Enhancing Quality through Management and Reporting of High Volume of Surveys: GMU's Success Story

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explorance.

March 16, 2022
3 PM UAE

bluenotes community

Speaker

Prof. Sherief Khalifa

Professor and Vice Chancellor for Quality and Global Engagement, Dean, College of Pharmacy

Speaker

Dr. Syeda Asma Fatima

Associate Director and Manager Institutional Research, Quality Assurance and Institutional Effectiveness office

Moderator

Feras AL-Masoud

Customer Success Manager

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Agenda

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Introduction

- The GMU context
- GMU Accreditations
- Quality Assurance framework of GMU– The 3 pillars

Evaluation Platform

- The History
- Migrating to Blue
- The Team in action

Accreditation Standards and Evaluations

- Continuous Quality Enhancement Models
- Cycle of Evaluations Process – Closing the loop
- Evaluations across various Accreditation standards.
- Goals & Outcomes of Evaluations
- Managing Response Rates

Reports

From Insights into Action

- Evaluations - means for achieving institutional goals
- Journey towards Efficiency and Effectiveness

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Introduction

The GMU Context

- Academic Health System
- 6 Colleges
- 22 Accredited Programs
- 3 Institutes and 5 Centers
- 15 Academic Departments
- Nationally and Internationally accredited

- 2250+ Students from UG, PG and Internship program levels from 74 countries.
- 209 Faculty FTE
- 2200 Graduates
- THE impact Ranking (2nd in UAE), etc.

GMU Accreditations

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CAA ACCREDITS
مفوضية الاعتماد الأكاديمي
Commission for Academic Accreditation

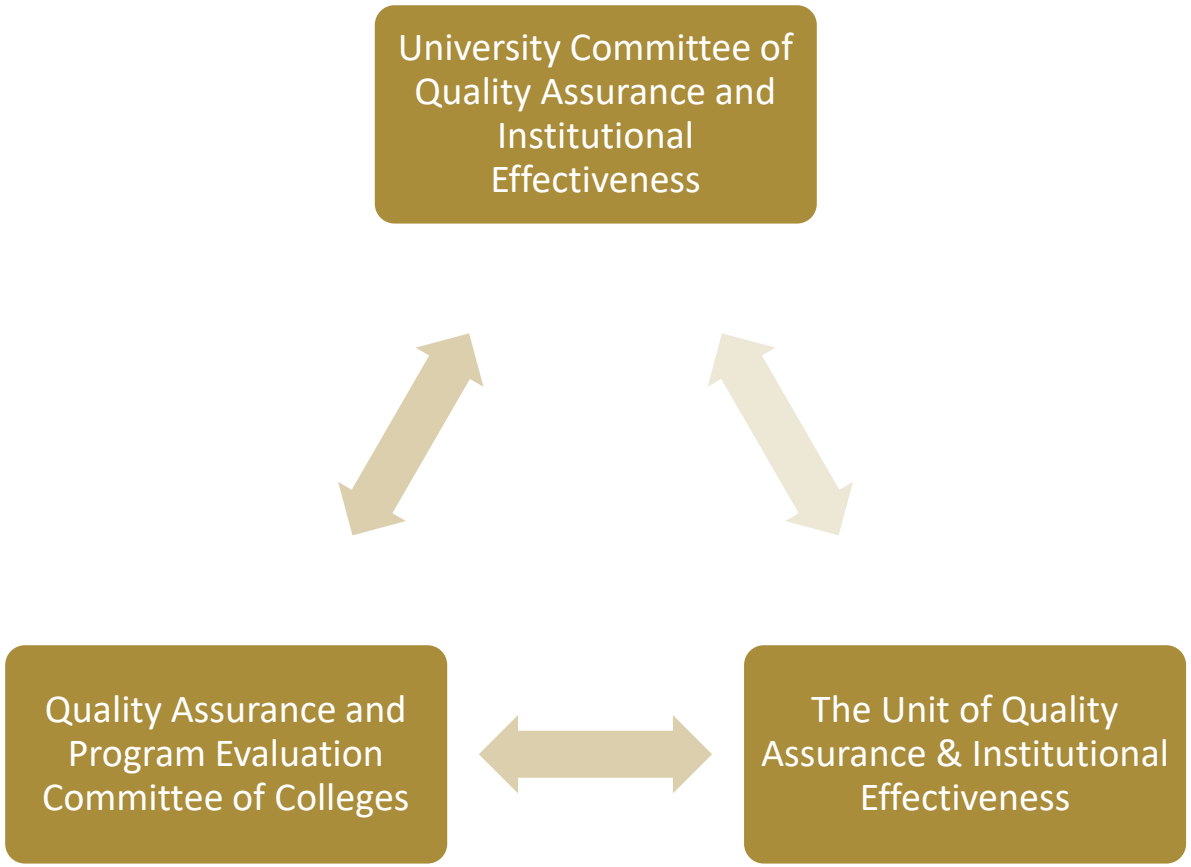
QAA Global
Accredited by
The Quality Assurance Agency
Valid 27/06/2021 – 26/06/2026

ACPE INTERNATIONAL

wfme | WORLD FEDERATION FOR MEDICAL EDUCATION

IBMS Institute of Biomedical Science

Quality Assurance Framework of GMU– The 3 pillars



Functions & Deliverables

- National & International Accreditations
- Academic Quality Assurance and Institutional Effectiveness
- Administration & Reporting of Evaluations
- Process Innovation and Improvement
- Institutional planning and risk management
- Institutional and Program performance

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Evaluation Platform

The History

- 2008 – 2017: Legacy Systems
- Challenges with Clinical Evaluations
- Limited Reporting Features
- The role of QA&IE unit - Data Analysis was labor intensive
- Evaluation of Perception indicators
- Most surveys were decentralized (on-line and off-line methods).
- Generic Survey Instruments
- Engagement of Stakeholders - Managing Response Rates

Migrating to Blue

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- ✓ QA&IE Role in Centralization of Evaluations & QA Process
- ✓ Enhancement in the Automation of Evaluation Process
- ✓ Stakeholder Engagement in Response Rate Management.
- ✓ Customized report generation to meet end user expectations
- ✓ Performing Gap Analysis,
- ✓ Facilitate planning & decision-making process.
- ✓ Feasibility Studies,
- ✓ Performance Enhancement,
- ✓ Program and Institutional Accreditations

blue

By:

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The TEAM in action:

Quality Assurance & Institutional Effectiveness Unit

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Accreditation Standards and Evaluations

Continuous Quality Enhancement Model- 1

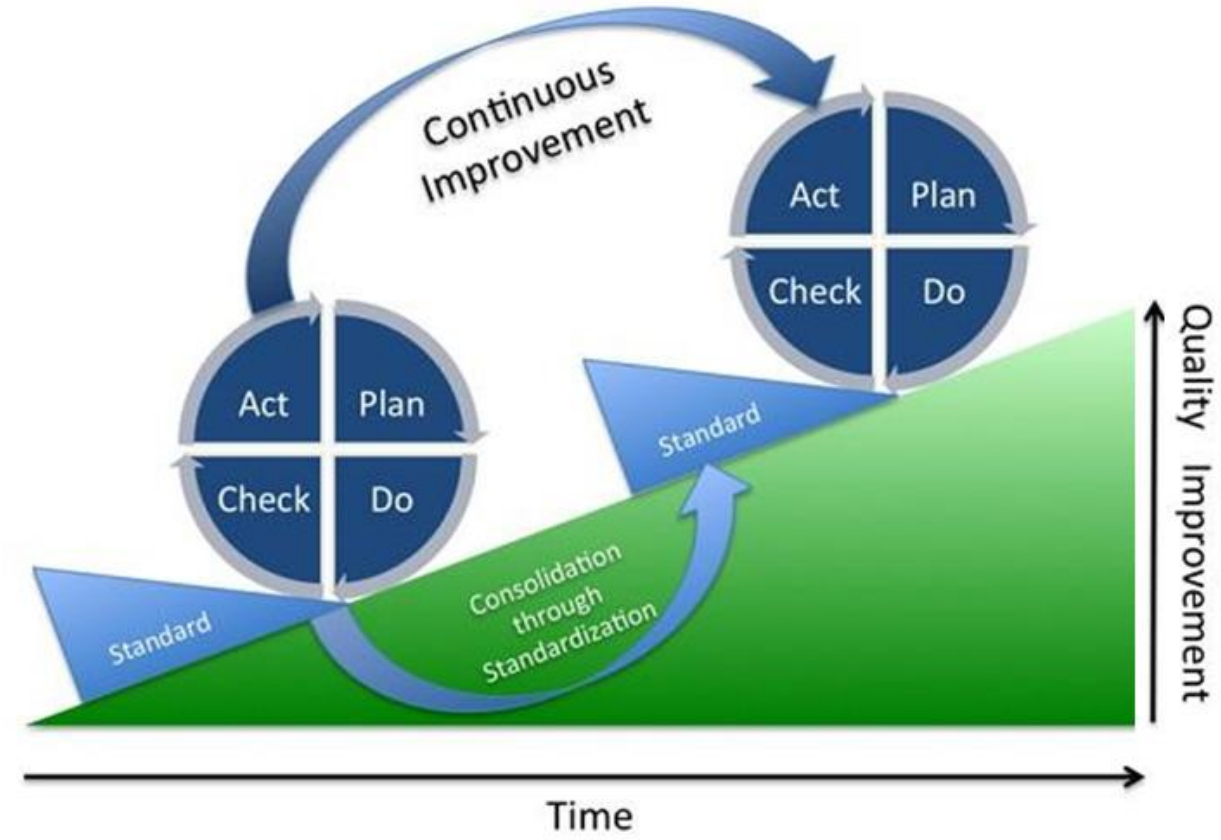


Figure 1: Deming Cycle for Continuous Quality Improvement

Continuous Quality Enhancement Model- 2

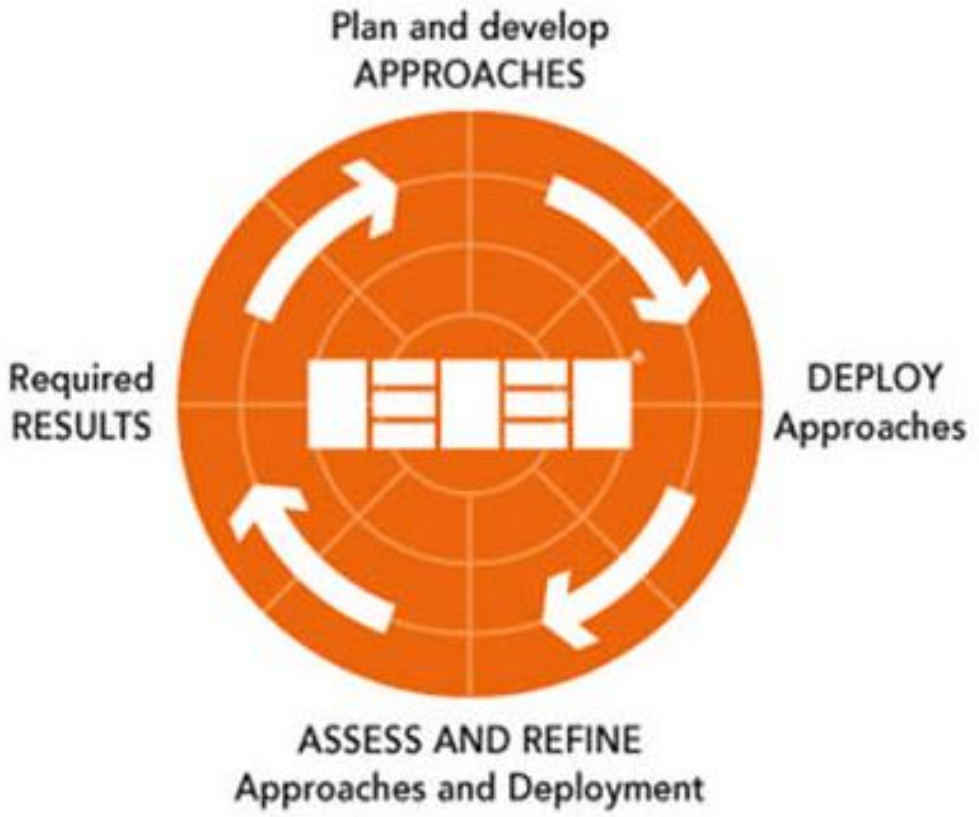
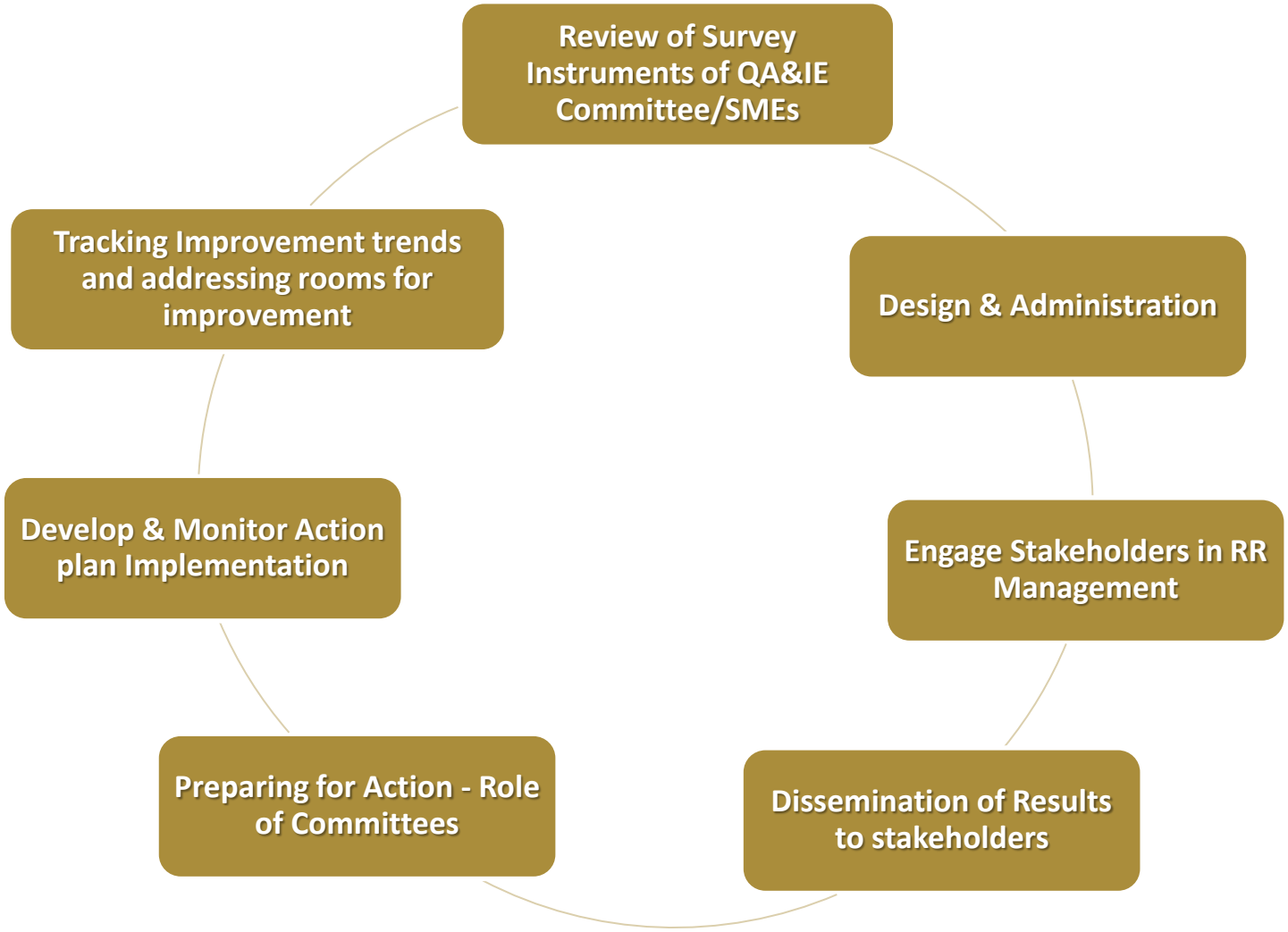


Figure 2: RADAR EFQM Model to achieve Excellence

Cycle of Evaluations Process - Closing the Loop



Evaluations Across Various Accreditation Standards

Evaluations	Standard I: Governance & Management	Standard II: Quality Assurance	Standard III: Educational Program	Standard IV: Research & Scholarly Activities	Standard V: Faculty & Professional Staff	Standard VI: Students	Standard VII: Health Safety & Environment	Standard VIII: Learning Resource Center	Standard IX: Fiscal Resources	Standard X: Legal Compliance & Public Disclosure	Standard XI: Community Engagement
Program Needs Assessment Survey	×		×								
Stakeholder Evaluation of QA&IE Unit		×			×						
Student Evaluation of Career Advising Sessions						×					
Student/Faculty Evaluation of Community Engagement Sessions					×	×					
Faculty Evaluation of FPDP					×						
Academic Advising & Mentorship Surveys						×					
Course & Faculty Evaluations						×					
Graduate Exit Survey				×		×	×	×	×	×	×
Student Evaluation of University Services				×		×	×	×	×	×	×
Student Evaluation of Distance Learning @ GMU						×					
Employee Evaluation of University Services				×	×		×	×	×	×	
BoT evaluation of its effectiveness	×										
Leadership Evaluation	×				×						
Alumni Survey			×	×							×
Employer Survey			×								×
Societal Survey			×							×	×
Interns Evaluation of Internship Survey			×								

Goals & Outcomes of Evaluations - 1

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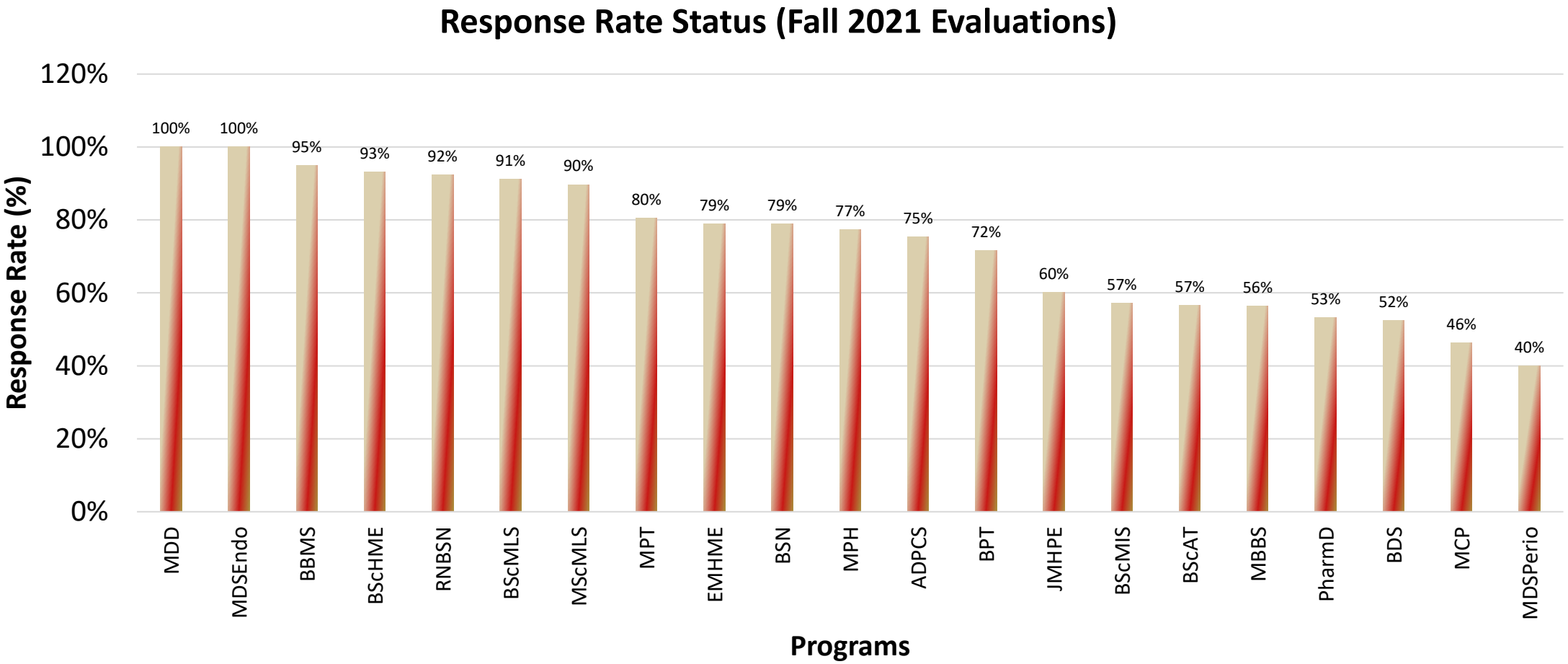
GMU Evaluations	**Goals** : To measure stakeholder perception of their satisfaction with	**Outcome** : Planning & implementing actions for continuous improvement in	Frequency of Evaluations
Leadership Survey	Leadership performance	Leadership contributions	Annual
Evaluation of BoT Effectiveness	BoT assessment of Chancellor's Performance	BoT performance & contribution to GMU	Annual
Employee Survey	University Services & Facilities	Employee services & Facilities	Annual
QA&IE Unit Evaluation by Stakeholders	QA&IE unit Performance & Services	QA&IE unit services	Annual
Course & Faculty Evaluation	Course delivery & Faculty Teaching	Quality of courses and faculty	Bi- Annual (Once /Sem)
Student University Services Survey	University Services & Facilities	Student experience with university life	Annual
Graduate Exit Survey	Quality of Program and Overall University Life	Graduate experience with university life	Annual
Student Evaluation of CAS sessions	Effectiveness and impact of CAS	Meeting student career development needs	Continuous during AY

Goals & Outcomes of Evaluations - 2

GMU Evaluations	**Goals** : To measure stakeholder perception of their satisfaction with	**Outcome** : Planning & implementing actions for continuous improvement in	Frequency of Evaluations
Academic Advising & Mentorship Survey	Effectiveness and impact of Mentorship Program	Academic and other support to students	Bi- Annual (Once /Sem) – 3 meetings/ Sem
MBBS Clerkship Evaluations	MBBS Clinical Courses & Faculty teaching	Quality of courses and faculty	Continuous during AY
Student & Preceptor Evaluation of APPE Training	PharmD APPE Courses & Preceptor training	Quality of courses and faculty	Continuous during AY
Evaluation of Internship Programs	Quality of Internship Programs	Quality of program	Annual
Employer Survey	Quality of GMU graduates	Quality of Graduate competencies and skills as required by labor market	Annual
Alumni Survey	Program and GMU experience	Quality of Graduate competencies and skills as required by labor market	Annual
Societal Survey	GMU contributions to Society	Enhancing relations with community	Once in 2 Years
Evaluation of Community Engagement Activities	CE Activities	Quality and variety of CE activities	Continuous during AY
Committee Student Members Survey	Measure the impact of student contribution to committee performance	Student engagement in Institutional effectiveness	Annual Survey

Managing Response Rates

Fall 2021 (Course Evaluations)



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Questions

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Reports

Clinical Evaluations Feedback Reports - 1

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Clerkship: MED 401 - MEDICINE II

Clinical Student Satisfaction by Clinical Sites

Clinical_Site	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
[redacted]	85.71%	97.92%	91.67%	93.75%	95.92%	95.74%	97.96%	97.92%
[redacted]	50.00%	45.00%	55.00%	42.11%	63.64%	71.43%	76.19%	71.43%
[redacted]	57.89%	47.37%	55.56%	50.00%	57.89%	66.67%	72.22%	65.00%

Clinical Students Satisfaction by Faculty

FirstName	Q1	Q2	Q3	Q4	Q5
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	68.42%	78.95%	63.16%	70.59%	85.00%
Dr. [redacted]	95.00%	95.00%	100.00%	95.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	88.24%	88.24%	88.24%	88.24%	88.24%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	93.33%	93.33%	93.33%	93.33%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	95.00%
Dr. [redacted]	80.00%	90.00%	80.00%	90.00%	90.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	75.00%	100.00%	100.00%	75.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	89.47%	89.47%	78.95%	89.47%	83.33%
Dr. [redacted]	88.89%	88.24%	87.50%	88.24%	88.24%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	77.78%	87.50%	81.25%	88.24%	81.25%

Clerkship: MED 402 - SURGERY II

Clinical Student Satisfaction by Clinical Sites

Clinical_Site	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8
[redacted]	83.67%	94.00%	85.11%	93.18%	93.75%	93.48%	100.00%	95.92%
[redacted]	91.67%	80.00%	82.61%	87.50%	88.00%	88.00%	92.00%	87.50%

Clinical Students Satisfaction by Faculty

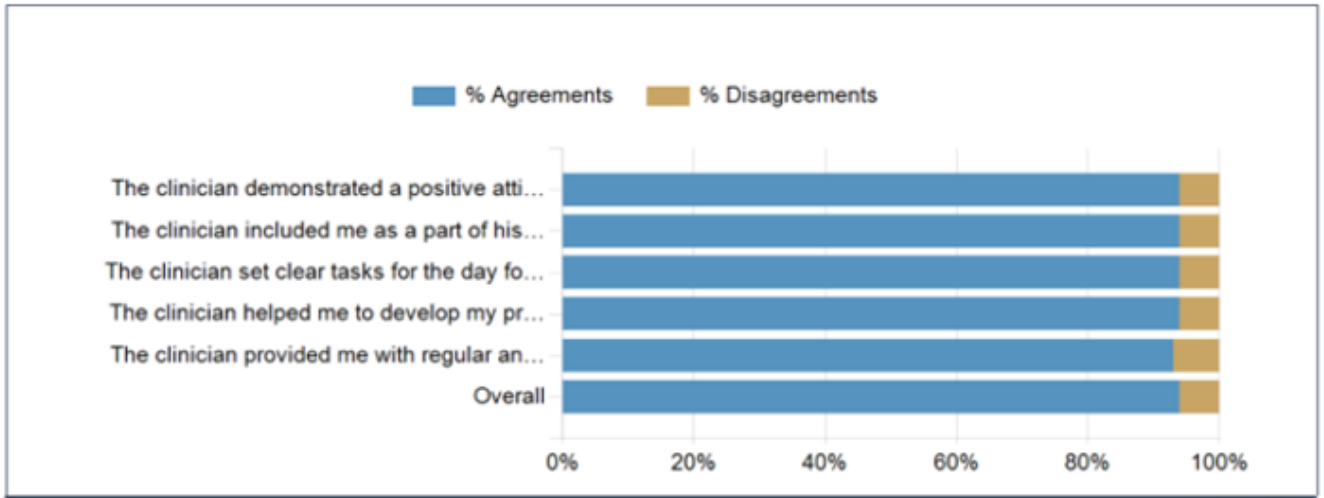
FirstName	Q1	Q2	Q3	Q4	Q5
Dr. [redacted]	96.30%	100.00%	96.30%	100.00%	100.00%
Dr. [redacted]	88.24%	88.24%	82.35%	81.25%	86.67%
Dr. [redacted]	80.00%	80.00%	66.67%	75.00%	75.00%
Dr. [redacted]	80.00%	80.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	94.44%	94.12%	94.12%	94.44%
Dr. [redacted]	100.00%	100.00%	100.00%	93.33%	93.33%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	100.00%	100.00%	100.00%	100.00%
Dr. [redacted]	100.00%	92.31%	92.31%	91.67%	91.67%
Dr. [redacted]	100.00%	100.00%	80.00%	100.00%	100.00%
Dr. [redacted]	94.12%	93.75%	94.12%	93.75%	94.12%
Dr. [redacted]	100.00%	N/A	N/A	100.00%	N/A
Dr. [redacted]	95.24%	90.48%	90.48%	90.48%	90.48%
Dr. [redacted]	100.00%	100.00%	95.65%	95.65%	95.83%
Dr. [redacted]	100.00%	100.00%	95.83%	100.00%	96.00%
Dr. [redacted]	90.91%	85.71%	81.82%	85.71%	81.82%
Dr. [redacted]	100.00%	80.00%	80.00%	80.00%	80.00%

Clinical Evaluations Feedback Reports - 2

[redacted]

Faculty Name: Dr. [redacted]

OVERALL VITALS ANALYSIS



	Responded	Agreements	Satisfaction rate
The clinician demonstrated a positive attitude towards me	17	16	94%
The clinician included me as a part of his / her team	16	15	94%
The clinician set clear tasks for the day for me (E.g. Today we will have bedside teaching or today we will be learning how to take a history)	16	15	94%
The clinician helped me to develop my professional skills and competence (E.g. history taking, examination and procedural skills and forming differential diagnosis)	16	15	94%
The clinician provided me with regular and specific feedback on my performance for continuous improvement.	15	14	93%
Overall	80	75	94%

Feedback Reports – Alumni Satisfaction Survey

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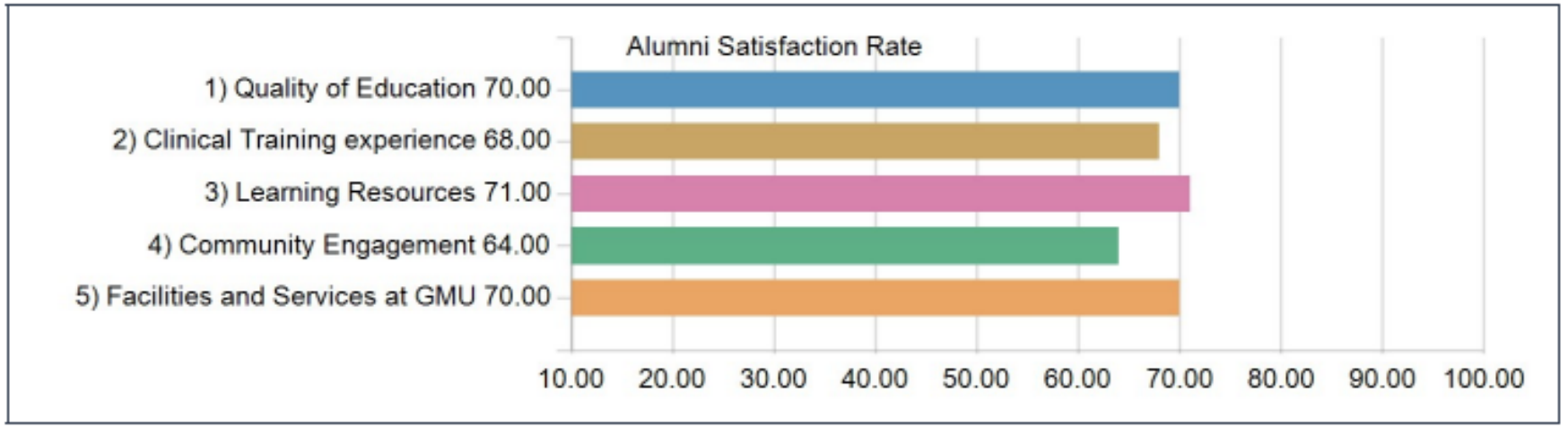
Mean Satisfaction Rate for Survey Statement - Please rate your satisfaction with your experience in GMU.



Response count and Mean Satisfaction rate

Question	Response Count	Mean
Quality of Education	10	70.00
Clinical Training experience	10	68.00
Learning Resources	10	71.00
Community Engagement	10	64.00
Facilities and Services at GMU	10	70.00

Needs Assessment Survey Report

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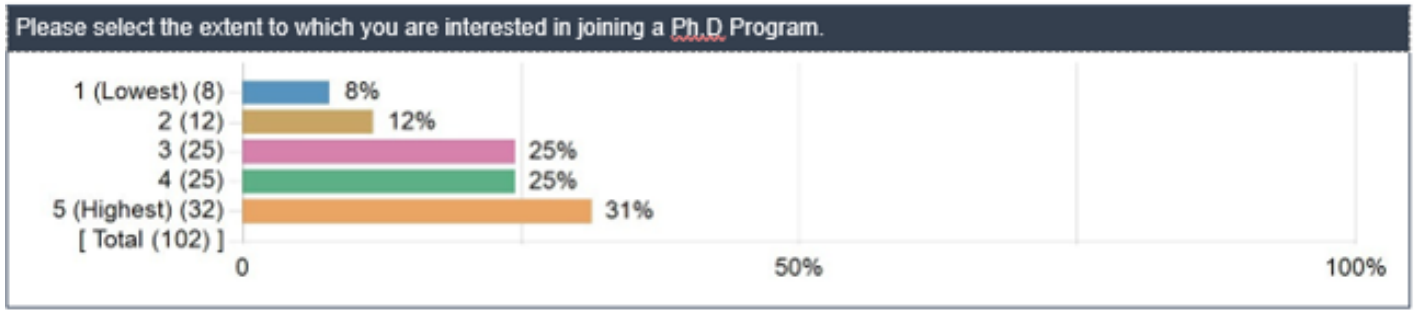
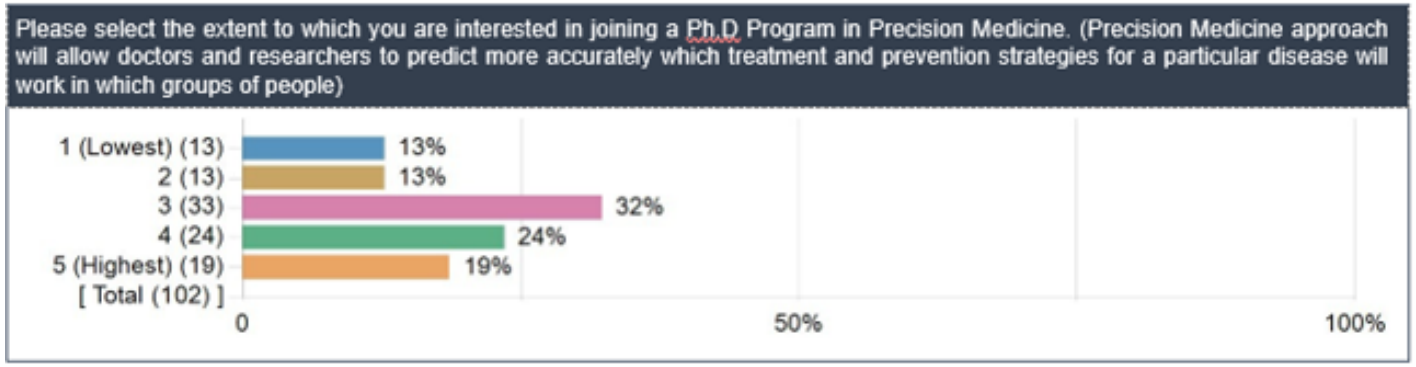
Frequency Analysis of Overall Responses from both Students and Alumni of GMU

Interest in enrolling for Ph.D Program



Interest for enrolling in Ph.D Program in Precision Medicine



Consolidated Feedback Report- Mentor-Mentee Meeting

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Viewers | Access | **Project Mapping** | Distribution | Language | Publish

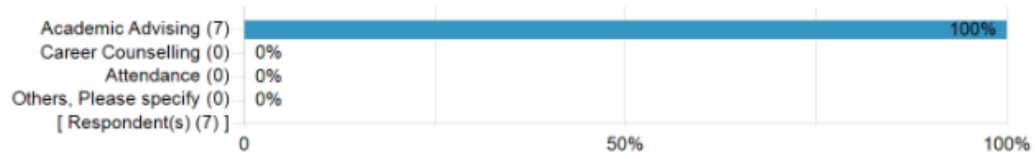
Project Title	Project Alias	Base Project	From	To	Details
Fall 1st Mentor Mentee Meeting (AY 2021-22)		Yes	Monday, October 4, 2021	Wednesday, March 30, 2022	Details
Fall 2nd Mentor Mentee Meeting (AY 2021-22)	Fall 2nd Mentor Mentee Meeting (AY 2021-22)	No	Sunday, November 21, 2021	Monday, January 31, 2022	Details
Fall 3rd Mentor Mentee Meeting (AY 2021-22)	Fall 3rd Mentor Mentee Meeting (AY 2021-22)	No	Sunday, December 12, 2021	Monday, January 31, 2022	Details

2

Scope of the session/meeting (Please tick all that apply).

Fall 1st Mentor Mentee Meeting (AY 2021-22)

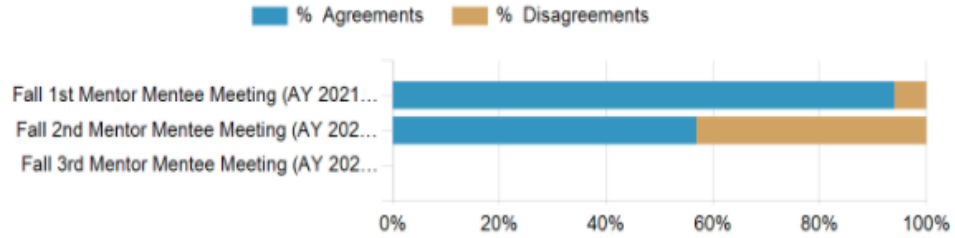
Fall 2nd Mentor Mentee Meeting (AY 2021-22)



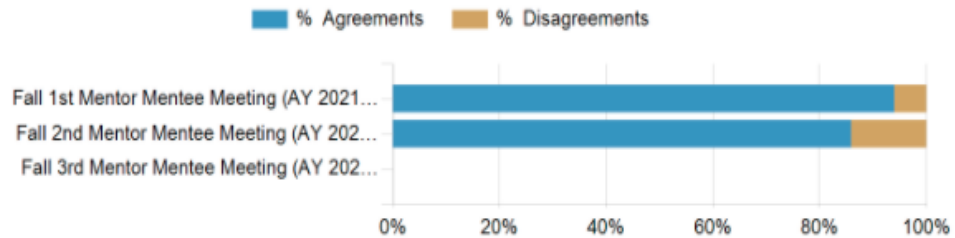
3

Please state your agreement or disagreement with the following statements.

Mentee attended the meeting(s) as per schedule



Mentee effectively responds to all email communications



Course & Faculty Evaluations – Consolidated Feedback Report

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College	Program	Overall of All Questions
Overall		94.00%
CoD	BDS / MDSEndo / MDSPerio	91.44%
CoHME	BScHME / EMHME	97.38%
CoHS	BPT / BScAT / BScMIS / BScMLS / DipMIS / MPT / MScMLS	94.33%
CoM	ADPCS / BBMS / JMHPE / MBBS / MPH	94.09%
CoN	BSN / RNBSN	96.53%
CoP	MCP / MDD / PharmD	93.82%
Overall		94.00%
CoD	BDS	91.09%
CoD	MDSEndo	99.62%
CoD	MDSPerio	98.83%
CoHME	BScHME	97.52%
CoHME	EMHME	96.15%
CoHS	BPT	94.90%
CoHS	BScAT	97.90%
CoHS	BScMIS	84.99%
CoHS	BScMLS	96.16%
CoHS	DipMIS	95.31%
CoHS	MPT	98.08%
CoHS	MScMLS	94.25%
CoM	ADPCS	95.21%
CoM	BBMS	93.13%
CoM	JMHPE	97.82%
CoM	MBBS	94.09%
CoM	MPH	98.16%
CoN	BSN	95.40%
CoN	RNBSN	98.47%
CoP	MCP	86.17%
CoP	MDD	95.59%
CoP	PharmD	94.43%

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From Insights to Action

Evaluations – Means for achieving institutional goals

How the feedback results help?

- ✓ Course Files
- ✓ Self Study Reports for both local and international accreditations.
- ✓ Program Effectiveness Report
- ✓ College Annual Report
- ✓ Fact Book
- ✓ Operational Plan performance review report
- ✓ Key Performance Indicators
- ✓ Faculty Appraisal

Journey towards Efficiency and Effectiveness

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CLOUD HOSTING

INTEGRATION OF BLUE WITH SMS, LMS, ETC.

360-DEGREE EVALUATIONS

OPTIMIZE DATA SOURCES AND PROJECTS AND IMPROVE SYSTEM STABILITY

INCREASE IN UNIT'S EFFICIENCY AND PRODUCTIVITY

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Questions

Thank You

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