

**Republic of Macedonia
Health Sector Management Project**

IBRD loan # 4733

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

REPORT ON FOURTH VISIT 22 – 28 September 2006

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Introduction

This report summarises the outcomes of the fourth mission to the Republic of Macedonia by Judy McKimm and her assistant, Anita Underwood (the UK Consultants), from 22 – 28 September 2006. This visit was the fourth 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 2 of the planned Training the Trainers (TOT) programme for educators, examiners and mentors. The consultants also held a meeting with the Working Group on 28 September 2006 to plan the next steps in the project.

Summary of the visit and action points

The visit focussed on delivering the second 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 the 76 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:

- Problem Based Learning
- Communication skills
- Professional conversations
- evaluation and quality assurance
- assessment principles and methods
- the small group work/teaching
- the organisation and time management of the course
- professional development of the trainers
- the approach and learning and teaching methods used by the educators on the course (eg. fishbowl technique)
- learning new methods of learning and teaching
- giving and receiving feedback through micro-teaching presentations

- the networking, 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 and practice 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: reflective practice; dealing with difficult and varied learners; communication skills; feedback; practising teaching skills; applying theory to practice, and learning further new teaching and assessment methods.

Meeting with representatives of dentistry 28 September 2006

A meeting was held on day six of the visit with representatives of the Dental Chamber, Dental Faculty and Dentists' Association.

Present were:

Professor Mile Carcev	Representative of Dental Faculty
Dr Petar Cakar	Representative of the Dental Chamber
Dr Igor Kirovski	Representative of the Dental Association
Dr Angelina Blazevska	Assistant Co-ordinator, Ministry of Health PCU
Dr Katerina Venovska	Assistant Co-ordinator, Ministry of Health PCU

The purpose of the meeting was to meet with the representatives of the organisation responsible for dental training, to update them on the TOT programme and to agree how to involve more dentists in the TOT programme.

Katerina Venovska explained that the training programme was going very well and that it had been agreed that a second cohort of educators, mentors and examiners would be trained in December 2006 and February 2007. A smaller number of dentists had attended the TOT programme than expected. The reasons for this was unclear, it seems that there have been some communication or administration difficulties and many of the dentists had not been fully informed of the process and therefore not invited to the training.

It was agreed that, in addition to the numbers already allocated to dental participants on the training programmes for educators, examiners and mentors, an additional five or six places would be provided for dentists to help compensate for the low numbers in the first group.

The UK consultants will be observing the Pharmacy examinations in December and giving some feedback, and are willing to also observe the dentistry examinations if some are being carried out in February. This would not be advising on content, as this is the province of the relevant professions in Macedonia, but on the educational approach to assessment and providing recommendations as to improvements on assessment.

Some discussion was held on the relative roles and responsibilities of the three organisations involved with postgraduate (CME) training of dentists. Although the Rule Books allocate responsibilities and define the roles and processes for each of the three professions, there are still some organisational and administrative issues to be resolved over which organisation is responsible for various activities. Katerina Venovska

confirmed that, for the purposes of this project, the TOT programme was co-ordinated and accredited by the relevant Chambers.

Working group meeting 28 September 2006

A meeting was held on day six 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
Professor Dr Milena Petrovska	Doctors Chamber of Macedonia and Faculty of Medicine
Prof Dr Lidija Tozi-Petrusevska	President of the Pharmacy Chamber
Spec. Dr Zoran Stojanovski	Health Home, Skopje
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 December visit, to agree the third visit report and to discuss options for the next steps in the project.

Items discussed included:

- **Last visit report** – this was approved by the Working Group.
- **Current workshops** – Katerina Venovska reported that she was very satisfied with the workshops and all activities were accepted by all Chambers. The activities were very transparent and open, there were still some issues to be resolved, mainly amongst the dental profession. Module 2 had very positive evaluations. There were a few non attendees, mainly from the dental professions and Katerina Venovska reported that these issues had been discussed with the representatives from the dental organisations. The PCU has details of attendees and non attendees. All participants have completed three of the four assessments and they now have to submit a one to two page reflective piece of work. This will be read by Judy McKimm (once translated) and returned with brief comments. A short marking scheme will be developed. It is planned that the written assessments from the second group will be marked by the first cohort.
- The **training in December** will include delivering Module 1 of the training for the next group of educators, examiners and mentors. The materials will be reviewed in the light of comments made in the evaluations and the timetables adjusted in the light of the experience delivering modules 1 and 2 to the first group of trainers. All participants who have completed Modules 1 and 2 satisfactorily have been invited to assist Judy McKimm and Anita Underwood in delivering the TOT programme to the next group of examiners, educators and mentors in December and February. Fifteen of each of the three groups will participate in half a day each in December with the remaining fifteen participating in February. Some participants have indicated their preference as to dates, but aside from this, the Working Group will allocate people to the half day sessions in mixed professional groups.
- It was agreed that offering additional places to the dentists who did not attend the first cohort would help to involve the dentists who may not have heard of the TOT programme. In the second group, we will specify that this is the only opportunity to attend and attendance is part of the accreditation. There will not be a catch up training for Module 2 in February.

- **The training materials** prepared for modules 1 and 2 will be used for the next group in December and February. Timetables will be revised.
- the **Revalidation requirements** from the doctors' chamber were mentioned and the UK consultants requested a copy in English

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

[Sunday 3 rd December	UK consultants travel to Skopje]
Monday 4 th December	Educators – Module 1: sessions 1 and 2
Tuesday 5 th December	Educator Module 1, session 3 and Examiners Module 1, session 1
Wednesday 6 th December	Examiners, Module 1, sessions 2 and 3
Thursday 7 th December	Mentors – Module 1: sessions 1 and 2
Friday 8 th December	Mentors, Module 1, session 3
	UK consultants travel back to UK

A Working Group meeting is planned for Friday 8th December immediately after the mentors' training. It was agreed that Certificates would be prepared for all successful accredited participants from the first group, with a presentation ceremony being held in the week of 4th December (provisionally agreed to be Friday 8th December at 1330) at the Club of Delegates.

A revised programme for the training events will be prepared by the consultants and sent to the PCU by the end of October for copying and translation and subsequent distribution to all participants.

It was agreed that the consultants would observe the clinical and practical Pharmacy examinations (not the written examinations) on the visit. These will be arranged by the Pharmacy Chamber to coincide with the TOT programme. The Dentistry examination observations are planned to be carried out in February.

Suggested Certificate content

Training the Trainers programme for Educators, Examiners and Mentors to support the Modernising of the Licensing Process for Doctors, Dentists and Pharmacists in Macedonia

Accredited by name three Chambers

This is to confirm that:

NAME AND INSTITUTION

Satisfactorily completed the INSERT ROLE (EG EXAMINER, EDUCATOR, MENTOR) training on the *Training the Trainers Programme* held in June and September 2006 through attendance and assessment.

Topics covered included:

- Principles of teaching, learning and assessment
- Adult learning theory
- Teaching small and large groups
- Communication skills
- Giving and receiving feedback
- Personal development planning
- Course planning and design
- Lesson planning
- Problem based learning
- Evaluating learning and teaching

To include: Signatures of Minister, President of relevant Chamber and Judy McKimm, and date.

Or the Certificate could say that the person named has satisfactorily completed the TOT (in full) programme accredited by the three Chambers. The rest as above.

Detailed evaluation results from the TOT programme

Number of completed evaluation forms:

Catch up programme	10
Educators	32
Examiners	21
Mentors	23

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:

Catch up Programme

	Strongly agree	Agree	Disagree	Strongly disagree
Content	3	7		
Organisation	3	6	1	
Presentation/availability	4	6		

Educators

	Strongly agree	Agree	Disagree	Strongly disagree
Content	22	10		
Organisation	25	17		
Presentation/availability	24	8		

Examiners

	Strongly agree	Agree	Disagree	Strongly disagree
Content	9	12		
Organisation	9	12		
Presentation/availability	10	11		

Mentors

	Strongly agree	Agree	Disagree	Strongly disagree
Content	12	10	1	
Organisation	12	11	1	
Presentation/availability	12	10	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:

Catch Up Programme

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	4	6		
Helpful/useful	4	5		
Of appropriate content	4	6		
A good learning experience	5	5		
A welcome opportunity to talk to teachers	6	4		

Educators

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	22	10		
Helpful/useful	23	7	1	
Of appropriate content	23	9		
A good learning experience	23	8	1	
A welcome opportunity to talk to teachers	16	15	1	

Examiners

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	9	12		
Helpful/useful	9	12		
Of appropriate content	5	15		
A good learning experience	9	12		
A welcome opportunity to talk to teachers	10	11		

Mentors

	Strongly agree	Agree	Disagree	Strongly disagree
Well organised	12	11		
Helpful/useful	13	10		
Of appropriate content	9	13	1	
A good learning experience	15	7	1	
A welcome opportunity to talk to teachers	15	6	2	

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.

Catch Up Programme

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	3	7		
My knowledge and confidence about the TOT programme has increased as a result of attending this course	1	8		

Educators

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	16	14	2	
My knowledge and confidence about the TOT programme has increased as a result of attending this course	13	17	1	

Examiners

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	10	11		
My knowledge and confidence about the TOT programme has increased as a result of attending this course	9	12		

Mentors

	Strongly agree	Agree	Disagree	Strongly disagree
Handouts for this course were excellent	7	14	1	
My knowledge and confidence about the TOT programme has increased as a result of attending this course	9	13	1	

We asked: Do you feel the course met your learning needs?

Catch Up Programme	Yes (9), No (0), not completed (1)
Educator	Yes (20), No (0), not completed (2), partly (10)
Examiners	Yes (14), No (2), Not completed (5)
Mentors	Yes (16), No (1) Not completed (6)

We asked: Which THREE aspects of the course were particularly good?

Catch Up Programme

- Case presentation (3)
- Methods of learning (2)
- Communication skills (2)
- Opportunity to talk to teachers (2)
- Application
- New ideas
- Learning experience
- Adult learning theory
- Independent learning theory
- Reflective practice

Educators

- PBL (18)
- Professional Conversations (11)
- Evaluation, assessment and QA (10)
- Small Group teaching (8)
- Methods and techniques, including Goldfish Bowl (6)
- Teaching content, relevance (6)
- Networking, exchange of ideas, augmenting knowledge and experiences (5)
- Communication skills(4)
- Understanding and identification of learning needs (3)
- Own professional development (3)
- Presentation skills (2)
- Time management (2)
- Curriculum development (2)
- Materials and Handouts (2)
- Reinforcement of module 1
- Interactivity
- Creativity
- Open discussion
- Spontaneity and concrete quality of teaching

Examiners

- Methods, techniques and principles of assessment (9)
- Communication skills (5)
- Networking, exchange of ideas(3)
- Professional conversation(3)
- Organisation (3)
- Teaching process (3)
- Own professional development (2)

- Giving and receiving feedback (2)
- Role play(2)
- Content (2)
- Interactivity (2)
- Presentation
- Small group working
- Time management
- Designing a written exam
- Professional competencies
- Case Studies

Mentors

- Communication skills (14)
- Working in groups, discussions (8)
- Content (7)
- Presentations (6)
- Giving and receiving feedback (4)
- Networking (3)
- Assessment (3)
- Time management (3)
- Practical exercises, micro teaching (3)
- PBL (2)
- Applicable materials (2)
- Atmosphere, dynamics (2)
- Own learning (2)
- Interactive exercises (2)
- Small group working
- Learning methods
- Teaching skills
- Evaluation methods
- Excellent materials
- High level of teachers
- Didactical approach!!!!

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

Catch Up Programme

- Not enough time for the content
- Availability of materials before the course

Educators

- More time (5)
- More practice (2)
- More on assessment criteria, related to practical application (2)
- Needs to be less abstract in teaching methods
- More small group work
- Appropriate venue (Sunday RHPT)
- Availability of materials before the course
- Evaluate participants beforehand
- Direct links to our future roles
- Identifying learning needs, facilitates reflection
- Practical methods and techniques

- Practical aspects of evaluation
- Micro teaching
- International study tours

Examiners

- More specific assessment methods (3)
- Need shorter breaks more often
- Work in uni professional groups to evaluate assessment methods in light of new learning
- Introduce new concepts gradually
- Need materials in advance
- Content too full
- Course should be longer
- More opportunities to practice

Mentors

- Need more specific exercises, dealing with difficulties
- Absence of application to daily work
- Counselling skills
- Number pages in handouts

We asked, do you have any other general comments?

Catch Up Programme

- Very satisfied with method and implementation

Educators

- Good educators, well selected (2)
- I like the programme and materials (2)
- Well presented
- I liked the interactivity
- Different levels of experience in the delegates, not so useful for the more experienced educators
- Helped build confidence
- Work with individual students (interns) useful
- More practical work is needed
- More work on communication skills and self evaluation
- More of the courses should be organised for the future
- Bravo and thank you
- More interactive teaching is needed
- Would like more methods and models

Examiners

- More practical training for examiners (2)
- More on feedback
- The course is fun but too short
- Very useful
- Excellent

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

Catch Up Programme

- More ideas for encouraging reflective practice
- Personal examples of learning styles

Educators

- Quality Assurance (3)
- Management of groups of differing sizes and backgrounds, how to deal with troublemakers (2)
- Assessment methods with examples (2)
- To design algorithm of assessment and evaluation
- More models
- Results from courses
- Communication skills
- Evaluation
- Self evaluation
- One to one teaching

Examiners

- Experiences from successful education programmes
- Using ICT in assessment
- Exercises to increase confidence

Mentors

- Counselling skills need to be included (2)
- Need course for new mentors
- Work in larger groups
- Please continue
- Very professional
- Need more time to deliver the excellent materials
- Informatics and databases need to be included
- Need to be specific to mentors
- Thank you to presenters and organisers

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, 3 rd - 8 th December)	Observation of Pharmacy Chamber licensing assessments Round 3 - Training of second cohort of examiners, educators and mentors (approximately 80 – 90 participants)	Visit report Educators, examiners and mentors attended second training programme
February 2007 (5 days, 11 th - 16 th February)	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