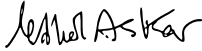


# PROCEDURES FOR THE CONTINUING PROFESSIONAL DEVELOPMENT PROGRAM OF HEALTHCARE PROFESSIONALS

## Qatar University Health CPD-HP (QU Health)

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Reviewed by: Zachariah Nazar. Section Head of Continuing Professional Development
Approved by: 

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## Definitions:

### QU:

Qatar University. QU is the country's first and only national university.

### CPD:

Continuing Professional Development

### CPD-HP:

The Continuing Professional Development of Health Professionals - QU HEALTH

### The Program:

Refers to the Continuing Professional Development of Healthcare Providers in Qatar University.

### CPD Activity:

A unit of a structured educational or learning activity designed and delivered by or through the sponsorship of the CPD-HP and intended to support the continuing development of all healthcare professionals to maintain and enhance their competence.

### The Provider:

In the context of this document, a Provider is CPD-HP program.

## Parties concerned with knowing about this procedure

- President
- Vice President
- Legal Advisor
- Legal Office
- Dean(s)
- CPD-HP (QU – Health) coordinator
- CPD college representatives
- CPD Administrative coordinator
- Accounting/Finance Personnel
- Marketing Team
- ITS support team
- CPD Stake Holders – Advisory Committee members, participants & healthcare practitioners
- CPD Team
- Guest Speakers

## Procedures: Revision, updates, and Approval

The CPD-HP Procedures document shall be under continuous revision by the CPD Coordinator and the CPD-HP Stakeholders, Advisory Board to ensure its relevance and usefulness. Approval of the Procedures by the Associate Vice President for Clinical Affairs following each major amendment.

## Mandate of the CPD-HP

The CPD-HP is committed to the continuing professional development of all healthcare providers in Qatar and is aimed at supporting lifelong learning to ensure optimal patient care.

## Vision

The CPD-HP will be recognized locally and globally as an accredited and distinguished provider of an innovative continuing professional development program for health care professionals.

## Mission Statement

The mission of CPD-HP is to offer innovative, flexible, evidence-informed and learner-centered professional development opportunities that align to Qatar's National Health Strategy and focus on health improvement. The aim is to advance knowledge, competence and performance of healthcare professionals through the creation of a transformational educational environment that fosters academic excellence, inter-professional collaboration and innovation in teaching and learning. (01/12/2021)

## Program Goals

The goals of the CPD-HP are to:

1. Contribute to the achievement of the Mission of Qatar University's Continuing Education Office which is to ensure the development and provision of high quality, non-degree programs that meet society's existing and emerging educational needs through collaboration with academic units within the university.
2. Administer a range of knowledge, skill, and practice-based learning activities that are relevant and based on assessed needs of health care professionals practicing in Qatar.
3. Deliver continuing education activities, through diverse, evidence-based, and effective instructional methods aimed at meeting health care professionals' preferences and needs.
4. Develop sustainable partnerships with stakeholders and providers of medical continuing education and other appropriate health disciplines, to provide cosponsored interdisciplinary educational activities.

## Administration

CPD-HP is one of the QU HEALTH components.

- **Chair of the CPD-HP** oversees to the full range of activities necessary for the continuing education activities at the CPD-HP program. These involve the directing of professionals and clerical staff, program development and implementation, and the provision of leadership.
  - a. **Administration:** The CPD-HP Chair is assisted by an Administrative Coordinator who helps in streamlining issues around the registration of attendees, preparation of certificates, documentation activities, and communications related to the program. The CPD administrative coordinator also organizes applications for activity accreditation from all accrediting bodies.
  - b. **Logistics:** A Senior Assistant in Business, Marketing and Communications assists in securing the logistics of each of the CPD events (on-site signing in of attendees, documenting the events in photos, publicity issues, managing catering orders and services).
  - c. **Information Technology:** An Informatics Coordinator provides IT support that ensure smooth running of the CPD activities (recording, external linkage of distant audio-visual conferences)

as well as being responsible about uploading the CPD-related calendars, invitations, citations, and related materials into a dedicated CPD website embedded within the QU Health Website.

- d. **CPD-HP Advisory Committee:** The CPD Coordinator chairs the CPD-HP Advisory Committee which is formed of faculty members as well as individuals representing the CPD stakeholders in Qatar (HMC, Primary Health Care, Private Health Institutions, and others). The Advisory Committee helps in identifying training needs, and in facilitating and disseminating the CPD's activities and survey among their members.
- e. **Facilitation:** Each CPD activity is facilitated by two or more facilitators who include the event presenter(s) in addition to QU graduate students and other QU Health Faculty and Staff. Students taking part in the activities as facilitators undertake orientation sessions with the CPD Chair and other senior presenters.
  - Appointment to the position of Chair is made by the Associate Vice President for Clinical Affairs. Final approval for the candidacy shall be made by the Vice President for Medical and Health Sciences.
  - The outgoing Coordinator shall notify the change to the Accreditation Department (Department of Healthcare Professions, DHP), and forward the curriculum vitae of the incoming director.
  - The new Chair shall be familiar with all areas of operation and procedure responsibility for the continuing education efforts as well as all general administrative and liaison responsibilities, including DHP-CPD Standards and procedures.
  - The new Chair shall be notified of any agreements, contracts, or other documents that affect the ability of the director to oversee the program.

### CPD Program's Recruitment and Retention Procedure

The CPD Program shall strive to recruit and retain staff of the highest caliber and who are committed to contribute to the CPD's Mission and Vision through:

- Negotiating for the best compensation and remuneration for our candidates
- Developing career structures and linking promotions to performance
- Furnishing improved working environments, both aesthetically and in terms of staff services
- Ensuring career progression opportunities from within the program
- Encouraging participation in training and professional development programs and courses
- Shifting from a short-term view of employment to a longer-term perspective
- Allowing greater employment flexibility (e.g., permit part-time contracts)

### CPD Program's Stakeholders

Stakeholders have a vital role in shaping the overall context of the CPD-HP program, and they do this through contributing in the program with their ideas, recommendations and planning from an early phase. Several stakeholder representatives sit as members in the CPD-HP Advisory Committees to discuss prospective plans for the CPD activities, share some of the accomplishments of the CPD program as well as the feedback received from attendees. All meetings of the CPD-HP Advisory Committee are documented as minutes by the Administrative Assistant. CPH-CPD uses the following to disseminate and share reports and study finding to stakeholders:

- Seminar presentations (e.g. CPD programs of healthcare provider institutions)
- Published articles

- Poster presentations in national, regional, and international seminars that hosts our stakeholders
- CPD-HP Advisory Committee meetings
- CPD annual launching event in which the most important events and output of the previous year are disseminated and a forecast of future CPD program is presented

### **CPD Program’s Chair: Position Requirements**

A candidate for the post of Coordinator must:

- have at least Master degree (or equivalent) in a health sciences field.
- have an understanding of the principles of adult education and be able to apply them in the development, implementation and evaluation of programs.
- be familiar with strengths of potential presenters for CPD activities.
- have a deep awareness and sensitivity to the needs and professional requirements of the healthcare practitioners in the country.
- have the skill and attitude necessary to lead change in practice.

### **CPD Program’s Chair: Position Responsibilities**

The Chair of the CPD Program shall:

- ensure that all program offerings conform to the DHP Accreditation Standards for Continuing Education.
- plan, oversee, and manage all the activities of the CPD-HP including instructional staff, facilities, support service, and program promotion requirements for program implementation.
- design eligibility criteria for attending the program, CPD units awarded, drafting and updating the procedures of the program, and formation of a CPD-HP Advisory Committee that assists in identifying training needs and content.
- oversee the organization and implementation of continuing education activities designed to meet specific needs of healthcare practitioners.
- work closely with QU Health Colleges & Departments to develop CPD activities tailored to the needs of clinicians in the country.
- work closely with a CPD-HP Advisory Committee (formed of stakeholder representatives and faculty members from the QU Health Colleges & Departments, and chaired by the CPD Coordinator) to map the perceived professional and practice needs with CPD activities that would deliver the right type of activity required to address the needs.
- perform required administrative duties related to successful programming and efficient office management as required.
- capitalize on a wide variety of program delivery methods and opportunities.

### **Documentation and Record Keeping**

1. All documents pertaining to the CPD Program shall be saved as soft copies (but also hard copies where applicable) in designated folders accessed only by the Coordinator of the program and the Administrative Assistant.

2. The CPD program maintains written and/or electronic records of participation for a minimum of six (6) full years.
3. An electronic copy of the CPD calendar of all past activities shall be kept and maintained for the purpose of developing a CPD annual report. This calendar shall include the following:
  - Activity title
  - DHP Activity number
  - Amount of credit awarded
  - The specific Competency Standards that are addressed by the CPD topic
  - The name and qualification of the Presenter
  - The work place of the Presenter
  - The number of participants who registered online and those who attended the activity
  - The work place of participants
  - Remarks made by participants
  - Action taken (or planned) by the CPD Program Director or his deputy
4. Records of the following shall also be kept and maintained in electronic format in designated folders maintained by the by the Program's Administrative Assistant:
  - Evaluation forms of the activity (filled and blank)
  - Self-evaluation forms (filled and a blank)
  - Speaker guidelines letter
  - CPD Certificate (Template)
  - Copies of learning materials (if any)
  - Interim or progress reports and petitions
  - Annual activity calendar

### **Privacy and Confidentiality of Participants**

The CPD-HP collects personal information about participants when they register online, request certain services or information, or otherwise contact the CPD-HP. Other personal information may be collected from CPD enrolment forms, telephone calls, faxes, e-mails, letters, and from subscription forms. CPD-HP will not sell, rent, trade or otherwise supply to third parties any personal information obtained from participants without their consent. CPD-HP develops aggregate (i.e. not individual) reports, which incorporate some of the Information. The reports are for use by CPD-HP to review statistics or analyze trends. However, these reports do not include any personally identifiable information.

CPD-HP may also use collected information in order to:

- provide participants with information about the CPD activities
- update the CPD records of attendees and their details for statistical purposes
- send information on relevant CPD-HP or services, training and events
- invite participants in future research or projects related to the CPD-HP

### **Security of personal information**

CPD-HP has security measures designed to protect against the loss, misuse and/or alteration of the Information under its control. These security measures include:

- Clauses in employee agreements requiring confidentiality and procedures on the importance of the Privacy legislation

- Appropriate security access to CPD-HP premises.
- The use of passwords for access to database information and the use of security levels within the database to ensure that staff only access the information required to perform their duties
- Security bins for the disposal of written information.
- Only those persons involved in the planning, implementation, participation and clerical support of the activity have access to the records.
- CPD participants are able to obtain a record of continuing education activities only upon verbal or written request.
- All legal documents and/or agreements related to programming, faculty, meeting planning, sponsors or cosponsors are accessible to the administrator responsible for approving continuing education activities only.

## Copyright Procedure

CPD-HP adheres to the existing copyright laws at Qatar University, which aims to protect CPD speakers and authors' right to their respective writings and innovations. No copy of any element of the materials presented may be reproduced or distributed for any purpose without the authors' express authorization. Qatar University remains to be the sole owner of all copyright and other intellectual property rights of every element of the CPD-HP Website. Every element of the Website (including CPD slides and other uploaded materials) is protected by copyright, unless expressly stated.

## Program Content

### Preamble:

The CPD-HP uses the DHP-CPD Standards to guide the development of Program Content.

### Content Design

- The CPD-HP shall contain a broad range of topics necessary for advancing the knowledge, competence and performance of local healthcare professionals.
- The program's content shall be designed such that it take into consideration both the perceived needs of healthcare professionals working in Qatar and the unperceived needs.
- Activity development is based on a structured needs assessment process and gap analysis.
- Each activity is designed to explore one subject, a group of closely related subjects or a select audience.
- The type of activity (Knowledge, Application, or Practice) will be designated based on discussions between the Coordinator or/and the appointed Scientific Planning Committee, whilst reflecting on the Learning Outcomes and with consideration to the content delivery method.
- Learning content should be informed by peer-reviewed published evidence, and appropriately cited.

## Planning a CPD Activity

Depending on the type of activity and the needs of the intended audience, the planning process will consist of the following steps:

- Determine topic through target audience needs assessment
- Develop written learning outcomes that are measurable and serve as a basis for an evaluation of activity

- Identify the target audience and anticipated number of participants
- Determine the most appropriate format for the activity (live activity; distant learning - webinar)
- Determine co-sponsorship need, if applicable
- Identify qualified faculty (speakers) and obtain biography
- Obtain signed disclosure statement from faculty
- Review the content of the slides and other materials that the speaker intends to use and identify any actual or potential bias or conflict of interest
- Take action to resolve or prevent bias or conflict of interest through direct communication with the speaker
- Determine schedule, action items, and time line
- Determine the amount of CPD credit to be awarded for activity completion
- Determine the activity type: knowledge, application, or practice-based
- Identify active learning strategies, evaluation and learning assessment processes that link to the learning objectives
- Prepare and mail out pre-reading materials
- Develop credit award certificate
- Add program to the Website and activate registration
- Review registration process and mail out reminders in 1 and 2 weeks
- After the CPD activity, a summary of the post-activity evaluation shall be shared with the Scientific Planning Committee, and a press release may be prepared by the CPD Coordinator detailing a summary of the activity.

## **Co-accredited & Joint-accredited CPD Activities**

### **Procedure**

Any intellectual property rights arising from, or in connection with, any activity provided through a co-accredited or joint-accredited CPD activity, or similar collaborative efforts, shall be jointly owned and subject to any other terms and conditions as may be agreed upon in writing.

- All parties shall acknowledge one another in any form of writing, publication or presentation based upon research derived from the co-operative efforts of the parties unless otherwise mutually agreed upon in writing by the Parties.
- All beverages and food materials shall be provided free of charge to attendees.
- The CPD program is fully self-funded through registration fees paid by trainees; but in the rare event it receive funds or co/full sponsorships from any external organization, the transactions shall be based on contractual agreement processed through Qatar University's Finance Department and subject to the University's financial policies and DHP CPD-Ethical Standards.
- Any conflict arising from sponsorship arrangement shall be resolved through Qatar University's legal and financial departments.
- All income and expenditure related to the Program are maintained by Qatar University's Finance Department and all transactions follow Qatar University's financial policies.
- Adherence to the policy is achieved through an auditing exercise performed randomly by the financial officers in Qatar University, and any deviations from the policy are reported to the Chief Executive Office/Vice President of Administrative Affairs.



## Non-Commercialism and Scientific Quality Procedure

### Preamble:

A conflict of interest (COI) is a situation occurring when an individual or organization is involved in multiple interests, one of which could possibly corrupt the motivation. The presence of a COI is independent of the occurrence of impropriety, but it has the potential to undermine the impartiality of a person because of the possibility of a clash between the person's self-interest and professional interest or public interest. Bias is an inclination or prejudice for (or against) one person, group, product, or service especially in a way considered to be unfair.

- All CPD activities conducted or co-sponsored by the CPD-HP will be developed independent of commercial interest and with fair and full disclosure and equitable balance.
- Both COI and bias can compromise the quality and professional context of an educational activity, and hence must be identified and resolved before the materials are provided to trainees or participants. CPD-HP adopts a process where everyone who is in a position to control the content of an education activity has disclosed all relevant financial relationships with any commercial interest. The **CPD-HP (QU Health) Conflict of Interest Procedure** provides the framework that must be adhered to in this regard.

## Commercial Support

### Preamble

QU Health supplements resource support to meet direct and indirect needs for the continuing viability of the continuing education program.

### Procedure

All **expenses** related to the CPE activities (light snacks served to participants and speakers during the CPE activities, provision of audio visual support facilities and information technology support, stationary, payment of speakers) are covered by the revenue of charges paid by attendees and may be supplemented by funds provided by QU Health. Registration Fees and Speaker Reimbursement arrangements are governed by the

### CPD-HP (QU Health) Financial Procedure.

- Payment to attend a CPD activity is made online only debit card (no cash payment) as the finance department in QU controls the whole process.
- Any form of funding of CPD CPE activities that require financial support other than that provided by the CPD attendance revenue and QU – Health (i.e. non-commercial interest governmental organization) will be acknowledged and disclosed.
- NO refund of registration fees that had been paid to attend an activity will take place. In case of cancellation of an activity for which registration fees were paid, the payee can attend a future activity FREE OF CHARGE upon presentation of formal invoices or receipts.
- On-site logistical preparations of the CPD activities, including food orders, photographic documentation, registration desk activities, etc are the responsibility of the Senior Assistant of Business, Marketing and Communications.
  - Any expenses made in the form **of out-of-pocket** payment by any member of the CPD team will be reimbursed directly following presentation of formal invoices or receipts.

- Faculty/speaker(s) acknowledge that, in the absence of any specific agreement in writing to the contrary, each will be responsible for their own costs and expenses in establishing and conducting activities without limitation to their own costs and expenses in travel and accommodation.

### **CPD Activity Guiding Principles**

- A full CPD-HP cycle shall be completed in one year, with an average of one CPD activity delivered each month.
- Invited faculty/lecturer(s) will be provided with a set of guidance instructions to assist them with formulating the Learning Outcomes and Objectives, active learning assessment as well as pre and post Quiz questions for their activity.
- Each CPD activity shall have clear Learning Outcomes that mirrors the main elements of the respective competency standard addressed.
- An attendee of a CPD activity shall be awarded a set number of CPD units as decided by the DHP.
- Contribution, as co-presenter, in any CPD activity, shall be made by mutual agreement with the CPD Coordinator.
- The selection of a faculty or facilitators for a CPD event is based on their knowledge of the topic to be discussed in each activity, as well as their level of experience, teaching abilities and ability to fulfill the educational needs of the healthcare practitioners.

### **Methods and Delivery Guidelines**

#### **Preamble:**

The CPD-HP events and activities will be constructed such that it facilitates the broadest participation while minimizing geographic or cultural/gender barriers. A comprehensive CPD-HP program delivery formats will include lectures, workshops, and audio conference activities. The following are the main elements of each CPD event and the minimum requirements that qualifies it for inclusion in the CPD-HP Program:

#### **Learning Objectives**

- All presentations must include written learning objectives.
- Learning objectives should include outcomes that participants can expect to achieve.
- Learning objectives should be specific, measurable actions or behaviors.
- Learning objectives should be linked with the program's Mission Statement.

#### **Presentation Style**

- Presentations must be objectively delivered and must provide an in-depth coverage to the topic presented with fair, full disclosure and balance.
- The presenter must offer an unbiased, evidence-based program, not just a personal opinion enabling program participants to determine the most appropriate course of action for their practice setting.
- Generic names of drugs shall be used in all presentations, discussions and written material, unless there is no practical way to identify products with multiple ingredients. When use of a proprietary name is required, all pertinent proprietary names shall be used.

- CPD presentations and activities should incorporate active learning strategies, including but not limited to, case-based examples, problem-based learning, or interactive devices, and using the principles of patient care where applicable.
- The presenter should design and implement active and/or interactive (problem-based) learning activities to encourage development of life-long learning skills.
- In live programs these include, but are not limited to: patient management case studies and problem solving activities, manipulation of equipment or data, simulation exercises, and structured question-and-answer sessions.

### **Program Topic, Content and Activities**

Topics and content must be pertinent to contemporary practice and should include, but are not limited to, the following:

- The etiology, characteristics, therapeutics, and prevention of disease states.
- Monitoring and management of patient therapy;
- Information unique to specialized types of health care.
- The social, ethical, behavioral, legal, economic, administrative, and managerial aspects of health care.

### **References**

References must:

- be included in all presentations (including live, conference, independent study programs, or blended programs).
- be noted throughout the text for all independent study programs, as superscript Arabic numerals, positioned at the end of the relevant quotation or concept and be supplemented by an accurate bibliographies for additional reading and supplemental materials for future reference.
- be current.

### **Program Evaluation**

Each participant will be asked to complete an on-line anonymous evaluation form designed to assess aspects of the presentation before credit is issued.

The evaluation form assesses areas such as the venue, the logistics and facilities, the organization of the activity, the preparedness and effectiveness of the presenters, and gauges the participant's subjective opinion on the extent the learning outcomes were covered, the degree of attainment of new information, and the preparedness to change own practice after attending the activity.

Filled online evaluation surveys will be analyzed and the findings will be utilized for improvement in future CPD activities.

The information provided by the evaluation form are used to generate a summary document that includes results of the pre/post test, healthcare professionals' responses to the live activity assessment as well as the

significant changes in their self-perception as well as extent of knowledge acquired. This document also includes a section in which any feedback provided by the attending healthcare professionals is responded to directly in order to address the attendees' comments and suggestions. In addition, the facilitators are expected to provide an account of their experience with the healthcare professionals throughout the session and especially during the live activity assessment group work.

The summaries generated following each CPD event is disseminated the Scientific Planning Committee. In addition, a log of number of attendees, nature of their work, suggestions for improvement as well as the action to be taken is maintained for each event for further evaluation of the program and for use in the annual stakeholders meetings.

The CPD program plans to explore these areas further by utilizing appropriate strategies like a CPD survey questionnaire.

### **Cancellation of an Activity**

The CPD-HP program Administrative Assistant will notify participants in a timely fashion of the cancellation of a live activity and will update the target audience about the concerning rescheduling of the event.

If cancellation of a live activity is necessary on the day of the event, participants will be notified immediately through email and/or through a phone call to the focal point at the main hospitals for notification.

Cancellation of activities will additionally be published in the CPD-HP website.

It will be the responsibility of the CPD Coordinator to notify the speakers or faculty affected by the cancellation.

### **CPD Activity Resources**

QU Health will assure the existence of adequate financial resources to meet direct and indirect program expenses for the continuing viability of the continuing education program. The CPD Coordinator is paid a flat administrative salary paid on monthly basis in addition to his monthly remuneration for his full time appointment in the College's professorial track.

QU Health provides space for running the CPD activities, as well as audio visual support facilities, and information technology support.

All expenses related to the CPD activities (light snacks served to participants and speakers during the CPD activities) are paid by QU Health and costs are recuperated from the registration fees.

On-site preparations of the CE activities, including logistics, food, photographic documentation, registration desk activities, etc are the responsibility of the Senior Assistant of Business, Marketing and Communications

### **Inquiries:**

Questions regarding the CPD-HP (QU Health) should be directed to:

**Qatar University Health Continuing Professional Development team (CPD-HP QU Health)**

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