

CPD Accreditation Surveyor Training: Qatar Experience

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Background and Purpose: To ensure the sustainability of the CME/CPD accreditation system and expansion in number of QCHP accredited CPD Provider organizations in the State of Qatar, CPD accreditation surveyor training was conducted during-and-after implementation of National CPD Accreditation system for State of Qatar Health-system.

Summary of Work: Selected surveyors from various healthcare organizations with background knowledge of workplace, time- management, and quality-assurance were trained by QCHP partners, Royal College Canada International (RCCI) for its pilot project. The training was on reviewing documentation, being objective, analytical, investigative, and observant which are crucial characteristics of an ideal surveyor. A report-writing element was included for objective reporting of findings with appropriate recommendations to participating CPD Provider organization and CPD Accreditation committee for decision-making process. The pilot review was conducted in teams of three surveyors, two local and one from RCCI to test the application of established processes in November-2015 prior to launching of the system. A feedback from surveyors was collected to reflect on training for further improvements.

Results: The trained surveyor workforce helps maintain and measure effectiveness of accreditation standards and an opportunity to assess efficiency of governance model, administration support strategies, and decision process in 'real time'.

Discussion: Credible surveyor must display team-work, objectivity and balance in applying standards at high level, effective interpersonal skills and indepth knowledge of accreditation standards, policies and contextual situations. A feedback from first batch of surveyors was analyzed for improvement in program and sessions like role-play and scenarios were included. The learning opportunities provided via face-to-face and self-directed-learning ensured values, principles, standards, and requirements of CPD accreditation system were understood and applied in a consistent and fair manner. QCHP-AD independently conducted accreditation surveyor training in November-2017 to expand the pool of existing surveyors.

Conclusion: It is important to recruit and retain accreditation surveyors for sustainability of credible and valid CPD accreditation system that is internationally recognized and follows best practice. Conducting refresher-course and process-management is key to engaging surveyors in quality-improvement projects.

Take-home message: Effective accreditation Surveyor training programs are strategic human resource management to meet the needs of the CPD accreditation systems globally.