, by attending this course, confidence about the TOT programme has increased.

Educators:

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	20	13		
My knowledge and confidence about the TOT programme has increased as a result of attending this course	21	12		

Examiners:

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	14	4		
My knowledge and confidence about the TOT programme has increased as a result of attending this course	11	7		

Mentors:

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	9	11		
My knowledge and confidence about the TOT programme has increased as a result of attending this course	9	11		

We asked: Do you feel the course met your learning needs?**Educators:** Yes (25), No (1), Partly (4), Not completed (3)**Examiners:** Yes (17), No (0), not completed (1)**Mentors:** Yes (19), No (0), Partly (1)**We asked: Which THREE aspects of the course were particularly good?****Educators:**

- small group work (17)
- learning/teaching methods and new techniques (12)
- giving and receiving feedback, peer feedback (9)
- interactivity (8)
- round table, rotating brainstorm, world café (7)
- individual presentations/micro teaching with peers (4)
- teaching and learning philosophy, stimulating learning environment, dynamic work and generating ideas (3)
- evaluation (4)
- precise time management (4)
- well organised course (3)
- identifying learning needs/goals (3)
- applying theory to practice (3)
- assessment (3)
- all the content (2)
- exercises (2)
- ice breakers (2)
- discussions with large group, exchange of opinions, find common ground with other professionals (2)
- tutors/educators' communication skills with learners (2)
- the educators were very good (2)
- unimposing style of learning

- confidence of tutors/educators
- hands on experience
- learning outcomes
- handouts
- lunch
- meeting new people
- communication skills

Examiners:

- especially well organised, good time management (9)
- small group work, interactivity (7)
- presentations of information (5)
- communication skills (5)
- assessment materials, eg quiz (4)
- content (3)
- a good learning experience (2)
- contact with other teachers (2)
- practical exercises (2)
- materials
- learning theory
- identifying learning needs
- being relaxed during the educational process
- explanations after the exercises

Mentors:

- possibility for discussion/interactivity; hearing the thinking and experience of other participants; great co-operation (11)
- working in small groups (7)
- theories of learning and learning methods (7)
- explanation and presentation of issues by educators as role models (5)
- different learning methods (3)
- communication skills and the consultation (3)
- activities around the role of the mentor (3)
- work on case studies (2)
- role of pedagogic skills (2)
- we determined the learning needs/goals (2)
- practical exercises and thematic tasks (2)
- materials (2)
- well organised (2)
- communication with teachers and mutual co-operation
- the lectures
- teaching in large groups
- education
- world café
- upgrade of old knowledge

We asked: What, if anything needs improving the most about the course?

Educators:

- time management in the curriculum – more time for practising new techniques and having feedback, have the activities spaced out over a lot longer period of time (maybe 2 or 3 days), more continuous teaching (7)
- more time for programme (6)
- more small groups (4)

- more interactivity, less theory (2)
- more practice in real environments (2)
- a smaller group
- have more specific things during the lectures
- explanations of the exercises were somewhat vague, they could be more specific
- concrete working materials
- evaluation and assessment to cover with small groups to be more competent

Examiners:

- target audience
- training on attitude of staff (since we should train other examiners!)
- more practical work in assessment (how to do and doing) (3)
- send materials earlier so that we can prepare better
- design of assessment standardised methods
- interactivity

Mentors:

- more practical exercises with specific examples for mentorship (2)
- comparison of results from the groups
- nothing
- applications
- work is better with colleagues within the profession
- education is more than dedication of the mentor

We asked, do you have any other general comments?

Educators:

- well done
- thank you for your dedication to our education
- I feel good and look forward to more education!
- excellent!
- this course could be complicated and confusing for students without previous experience
- enormous amount of facts, almost impossible to be covered in the 2 days. especially without previous experience
- using many educational methods especially ice breaking were interesting for me

Examiners:

- it is a very welcome course (3)
- all is OK (2)
- non-homogeneity of the group with exchange of experience in teaching and assessment was good
- criteria and norms for assessing interns
- go on with such courses and implementation in practice

Mentors:

- all is proceeding successfully
- there was excellent communication between the participants and educators and dedication from the educators
- a very positive experience
- super – relaxed, funny and useful
- extremely satisfied
- a very good course
- excellent
- the education was professional and fulfilling

We asked, are there any topics that you would like us to cover in future?

Educators:

- communication skills (3)
- feedback (2)
- consultation analysis
- clinical skills, teaching in clinic, pharmacy
- conflict management, dealing with difficult participants
- large group teaching
- more practical exercises
- concrete presentation topic
- fishbowl exercise
- new teaching methods
- audit

Examiners:

- creation of courses
- simulating examination of the progress of the course
- educational teaching projects
- to get to know the curriculum
- explain further the techniques of assessment
- use of theory in education
- self assessment and audit

Mentors:

- specific skills and not theory; applying theory to practice (2)
- criteria for assessment
- societal role of doctors and medical staff
- consultation analysis with role play
- development of curricula
- working in large groups

Updated workplan and key milestones

Dates	Key activities	Deliverable(s)
2006		
March 26 – 31 (7 days)	Inception visit	Inception report Work plan Framework for training programmes
May 14 – 19 (6 days)	Consultation with associations, chambers and selected co- ordinators Mon 15 th - working group meeting 1400 Tues 16 th - am Workshop, time TBC Wed 17 th – briefing meetings with all groups of educators, examiners and mentors Observation of licensing examination (Doctors)	Visit report Finalised training programmes Detailed training materials: workbooks and presentations
June 19 – 23 (5 days)	Round 1 - Training of examiners, educators and mentors Review training and finalise second round of training content and materials	Visit report Educators, examiners and mentors attended first training programme Reviewed set of training materials
September 22 – 28 (7 days)	Round 2 - Training of examiners, educators and mentors Observation of licensing assessments Meetings with sample of educators and mentors to assess progress and development needs	Visit report A cohort of trained educators, mentors and examiners
December (5 days, w/b 3 rd December, exact dates TBC)	Review of internship programmes Observation of Pharmacy Chamber licensing assessments	Visit report Educators, examiners and mentors attended second training programme
Late January/early February (5 days exact dates TBC)	Round 3 - Training of second cohort of examiners, educators and mentors (approximately 80 – 90 participants) Final visit Observation of Dentistry licensing assessments (TBC) Round 4 - Training of second cohort of examiners, educators and mentors (approximately 80 – 90 participants)	Final report Includes review of process and recommendations for improvement and ongoing activities A second cohort of trained educators, mentors and examiners

