

**QCHP**  
المجلس القطري للتخصصات الصحية  
Qatar Council for Healthcare Practitioners  
الإعتماد  
Accreditation

# E-PORTFOLIO – A CONVENIENT PORTAL FOR PARTICIPATION IN CONTINUING PROFESSIONAL DEVELOPMENT ACTIVITIES IN THE STATE OF QATAR

## AUTHORS

**DR. ESSAM ELSAYED A ELSAYED**, Qatar Council for Healthcare Practitioners – Accreditation Department, MOPH, **DR. SAMAR ABOULSOUD**, Qatar Council for Healthcare Practitioners – Accreditation Department, MOPH, **DR. HOSNAH SALLIH HAMID**, Qatar Council for Healthcare Practitioners – Accreditation Department, MOPH

## BACKGROUND

Qatar Council for Healthcare Practitioner (QCHP) is the sole authority regulating healthcare practitioners' practice in the state of Qatar. Since March 7 2016, ALL healthcare practitioners are mandated by QCHP to participate in continuing professional development (CPD) activities to be able to renew their license of practice. In parallel, an online portal "E-portfolio" was developed by QCHP to facilitate engagement of the main stakeholders (namely, healthcare practitioners, CPD providers and QCHP surveyors) with the National Continuing Medical Education (CME) / Continuing Professional Development (CPD) system. In addition, E-portfolio serves as a communication tool for upcoming accredited activities as well as standards, policies, procedures and guidelines relevant to target stakeholder.

## METHODOLOGY

A questionnaire was developed by QCHP to examine healthcare practitioners, CPD providers and QCHP surveyors' experience and satisfaction with QCHP E-portfolio. The survey focused on aspects related to ease of access, user friendliness, QCHP's interaction and user support. The questionnaire was electronically distributed and collected from the target Participants. The survey was conducted over 3 Months duration (December 2017 – March 2018) and involved 4816 healthcare practitioners, 30 CPD coordinators and 13 surveyors.

In addition, E-portfolio usage statistics were collected. This included data for healthcare practitioners' usage (e.g. number of created accounts, number of completed CPD activities recorded in E-portfolio and % compliance to CPD requirements), CPD providers' usage (e.g. number of CPD providers' and CPD activities' accreditation requests processed) and surveyors' usage (e.g. number of created accounts and number of CPD providers' accreditation requests processed).

## RESULTS

E-portfolio was actively used by more than 35,000 healthcare practitioners to record and submit CPD activities over the last 2 years. The number of submissions and compliance rates among different healthcare professions are outlined in table-1.

In addition, the number of CPD activities accredited by QCHP-AD, accredited hours and educational hours granted to such activities (during the period from March 7, 2016 until March 6, 2018) are outlined in table-2.

As regards CPD provider accreditation, QCHP-AD has recruited and trained 22 surveyors (17 of them are currently working with the QCHP-AD) who processes 23 CPD provider accreditation and cycle extension requests through the E-Portfolio.

On the other hand, satisfaction with QCHP's e-portfolio usage experience, orientation and support by QCHP expressed by healthcare practitioners, CPD providers and QCHP surveyors is presented in Figure 1.

**Table 2: CPD activities accredited by QCHP-AD (September 7, 2015 until March 6, 2016)**

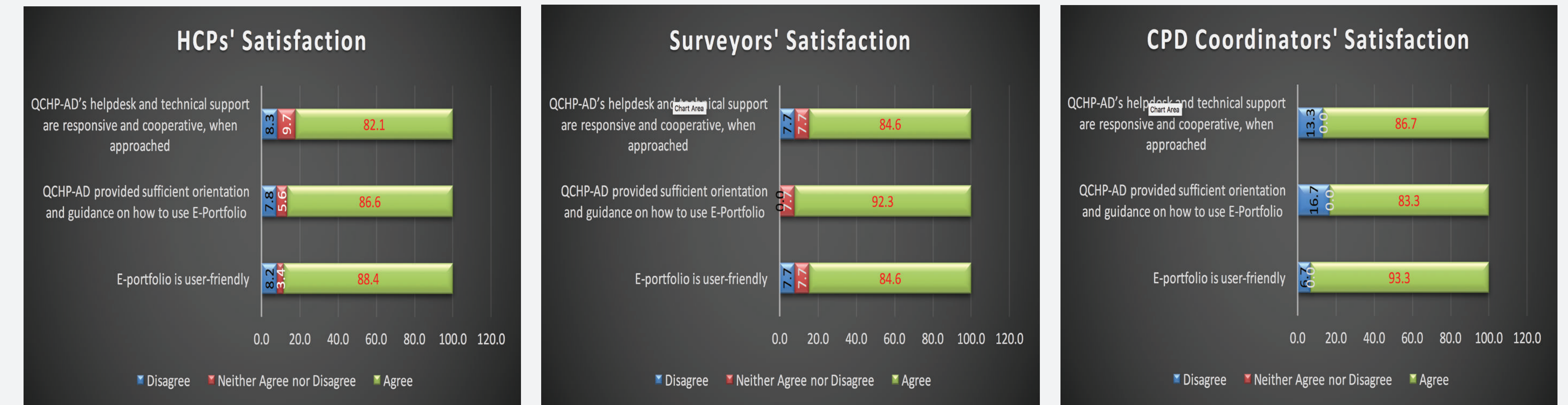
Profession	HCPs with Currently Active License	Number of Created E-Portfolio Accounts	CPD Activities recorded in E-portfolio	Compliance Rate
Physician	6,398	5,597	127,281	%90
Dentist	1,608	1,506	38,238	%88.3
Pharmacist	2,290	2,203	60,075	%90.8
Allied Health Practitioner	7,936	7,903	188,833	%89.3
Nurse	18,655	18,401	588,722	%86.7
Total	36,887	35,610	1,003,149	%88.6

**Table 1: Healthcare Practitioner E-Portfolio Usage Statistics (March 7, 2016 until March 6, 2018)**

	2016	2017	2018 (Till March 6)	Total
CPD/CME Activities Accredited by QCHP-AD	738	897	158	1,793
Accredited Hours*	4,910	6,135	964	12,009
Educational Hours**	33,200	40,086	6,528	79,814

\*Accredited hours - the sum of credit hours granted per activities during a specified period of time.  
\*\*Educational hours - the sum of credit hours multiplied by the number of offerings of CPD activities during a specified period of time.

**Figure 1: Stakeholder Satisfaction (December 2017 – March 2018)**



## DISCUSSION

As per the purpose of education and CPD, a portfolio can be defined as "a collection of the learner's work that exhibits his/her efforts, progress, and achievements in one or more areas". Portfolios were widely used in education since 1960s. Portfolios were mainly paper-based until the mid-1990s, where E-Portfolios became very popular among higher education institutions as a tool to enhance learning and conduct assessment (Richardson et al. 2012).

Benefits of ePortfolio over paper-based portfolios include more convenient archiving, storytelling and publishing (Barrett, 2007). Online storage provided excellent accessibility for ePortfolio owners, instructors, colleagues, and employers (McCowan et al., 2005).

The majority of learners/students view ePortfolios as a useful learning tool that help them to focus thinking, translate theory to practice, document progress over time, improve communication and organizational skills, recognize a prior knowledge, and identify learning outcomes (Butler et al., 2006).

This was evident in our study where healthcare practitioners submitted more than a million CPD activity and maintained an average of 88.6% compliance rate with a very high rate of user satisfaction with the friendliness of the system (88.4% of HCPs), QCHP-AD's guidance (86.6% of HCPs) and support (82.1% of the overall HCPs and 89.4% of those who requested support).

The satisfaction of CPD providers and surveyors with the e-portfolio's user friendliness, QCHP-AD's guidance and support was also significantly high.

E-Portfolios were identified as ideal tools to prepare for accreditation reviews (Boggan and Harper, 2009). This was also evident in the current research as QCHP-AD's e-portfolio proved to be very helpful in accrediting almost 1800 CPD activity over 30-month duration with a high level of satisfaction with its usage reported by the CPD provider coordinators (93.3% for e-portfolio's user friendliness, 83.3% for QCHP-AD's guidance and 86.7% for QCHP-AD's technical support). The same applies for CPD provider accreditation where QCHP-AD's surveyors processed 23 accreditation requests with significant satisfaction (84.6% for e-portfolio's user friendliness, 92.3% for QCHP-AD's guidance and 84.6% overall satisfaction with QCHP-AD's technical support (the rate was 91.6% for those who requested support)).

## CONCLUSION

E-portfolio proved to be a convenient portal for Qatar's healthcare practitioners, CPD providers and accreditation surveyors' participation in the National CME/CPD system. This can be attributed to its user friendliness and QCHP-AD's efforts in providing guidance, orientation and technical support to the users.

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