



NATIONAL CPD PROGRAM AND ACCREDITATION SYSTEM FOR THE STATE OF QATAR

2018-2019 Report

**Accreditation Department -
Qatar Council for
Healthcare Practitioners
(QCHP-AD)**



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1. Introduction

The State of Qatar has taken incredible strides towards making the country's healthcare among the best offered in the world. The Accreditation Department of Qatar Council for Healthcare Practitioners (QCHP-AD) is taking part in that and working to improve the lives of all people in Qatar through the development, update and implementation of the National Continuing Professional Development (CPD) Program and Accreditation System.

The National CPD Program and Accreditation System were launched on March 7, 2016. Since that time, all healthcare practitioners in the country were mandated to participate in the National CPD Program to enhance their skill sets and to upgrade and maintain professional competence to a degree that would ensure improved service outcomes and quality patient care.

CPD provider organizations (both accredited and non-accredited) are key partners in the implementation of a robust national CPD system in Qatar by providing learners access to high-quality educational resources. This is ensured through engagement with the National CPD Accreditation System.

This report will present the statistics, achievements, and challenges of the implementation of the National CPD Program and Accreditation System during the period from March 2018 – March 2019.



2. National CPD Program and Accreditation System Implementation in Numbers

QCHP continued to oversee and monitor the progress in the implementation of the National CPD Program and Accreditation System through the year 2018 and early 2019. The following presents data driven from QCHP e-portfolio and electronic portals.

2.1. National CPD Accreditation System

QCHP has elected to implement a hybrid CPD accreditation system that embraces both CPD provider-based and CPD activity-based accreditation. Accredited CPD providers are allowed to accredit their own CPD activities in compliance with the standards and under direct supervision of QCHP-AD.

QCHP-AD processed five (5) CPD provider requests during the period March 2018 – March 2019, three (3) of them were successful and granted reaccreditation to the applicant CPD provider organizations, one (1) was granted a successful upgrade of CPD provider cycle (from 3- to 5 years-cycle) and one (1) is still in deferral. Further details about provider accreditation requests processed are presented in **table 1**.

Currently, QCHP-AD has thirteen (13) accredited CPD Providers representing all sectors of healthcare facilities and academic institutions. A detailed list of accredited CPD providers is included in **table 2**.



Table 1: Processed CPD Provider Accreditation Requests (March 7, 2018- March 6, 2019)

Decision	Governmental & Semi-Governmental Healthcare Facilities		Private Healthcare Facilities		Academic Institutions		Total
	Accreditation	Re-Accreditation	Accreditation	Re-Accreditation	Accreditation	Re-Accreditation	
	Applications	Applications	Applications	Applications	Applications	Applications	
Accredited	0	2	0	0	0	1	3
Upgraded	0	0	0	0	1	0	1
Deferred	1	0	0	0	0	0	1
Rejected	0	0	0	0	0	0	0
All	1	2	0	0	1	1	5

Table 2: List of Accredited CPD Providers in the State of Qatar (March 6, 2019)

Governmental Healthcare Providers	Academic Institutions	Private Healthcare Providers
1. Primary Health Care Corporation (PHCC), Workforce & Training Dept.	1. Qatar University (Health)	1. Al Emadi Hospital
2. Hamad Medical Corporation (HMC)	2. College of North Atlantic, Qatar (CNA-Q)	2. Al Ahli Hospital
3. Sidra Medicine	- School of Health Sciences	3. Aster DM
4. Aspetar Orthopedic and Sports Medicine Hospital (ASPETAR)	3. Weill Cornell Medicine – Qatar (WCM-Q)	Healthcare
5. Healthcare Department-Qatar Petroleum (QP)	4. University of Calgary, Qatar - College of	
6. Naufar Center	Nursing.	



From March 7, 2018 and until March 6, 2019, QCHP-AD **approved** accreditation of 911 CPD activities (assigned 6,178.8 credit hours and 29,871.7 educational hours) (**table 3**).

Table 3: CPD Activities Approved for Accreditation by QCHP-AD (2015 –2019)

	2015-2016 (7/9/2015 – 6/3/2016)	2016-2017 (7/3/2016- 6/3/2017)	2017-2018 (7/3/2017- 6/3/2018)	2018-2019 (7/3/2018 – 6/3/2019)
CPD Activities Accredited by QCHP-AD	64	910	827	911
Accredited Hours*	439.5	6,232	5,344.5	6,178.8
Educational Hours**	1,424	48,141.5	38,310.25	29,871.7

*Accredited Hours are the sum of Credit hours assigned for all accredited activities

** Education Hours are the sum of credit hours assigned for offerings for all accredited activities.

The accredited activities **conducted** during the same period (10,049 offering of 1,298 accredited CPD activity) provided more than 375,000 educational (attendance) opportunities and granted about 1,600,000 CPD credits (almost 85% of which from Category 1) to the Healthcare Practitioners (HCPs). Most of the educational opportunities and granted credits were provided by accredited governmental & semi-governmental healthcare facilities (**table 4**).



Table 4: Educational Opportunities and Credits Granted by Conducted Accredited CPD Activities

(March 7, 2018 – March 6, 2019)

	Accredited Governmental & Semi-Governmental Healthcare Facilities	Accredited Private Healthcare Facilities	Accredited Academic Institutions	Total Accredited Providers	Non- Accredited Providers	Total
Total Participants (Educational opportunity)	347,556	9,779	5,715	363,050	12,640.00	375,690.00
% External (Non-employee) Participants	7.41%	14.28%	88.54%	8.87%	78.7%	11.2%
Total Granted Category 1 Credit Hours/Credits	1,171,844	22,551	29,391	1,223,786	131,545.50	1,355,331.50
Total Granted Category 3 Credits	249,083.50	434	782	250,299.50	225.00	250,524.50
Total Granted Credits	1,420,927.50	22,985	30,173	1,474,085.50	131,770.50	1,605,856.00
% Credits Granted to External (Non-employee) Participants	20%	49%	92%	22%	87%	28%



Inter-professional CPD activities continued to play important roles in providing educational opportunities for all healthcare practitioners ([table 5](#) and [table 6](#)), especially for some professions like dentists and AHPs.

Table 5: CPD Activities Approved for Accreditation by QCHP-AD per Target Audience Profession

(March 7, 2018 – March 6, 2019)

Profession	Accredited Profession-Specific		Accredited Interprofessional		Total Accredited CPD Activities
	CPD Activities		CPD Activities		
	Number	%	Number	%	
Physician	77	17.0%	377	83.0%	454
Dentists	9	6.3%	134	93.7%	143
Pharmacists	93	21.2%	345	78.8%	438
AHPs	58	10.9%	474	89.1%	532
Nurses	77	16.2%	399	83.8%	476
All HCPs	314	34.5%	597	65.5%	911

Table 6: Conducted Accredited CPD Activities per Target Audience Profession

(March 7, 2018 – March 6, 2019)

Profession	Accredited Profession-Specific		Accredited Interprofessional		Total Accredited CPD Activities
	CPD Activities		CPD Activities		
	Number	%	Number	%	
Physician	180	24.3%	561	75.7%	741
Dentists	12	6.3%	180	93.8%	192
Pharmacists	96	18.1%	435	81.9%	531
AHPs	115	16.3%	589	83.7%	704
Nurses	119	18.2%	535	81.8%	654
All HCPs	522	40.2%	776	59.8%	1298



Monitoring the availability of Category 1 credits for all healthcare practitioners in the state of Qatar is a priority for QCHP-AD. For such purpose, a new Key Performance Indicator (KPI), **Credit Availability Index (CAI)**, was introduced in this year's report. CAI is designed to be an estimate of Category 1 Credits (granted by conducted accredited CPD Activities) available for HCP per year. Although CAI must be interpreted as a crude estimate (as it considers the **available** and **not the actual credits granted** to each profession), it is considered as the **best available indicator** to monitor CPD activity availability and provide guidance for CPD activity planners to target healthcare professions with the lowest availability in their programs.

Figure 1 shows that Credit Availability Index (CAI) ranged from 53.5 Credits per year (for nurses) to 236.1 Credits per year (for pharmacists). Although all healthcare practitioners have credit availability that exceeds (in its lowest value) 250% of the average annual requirements (20 credits/year), there is a marked discrepancy in the credit availability that makes pharmacists, dentists and physicians more privileged than nurses and AHPs. Such discrepancy should be the focus of CPD activity planning for the coming years

Although the credit availability for external HCPs (HCPs not employed by the CPD provider) was anticipated to be an issue that faces the implementation of the National CME/CPD program, statistics (**table 4** and **figure 2**) show that 27% of total Category 1 Credits were granted to external HCPs and that CAI, in its lowest value, covered 196% of the average annual requirements, which represents a great success for the National CME/CPD Accreditation System.



Figure 1: Availability of Educational Opportunities and Category 1 Credits per HCP (for All HCPs) (March 7, 2018 – March 6, 2019)

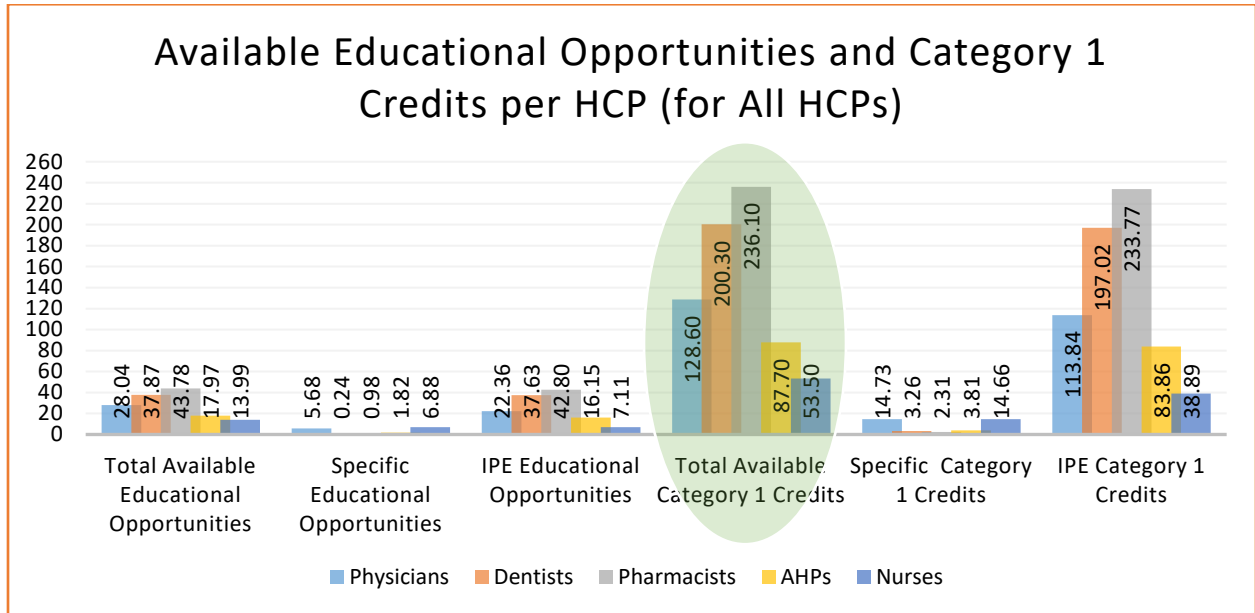
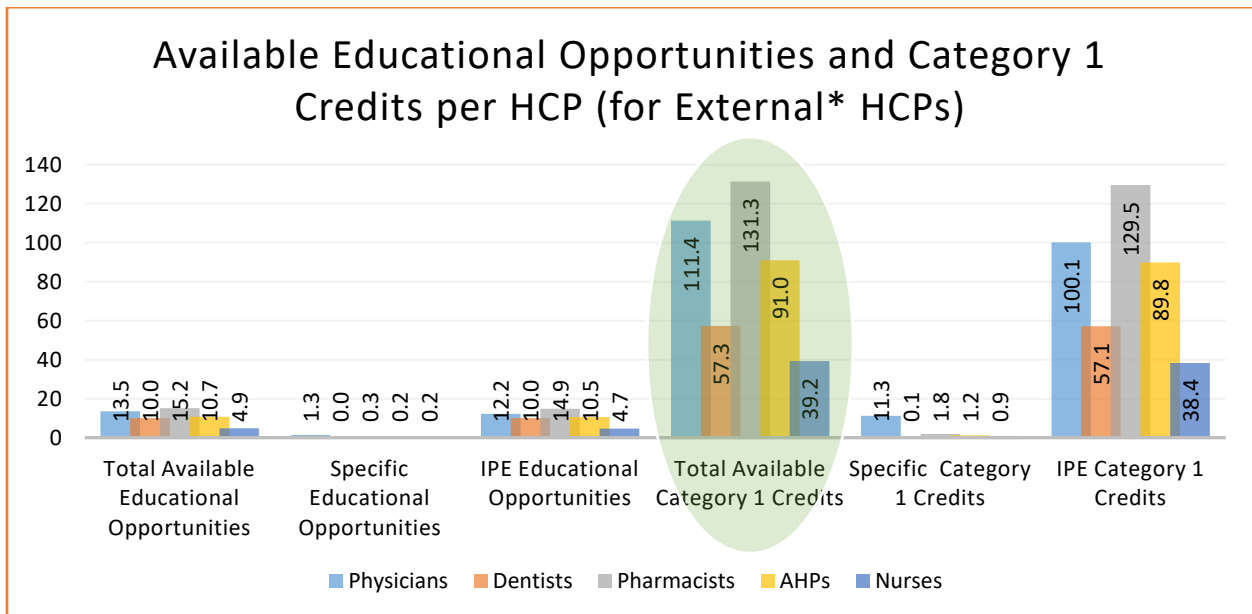


Figure 2: Availability of Educational Opportunities and Category 1 Credits per HCP (for External* HCPs) (March 7, 2018 – March 6, 2019)



* External HCPs: HCPs Not Employed by accredited CPD Provider conducting the activity.



2.2. National CME/CPD Program

2.2.1. Healthcare Practitioners' Participation in the National CPD Program

As of March 6, 2019, there were 41,003 HCPs with active licenses to practice in the state of Qatar. From March 7, 2018 until March 6, 2019, healthcare practitioners have submitted 566,611 CPD activities through their e-portfolio accounts ([table 7](#)).

**Table 7: CPD Activities submitted by HCPs through E-Portfolio
(March 7, 2018 – March 6, 2019)**

Profession	HCPs with Currently Active Licenses	Activities Submitted from All HCPs (2016-2018)	Submission Index*
Physician	7,098	84,742	11.9
Dentist	1,775	24,832	14.0
Pharmacist	2,529	33,748	13.3
Allied Health Practitioner	8,690	108,584	12.5
Nurse	20,911	314,705	15.0
Total	41,003	566,611	13.8

*Submission Index= No. of activities submitted / No. of HCPs.

**Table 8: Compliance with the National CPD Program Requirements
(March 7, 2018 – March 6, 2019)**

Profession	HCPs Due for License Renewal	HCPs Compliant with Credit Requirements	General Compliance Rate*	Corrected Compliance Rate**
Physician	2,909	2,608	89.65%	98.94%
Dentist	769	660	85.83%	97.78%
Pharmacist	1,112	998	89.75%	98.33%
Allied Health Practitioner	4,214	3,796	90.08%	98.85%
Nurse	11,442	10,289	89.92%	99.19%
Total	20446	18351	89.75%	98.99%

*General Compliance: % of HCPs compliant with the CPD requirements when due for license renewal.

**Corrected Compliance: % of HCPs compliant with the CPD requirements when due for license renewal, excluding non-compliant HCPs who did not appeal and missed the appeal window.



The compliance of HCPs with the National CME/CPD Program credit requirements in 2018-2019 averaged 89.75%, (for general compliance) and 98.99% (for corrected compliance) (**table 8**).

Although nurses continued to have the lowest availability index (as was the case since the launch of the National CME/CPD Program), a marked change of the nurses' rank of compliance (among other HCPs) has occurred in 2018-2019. Nurses moved from having the lowest rate of general compliance during the period between March 2016 – March 2018, to the 2nd highest rate of general compliance (following AHPs) and the highest rate of corrected compliance for the year 2018 – 2019 (**figure 3 and 4**). This reflects a worth-commending improvement in the nurses' understanding and commitment to the National Program. Dentists' compliance, on the other hands, is progressively decreasing, even though dentists were privileged with almost four times as many available Category 1 credits as were nurses (**figure 1**).

Figure 3: Yearly Comparison of HCPs General Compliance

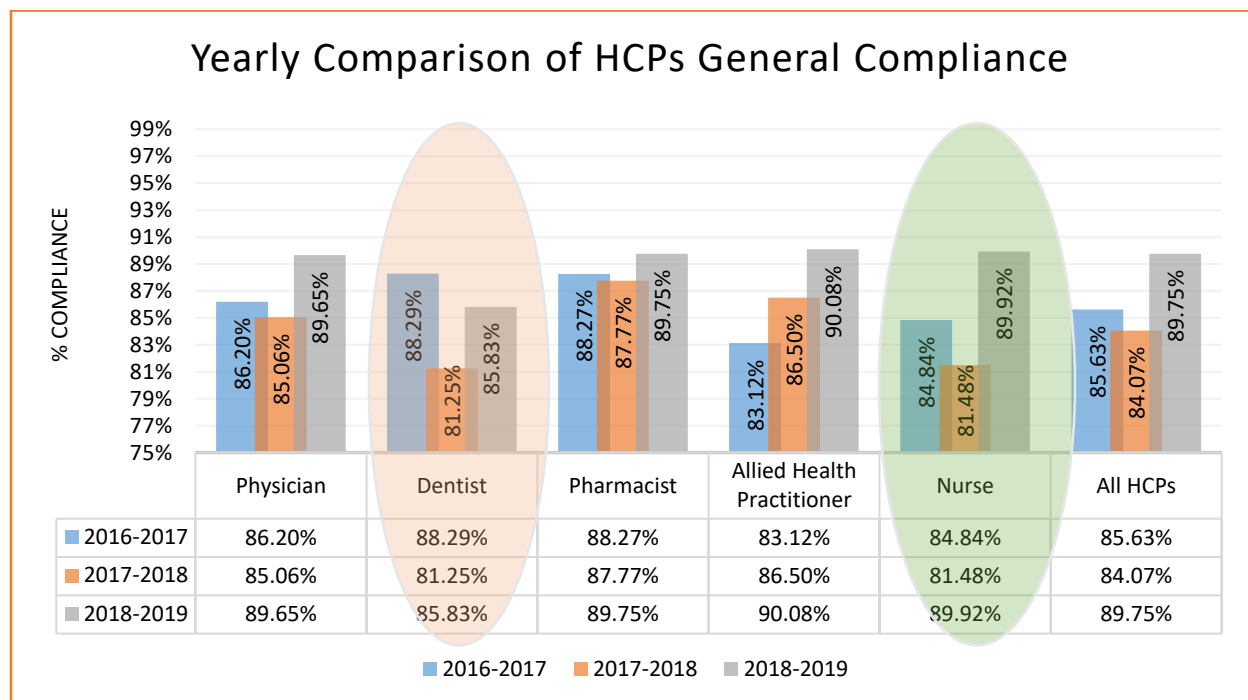
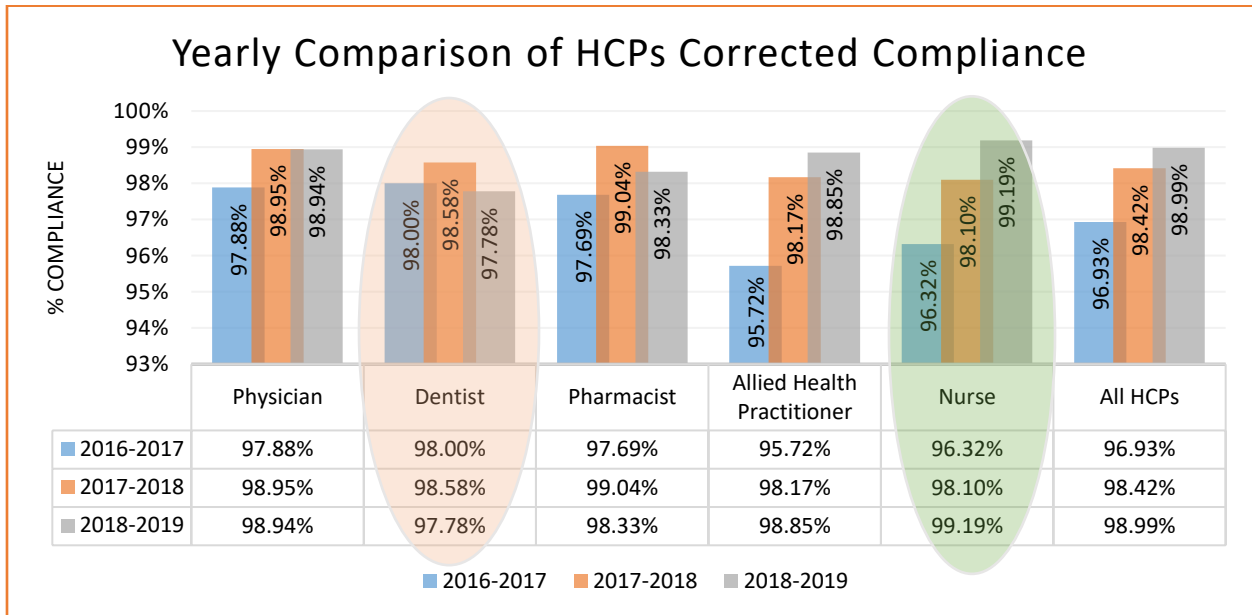




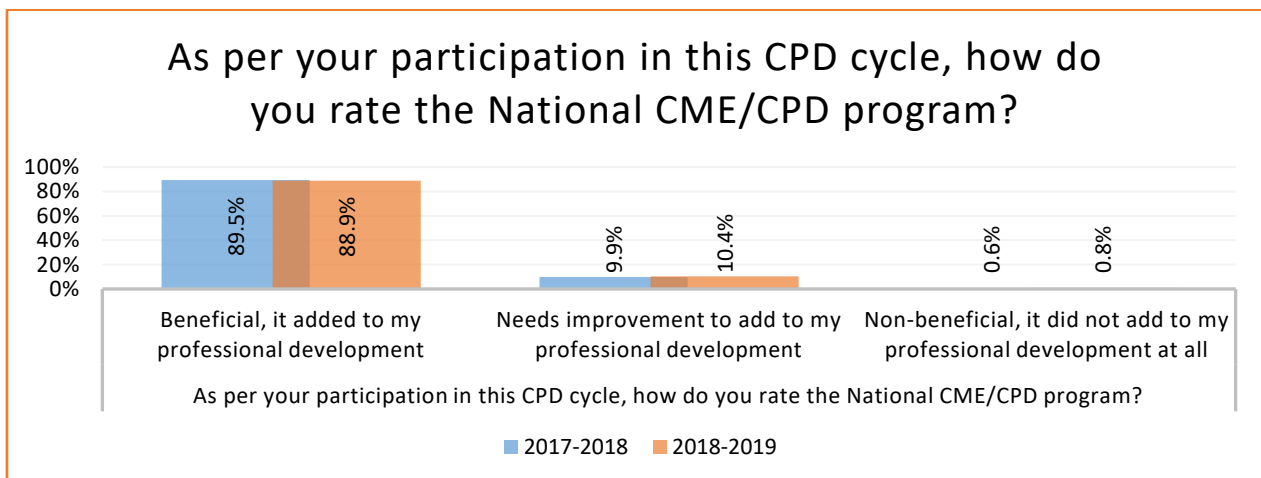
Figure 4: Yearly Comparison of HCPs Corrected Compliance



2.2.2. Healthcare Practitioners' Satisfaction with the National CPD Program

Since December 1, 2017, all healthcare practitioners are asked to complete a feedback form while submitting their credits for license renewal. From March 7, 2018 to March 6, 2019, 17,136 HCPs completed the form.

Figure 5: Perceived Benefit of Participation in the National CPD Program





The majority of HCPs (89%) continued to agree that the National CPD Program, as is, was beneficial to them and added to their professional development. Around two thirds of (65%) of HCPs explained that they did not have any difficulty in complying with the mandatory CPD requirements and more than 80% of HCPs were satisfied with all aspects of the program (e.g. reasonability of CPD requirements, variety and availability of CPD activities recognized by the National Framework, orientation and support by QCHP, etc.). However, the cost of CPD activities continued to be a concern for about 20% of HCPs. Most of HCPs selected the provision of more free online CPD resources and educational events by QCHP-AD as the two best initiatives that can be adopted to increase their compliance (**figures 5, 6, 7 and 8**).

Figure 6: Perceived Difficulty in Completing Mandatory CPD Requirements

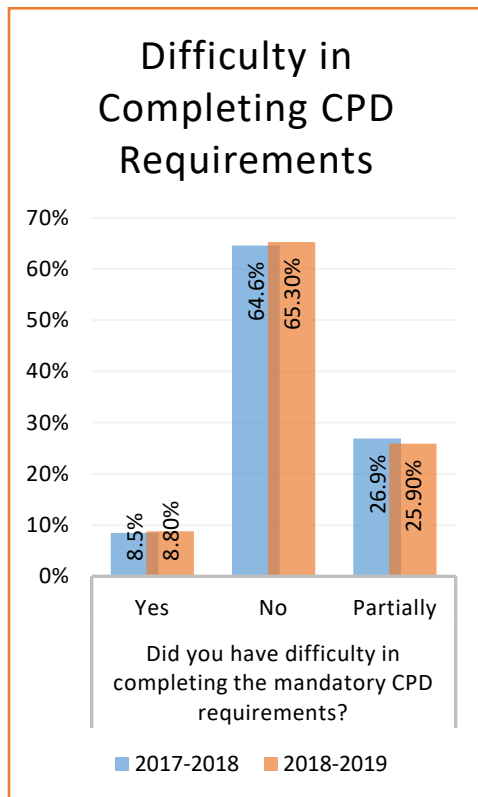


Figure 7: Initiatives that Can Improve Participation in the National CPD Program

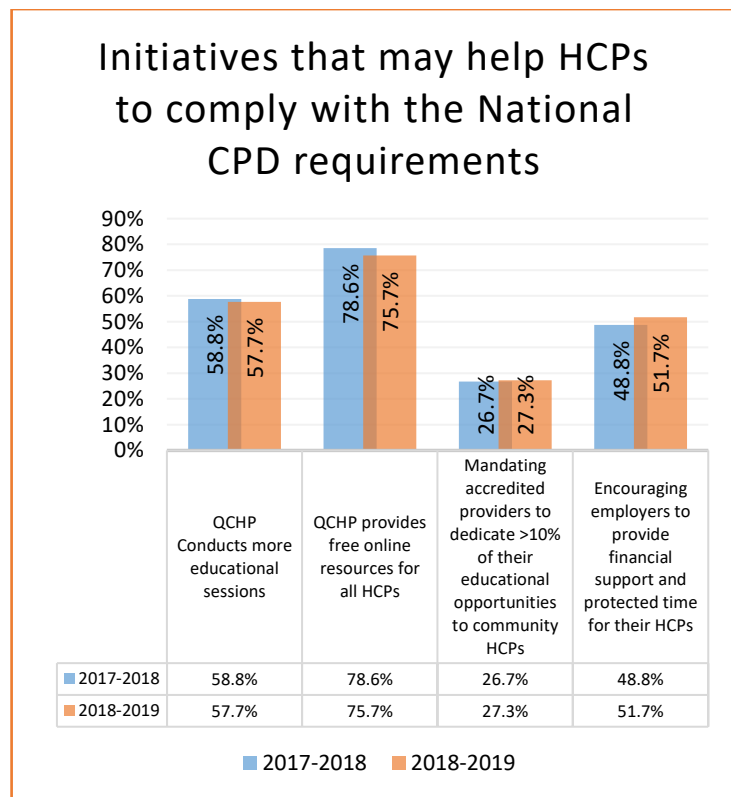
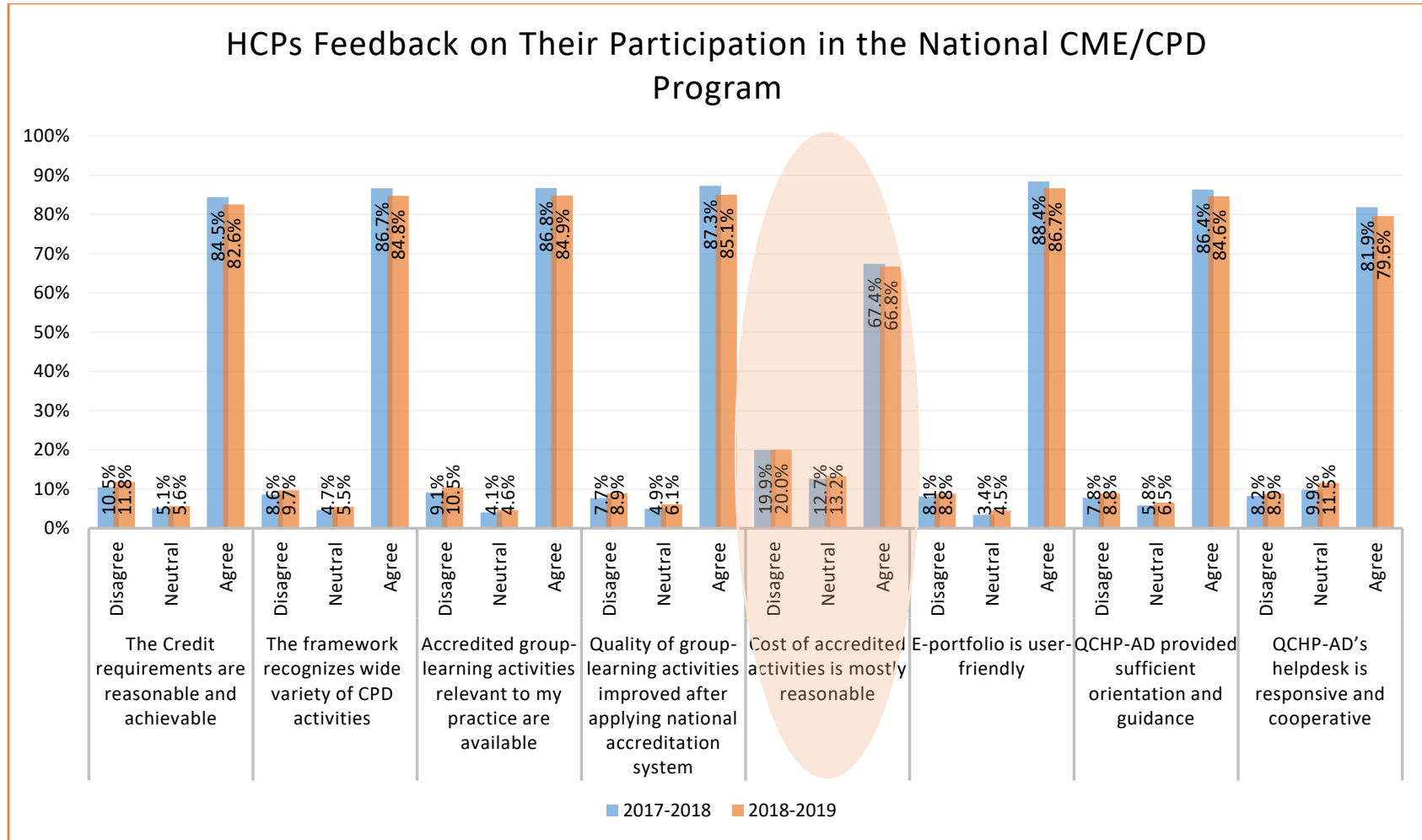




Figure 8: HCPs' Satisfaction with Different Components of the National CPD Program





3. International Recognition of Qatar's National CPD Program and Accreditation System

QCHP-AD maintained a global recognition of its National CPD Program and Accreditation System (**table 9**).

1. The National CME/CPD Accreditation System remains recognized as substantially equivalent to the accreditation systems of the Royal College of Physicians and Surgeons of Canada (RCPSC) and the Accreditation Council for Continuing Medical Education (ACCME) of the USA.
2. QCHP-AD maintains a recognition of credit agreements with RCPSC, the American Medical Association (AMA), and the American Academy for Family Physicians (AAFP), by which CPD credits granted by QCHP-accredited activities will be recognized as equivalent to Royal College Maintenance of Certification (MOC), AMA and AAFP credits, respectively, and vice versa.
3. QCHP-AD maintains a unique agreement with the RCPSC, by which RCPSC will recognize fulfillment of QCHP-AD CPD cycle requirements as equivalent and substitutive for participation in the RCPSC's MOC program.

Table 9: Recognition of the National CPD Program and Accreditation System (March 2019)

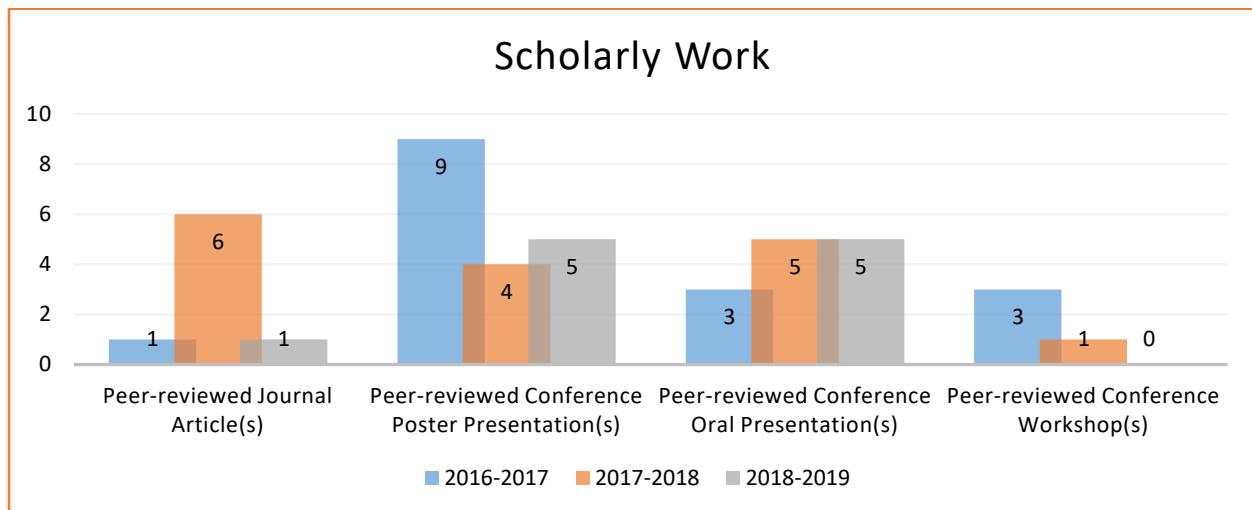
Agreement	Start Date	Validity
1. Credit equivalency agreement with the American Academy of Family Physicians (AAFP).	March, 2016	-
2. Credit conversion agreement with the American Medical Association (AMA).	January 1, 2017 (Renewed on January 1, 2019)	December 31, 2022
3. Credit conversion agreement with the Royal College of Physicians and Surgeons of Canada (RCPSC).	January 1, 2017	December 31, 2021
4. Maintenance of Certification Program Exemption Agreement with the Royal College of Physicians and Surgeons of Canada (RCPSC).	January 1, 2017	December 31, 2021
5. Substantial Equivalency agreement with the Royal College of Physicians and Surgeons of Canada (RCPSC).	January 1, 2017	December 31, 2020
6. Substantial Equivalency agreement with the Accreditation Council for Continuing Medical Education (ACCME).	December 2, 2016	December 31, 2020



4. Research and Scholarly Work

Research is an integral part of QCHP-AD’s work. It is perceived as an objective tool for evaluation, planning and quality improvement. During the year from March 2018 – March 2019, QCHP-AD has conducted and published 11 scholarly works (**figure 9**) of different formats including peer-reviewed journal articles, peer-reviewed conference presentations and workshops.

**Figure 9: Scholarly Work of QCHP-AD
(2016-2019)**



5. Building Capacity of CPD Professionals

Ongoing efforts for building the capacity of the CPD professionals in the state of Qatar are taking place by QCHP-AD to ensure proper support, implementation, and sustainability of Qatar’s National CPD Accreditation System. Such efforts started as early as during the planning phase of the system development and are expected to continue and evolve as the system is evolving. **Table 10** lists the recent capacity building events organized by QCHP-AD for CPD provider organizations and accreditors (QCHP-AD staff).



One of the most recent efforts to build the capacity of CPD Professionals in Qatar was the establishment of “Qatar’s Healthcare CPD Community” which is a platform intended to provide opportunities for CPD professionals to engage, collaborate and share inter-professional practices and expertise that support their roles in the field.

Table 10: CPD Professionals Capacity-building Events Organized by QCHP-AD

Title of Event	Target audience	Year	Total events
Electronic Annual Report for CPD Providers	CPD coordinators from Accredited CPD Providers	2018	2
Newly Accredited CPD Providers' Refresher Workshop	CPD coordinators from Accredited CPD Providers	2018	1
CPD Activity-based Accreditation Orientation	CPD Providers submitting activities for accreditation	2018	1
Leadership Course: Leadership skills for CPD Professionals	CPD Professionals from Accredited CPD Providers in Qatar	2018	1
Annual Accredited CPD Providers Retreat	CPD Professionals from Accredited CPD Providers in Qatar	2018	1
Qatar’s Healthcare CPD Community Meetings	CPD Professionals from Accredited CPD Providers in Qatar	2018	2

6. Orientation and Support for Healthcare Practitioners

Following the successful media campaign that preceded the launch of the National CPD Program, QCHP-AD continued to provide orientation and support for healthcare practitioners through different channels of communication including a dedicated hotline, electronic helpdesk, weekly open days, and face-to-face meetings. In addition, QCHP-AD organized several orientation events and



seminars for the healthcare practitioners to help them understand the National CPD program components and comply with its requirements (**table 11**).

Table 11: Orientation Events for Healthcare Practitioners

Title of Event	Target audience	Year	Total events
BMJ Orientation (Training of Trainers)	Focal points from healthcare facilities with licensed HCPs	2018	4
National CPD Program for Healthcare Practitioners event	Healthcare Practitioners in Qatar	2018	3

7. Educational Resources for Healthcare Practitioners

In addition to its role to ensure the availability and accessibility of outstanding educational resources offered by CPD providers in Qatar, QCHP-AD played a supporting role in the provision of quality educational resources to HCPs during the year extending between March 2018 – March 2019. QCHP-AD contracted (for the second time) a well-reputed online CPD resource (British Medical Journal (BMJ) Learning) which provides more than 1300 CPD activities (modules). The resource was provided for the majority of physicians and nurses (15,000 licenses) in the country free of charge. BMJ resources were extensively used by HCPs who gave a highly positive feedback on their usage experience (**table 12**).

Table 12: BMJ Learning User Statistics

Agreement	2 nd Contract (12/2017 – 12/2018)
Purchased licenses	15,000
HCPs registered on BMJ Learning	15,075
BMJ Learning modules completed	269,957
BMJ Learning modules Pages viewed	11,254,913

In addition to the online resources, QCHP-AD organized three offerings of accredited orientation seminars for the HCPs. The accredited seminars provided 457 educational opportunities and granted HCPs 914 Category 1 credits.



Starting from early 2019, QCHP-AD decided to have a more influential role in providing quality educational resources for HCPs, especially community HCPs (working for small clinics, centers and facilities) who represent around 25% of all HCPs and are expected to be underprivileged, when compared to other HCPs, as regards the availability, quality and cost of educational resources. In this regards, QCHP-AD planned two regularly scheduled activities, “Basics of Healthcare” and “Updates in Healthcare”, in collaboration with the major accredited CPD providers in the state (e.g. HMC, PHCC, Aspetar, Qatar University-Health, etc.). The regularly scheduled activities are expected to be launched in April 2019.



QCHP_AD



The National Continuous Medical Education Framework

"Continuous Development, Enhanced Performance"

Accredited Education Providers



Qatar's National CME/CPD Accreditation System and Framework



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