



Erasmus+

Interim Quality Control Survey Report I CARE / ERASMUS +

22/06/2021

Prepared by:

LEAD Healthcare Consultancy

Address: TRIPOLI - Bechara EL KHOURY
Boulevard, Majida Center, 11th Floor

E: info@lead.healthcare

T: +961 70 444 166 / +961 71 444 166



Introduction

The objective of the WP1 of this “I CARE” project is to establish the international network of Advanced Primary Care Innovation Center (APCI). The functions of each center include administrative, technical and consultation supporting to promote and develop different PHC innovative projects, promotion, education, research and training activities for wide target groups (research, education, IT, even production of Health tools and devices, medical engineering, manufacturer). All activities of the PHC-In are based on Knowledge triangle approaches. It will be a hub of university enterprise clinical, inter-professional and academic and non-academic training, including medical student education, residency teaching, other healthcare sittings and fellowship training.

The core objective of the Interim survey is to screen the quality control and follow up the project expected outcomes, activities to achieve the outcomes, deliverables and its planned delivery period/date and the actual ones based on the original project plan. It targets each work group and point out their work, activities, outcomes, challenges/barriers and proposals of correction or options to overcome the barriers.

The Data was collected through the use of online questionnaires that was shared through email with all partners by sending the link of the survey; quantitative methods were used and close ended rating questions.

Results Details

1- The business plan including the definition of centers' vision , mission, policy, strategy and regulations is developed



The table above, signifies that 47 % agree that all the basic plan components are available and have been documented, however 53 % have different opinions, this analysis shows that there is a miss communication between the parties thus 53% do not have a clear picture about what has been conducted so far.

2- Partner universities are actively providing all required assistance in time



The majority agree that they are being provided with the required assistance to pursue their tasks.

3- Measurable quality objectives (as listed in the project logical framework) are established for all functions and levels within the WP leaders.



Around 90% agree that Measurable quality objectives (as listed in the project logical framework) are established for all functions and levels within the WP leaders. This signifies that there might be a sort of miss alignment concerning the 10% left.

4- Requirements of the healthcare centers are identified



All the contributed parties agree that all the requirements of healthcare centers are identified.

5- Participants in training trains other colleagues (ToT)



Around 95 % agree that participants in training train other colleagues as well, however %5 disagree thus they were not trained and require follow up.

6- Trainers level of expertise are meeting expectations of the overall training.



95% agree that the trainers level of expertise is meeting the participants' expectation, 5% do not agree, this issue needs to be followed up to know the reason of their dissatisfaction

7- Researcher, teachers and professional qualifications capacity building assessment are well documented.



The majority agrees that capacity building assessment are documented, however only 5% disagree, this issue is important to track to find out the reason of their choice.

8- key performance indicators are reported and monitored



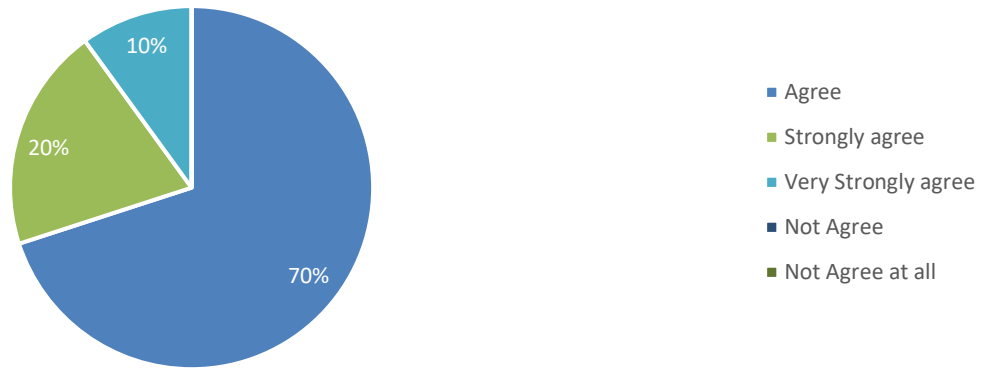
Around only 11% disagree that the key performance indicators are reported and monitored.

9- Team members maintain a can-do approach when they encounter frustrating situations.



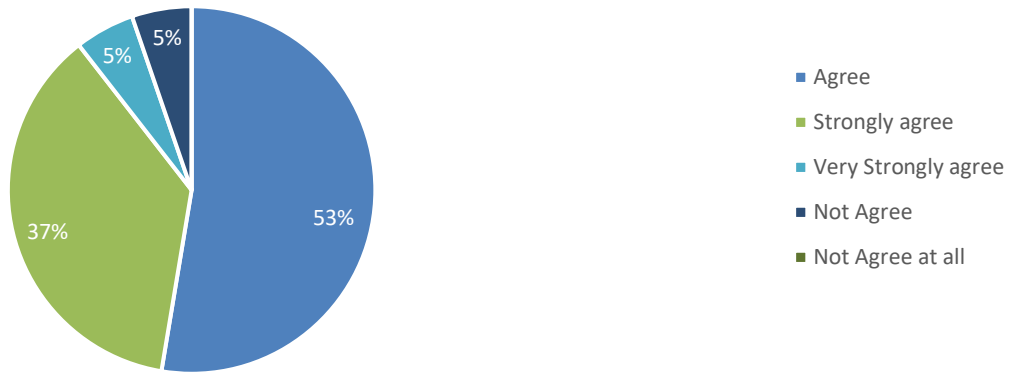
All participants are positive and have the know-how of keeping a positive attitude towards frustration.

10- Effective corrective action process are being implemented in case problems arose.



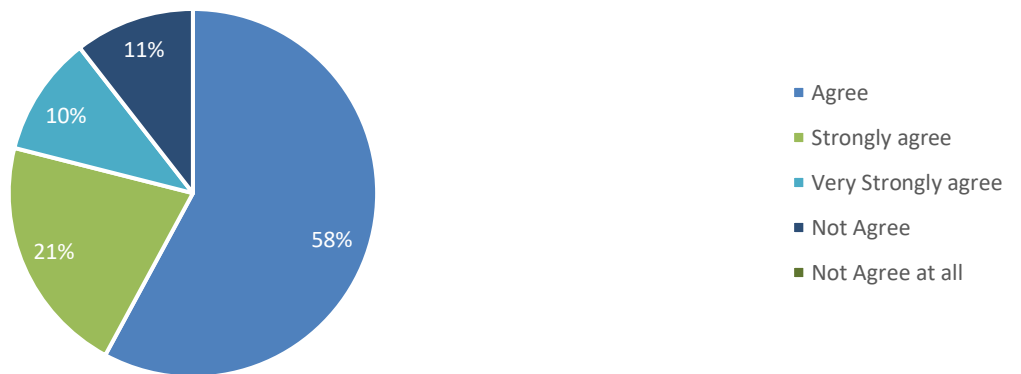
All participants agree that corrective action process are being implemented in case of problems.

11- There are good degree of WP Leaders commitment to continuous improvement of quality



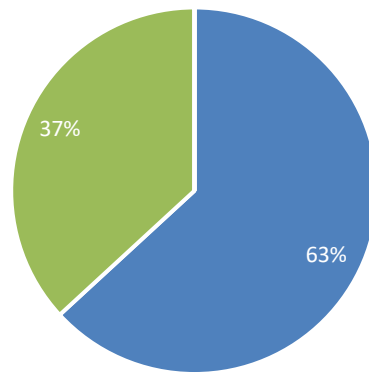
Only 5% disagree that the leaders are committed to continuous improvement of quality.

12- Professional Study modules are developed and discussed



The majority agree that professional study modules are developed however 11 % disagree, this signifies that those modules have not been established yet.

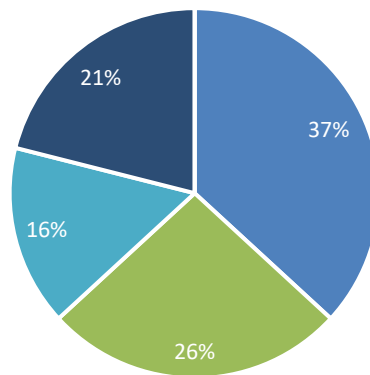
13- The information provided to department heads ensure institutionalization and sustainability measures.



- Agree
- Strongly agree
- Very Strongly agree
- Not Agree
- Not Agree at all

Almost all the participants agree that the data provided by department s head ensure sustainability measures.

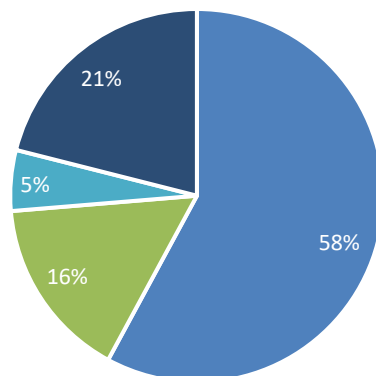
14- Existing Health education knowledge triangle has been conducted and achieved good results and impact



- Agree
- Strongly agree
- Very Strongly agree
- Not Agree
- Not Agree at all

21% of the participants do not agree, thus they did not reach any results concerning the knowledge triangle

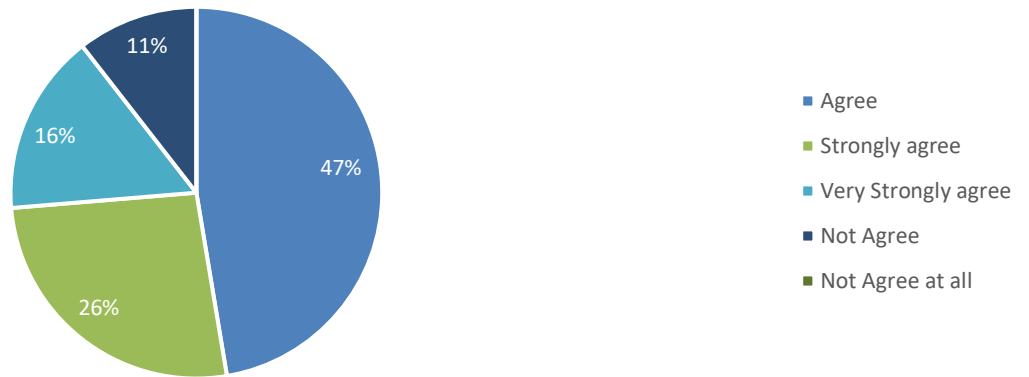
15- Capacity building Analysis has been conducted for both trainers and researchers and reached good impact



- Agree
- Strongly agree
- Very Strongly agree
- Not Agree
- Not Agree at all

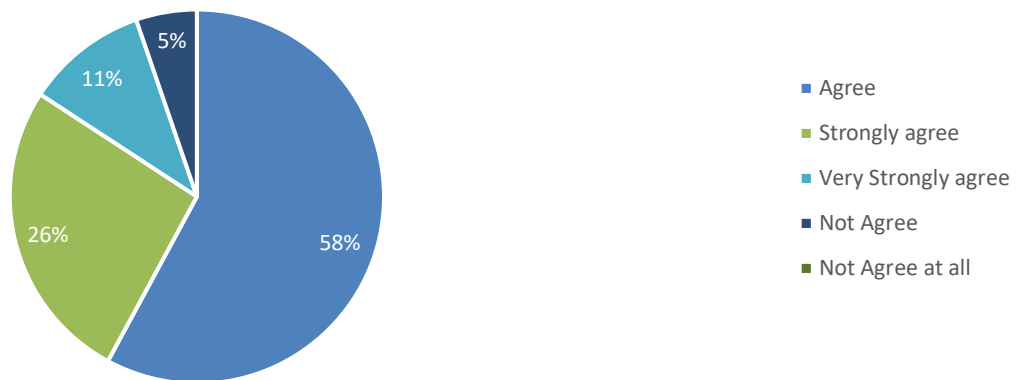
Almost two thirds of partners agree that analysis regarding the capacity building was conducted properly for both trainers and researchers. Almost the third don't agree such way.

16- The Know-how and content material and are available on digital portal



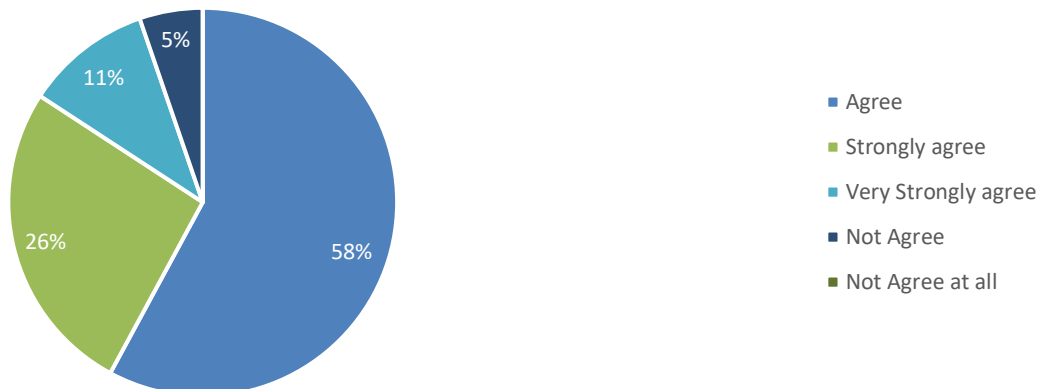
Only 11% disagree that the content is available on digital portal while the majority agree to the contrary.

17- Enterprises and HEI have participated in a pool of teaching experts through selecting suitable candidates for training



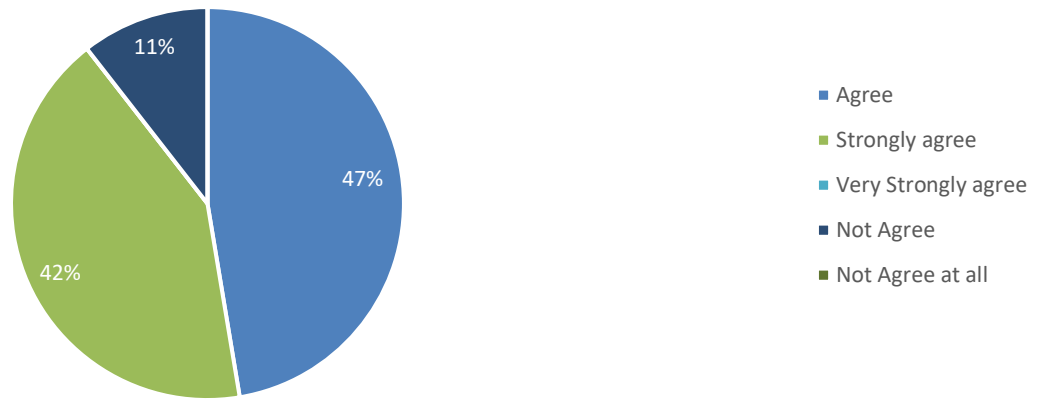
The majority agree that HEI have elected suitable candidates for training. While only 5% only have disagreed.

18- During the training by Estonia and Swedish partners, Candidates are trained on innovative T&L methods & assessment methods



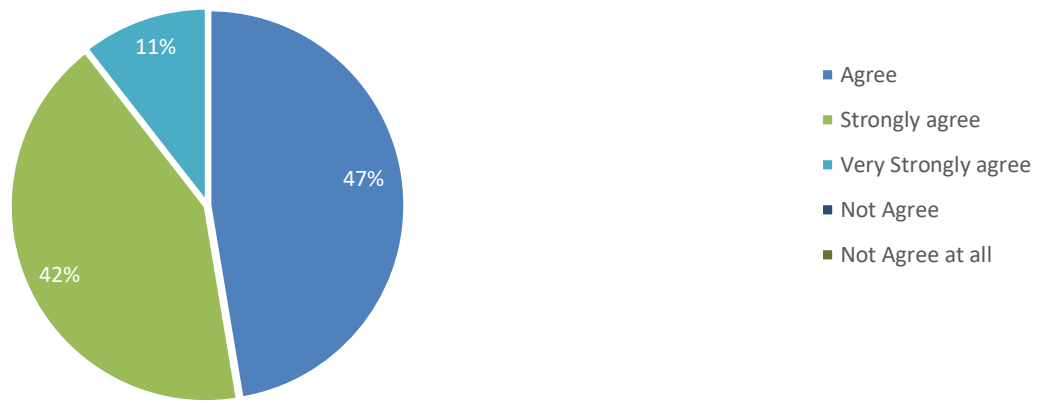
The majority agree that candidates were trained on innovative T&L Methods. Only 5% only have disagreed.

19- Internal and external quality control procedures are implemented



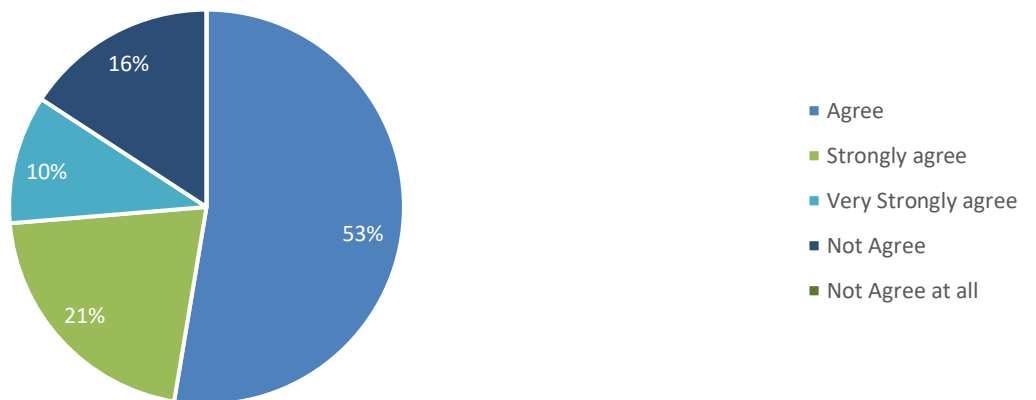
The majority have strongly confirmed that External Quality Control were implemented well in this project.

20- Dissemination activities are well planned, conducted and documented



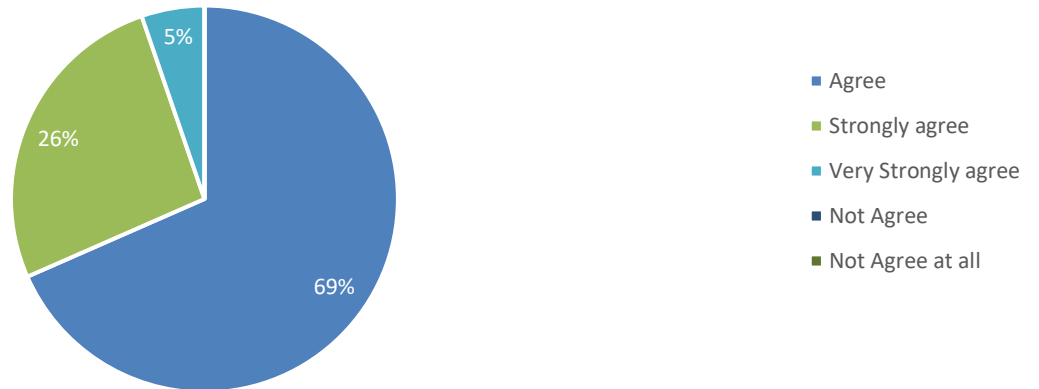
The majority have strongly confirmed that dissemination activities were achieved well in this project.

21- Sustainability measures are taken and in good progressive path



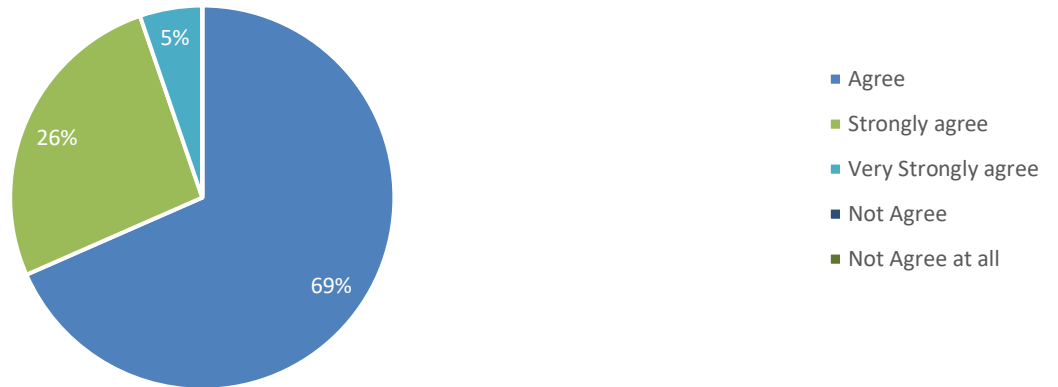
The sustainability measures taken have reflected a high satisfaction rate from “I Care” partners

22- Your own quality control is being monitored objectively.



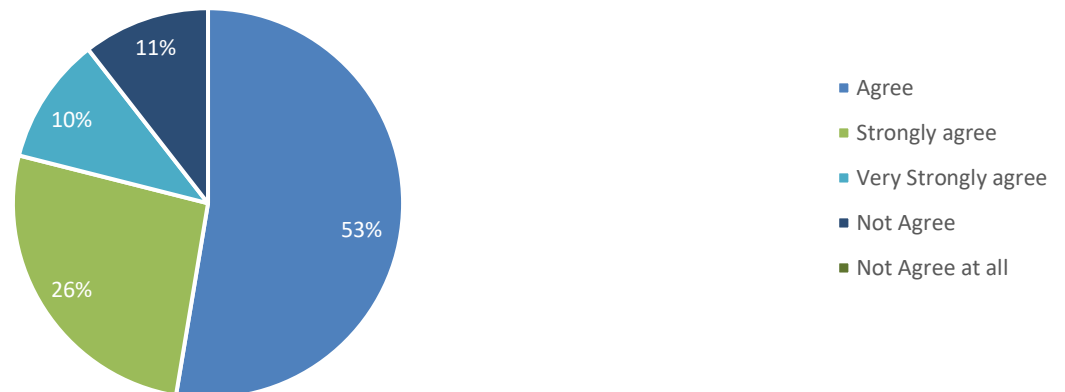
The self-Quality control monitoring have reflected a high satisfaction rate too from “I Care” partners

23- Project management strategy is generated to avoid project deviation.



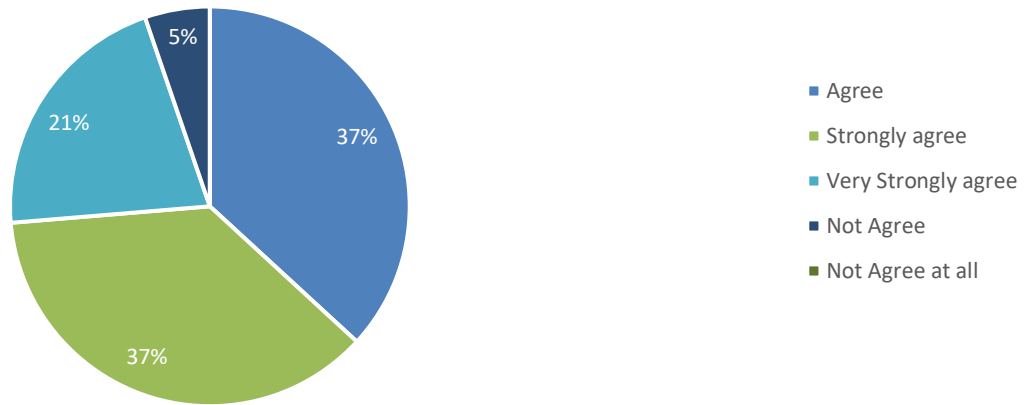
A well designed strategic plan is confirmed by partners where results reflects high satisfaction rate so far

24- Challenges and barriers for each WP are documented



Encouraging fulfillment of documentation processes for each WP has been noticed in the acceptance rate.

25- Corrective actions are taken by project manager to overcome barriers



A very slight resistance has been solicited toward the taken corrective actions that might overcome barriers while the majority seems to be assured regarding this point

General Conclusion

Most participants agree that the quality control objectives are achieved and that there has been implementation of successful measurements techniques and are following up and taking corrective actions taken.

An average between 5 to 11 % disagree that the presented data are accurately followed and implemented. Thus this signifies that there might be a problem with the tasks implementation phase in addition to the monitoring process . never the less there might be an issue concerned about the barriers that they are facing and the objectivity of the monitoring phase. Moreover the continuity of the sustainable measures are questioned in addition to the know- how of the materials required from the digital portal.

Recommendations:

It is highly recommended that these results are displayed on a larger scale to tackle any potential rising problem in addition to clarify any misalignment that resulted out of missing any task or falling behind schedule.