

Dynamics of Evaluation at a Medical School

Case study – Gulf Medical University, Ajman.





To be a leading international Academic Healthcare Institution through the integration of quality health professions education, research, healthcare and social accountability for sustainable community development



To pursue excellence through the integration of the health profession, education, translational research, quality health care, innovation and social accountability enhanced by national, international partnerships and community engagement

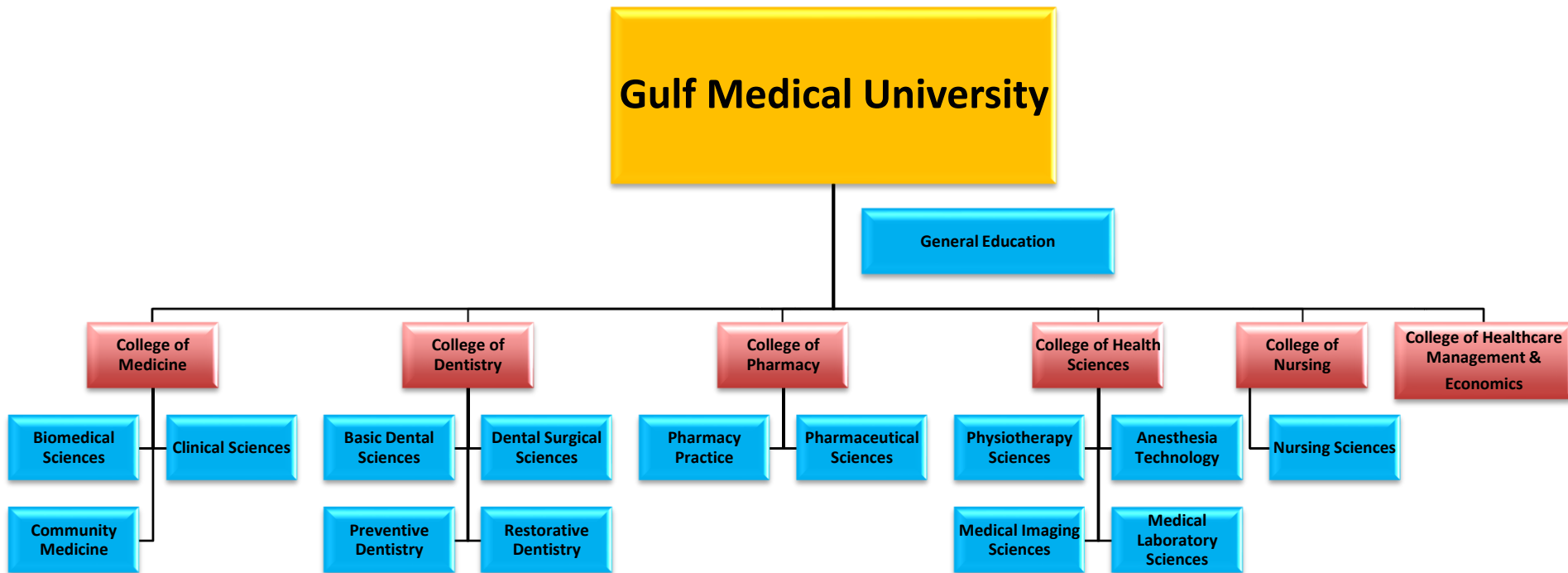
Institutional Overview

In 4 years we have grown from a small to medium sized university

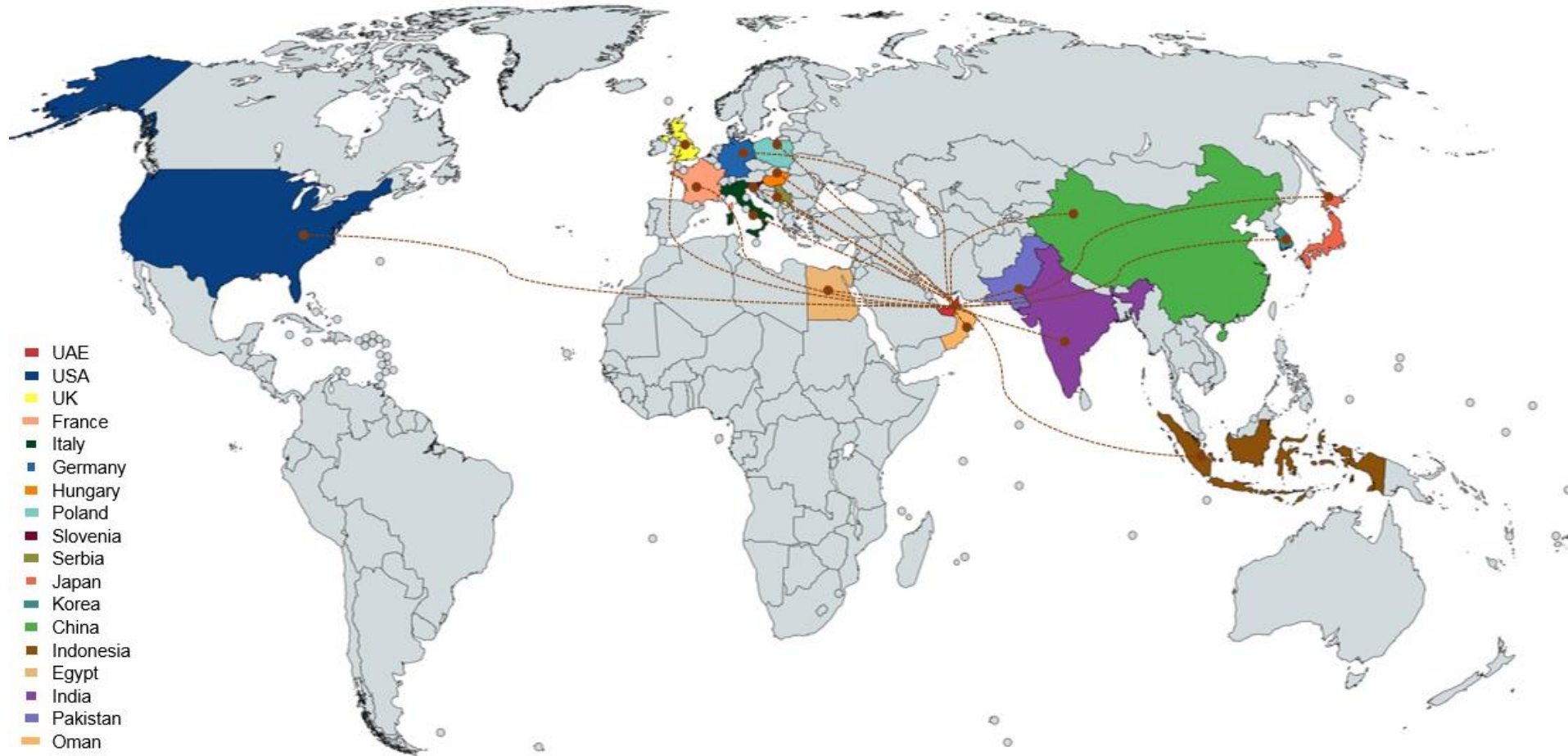




Two new colleges established: College of Nursing and College of Healthcare Management & Economics



Academic and Research Collaborations



National & International Partners



National & International Partners



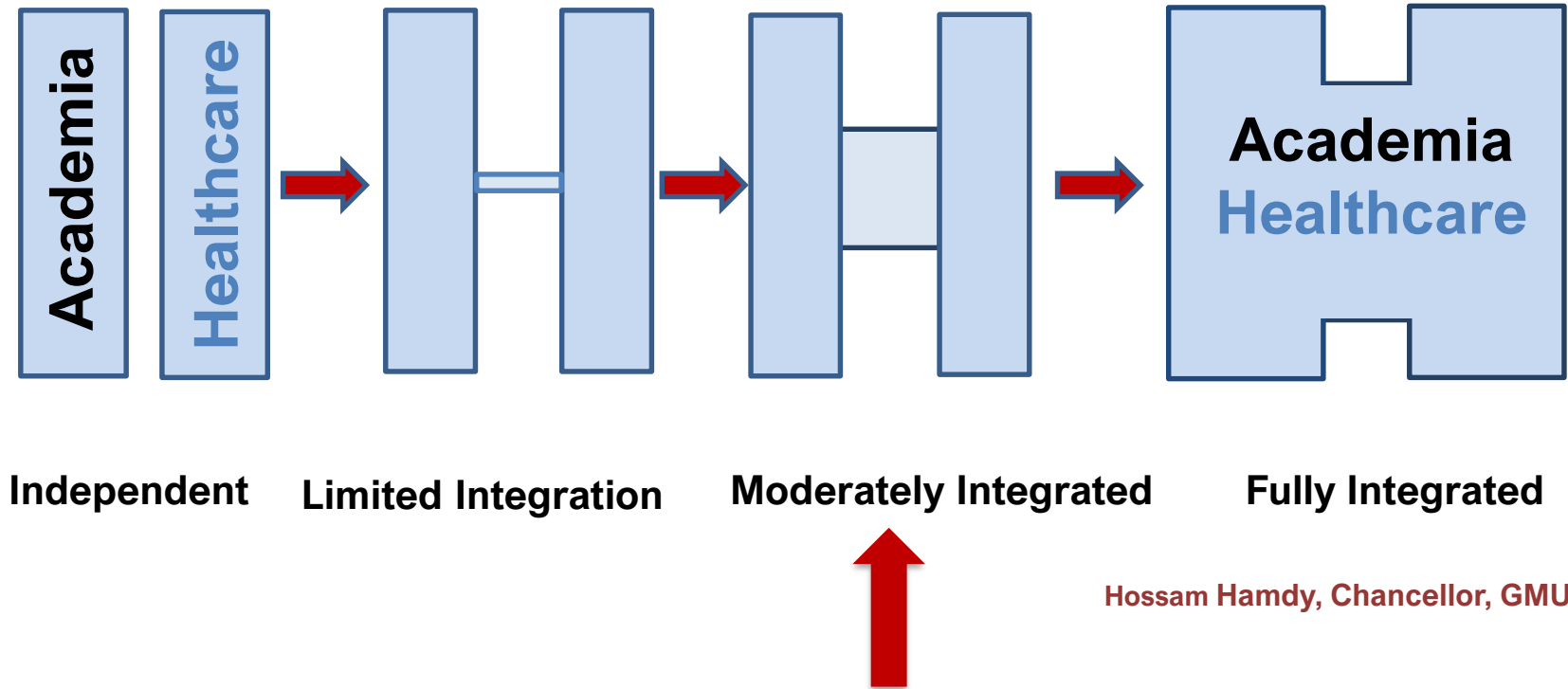
Association of African Universities
 Association des universités africaines
 رابطة الجامعات الإفريقية



Evolution of GMU Academic Health System

[Strategic Goal 3: Building GMU-AHS brand through engagement, national and international]

GMU has become the first private Medical University in the region to implement the Academic Health care System



[Strategic Goal 3: Building GMU-AHS brand through engagement, national and international]

GMU is the only university in the region which has its own teaching hospitals on the campus.

THUMBAY DENTAL HOSPITAL



THUMBAY PHYSICAL THERAPY & REHABILITATION HOSPITAL



List of Current Accredited Programs

Accreditation of 11 Bachelor programs and 8 Master programs by Ministry of Education - Higher Education Affairs (MoE-HEA)

Undergraduate Programs

1. Bachelor of Medicine & Bachelor of Surgery (MBBS) program
2. Bachelor of Biomedical Sciences (BBMS) program
3. Associate Degree in Preclinical Sciences (ADPCS) program
4. Doctor of Pharmacy (Pharm D) Program
5. Doctor of Dental Medicine (DMD) Program
6. Bachelor of Physiotherapy (BPT) Program
7. Bachelor of Science – Medical Laboratory Sciences (BSc. MLS)
8. Bachelor of Science - Medical Imaging Sciences (BSc. MIS)
9. Bachelor of Science – Anesthesia Technology (BSc.-AT)
10. Bachelor of Science in Nursing (BSN)
11. Bachelor of Science in Health Care Management and Economics (BSc-HME)

Postgraduate Programs

1. Master in Public Health (MPH)
2. Joint Masters in Health Professions Education (JMHPE)
3. Masters in Clinical Pharmacy (M. Pharm)
4. Master of Dental Surgery in Endodontics (MDS Endo)
5. Master of Dental Surgery in Periodontics (MDS Perio)
6. Master of Physical Therapy (MPT)
7. Master of Science in Medical Laboratory Sciences (MSc-MLS)
8. Executive Masters in Healthcare Management in Economics (EMHME)

GMU Programs in Collaboration with International Universities

FAIMER®

United States



THE UNIVERSITY OF ARIZONA

United States

CenMEDIC



United Kingdom



United States



UNIVERSITY OF SAINT JOSEPH CONNECTICUT

United States

C | A | U

Christian-Albrechts-Universität zu Kiel

KIEL University Germany



United States



Lublin



Japan



Egypt



ROYAL COLLEGE of PHYSICIANS of EDINBURGH



ROYAL COLLEGE OF PHYSICIANS AND SURGEONS OF GLASGOW



Royal College of Physicians

International Accreditations

Three International Accreditations:

✓ Medicine (CAA-WFME),



✓ Pharmacy (ACPE)



✓ Biomedical Sciences (IBMS)



Summary of Significant Achievements

[Strategic Goal 1: Improve educational quality of existing programs & develop a growing portfolio of quality programs which responds to market needs]

- ✓ Approvals for 7 internship programs by MOH in Medicine, Dentistry, Nursing, Physiotherapy, Medical Imaging Sciences, Medical Laboratory Sciences, Anesthesia Technology by MoH
- ✓ Centre for Advanced Simulation in Healthcare (CASH) recognized as Royal College of Physicians (MOCK) PACES Examination Center and have many short courses
- ✓ Master of Public Health offered in collaboration with University of Arizona, USA as a 'Dual Degree' program
- ✓ Masters in Health Professions Education offered with FAIMER, USA as a 'Joint Degree' program

Summary of Significant Achievements

[Strategic Goal 1: Improve educational quality of existing programs & develop a growing portfolio of quality programs which responds to market needs]

- ✓ Masters in Clinical Pharmacy in collaboration with Virginia Commonwealth, USA
- ✓ GMU Branch Campus Dubai, Phase 2 application in progress
- ✓ Plans for establishing International GMU Campuses in Egypt, Ghana & Serbia:
Work in progress
- ✓ GMU has been short listed by Wharton-QS Reimagine Education Awards Steering Committee for its project “Adapting Tomorrow’s Technology Today: Innovation in Medical Education with AI-Based Virtual Patient Learning,” for Artificial Intelligence (AI) Awards.

Summary of Significant Achievements

[Strategic Goal 2: *Developing Solution-Focused Research for Public Impact*]

- ✓ GMU launched the ‘Future Scientists of the UAE’ program in collaboration with GEMS International Schools. 16-young scientists successfully completed their research internship at the University and were awarded certificates.
- ✓ GMU has been short listed by Wharton-QS Reimagine Education Awards Steering Committee for its project “Catch Them Young-The Future Scientists of the UAE : An innovative initiative of Gulf Medical University for School Children” for K12 Awards.

Summary of Significant Achievements

[Strategic Goal 4: *Structural Alignment for Efficient and Effective GMU Operations*]

- ✓ We have become the first medical university in the region to introduce 3D digital learning and AI-Based Virtual Patient Learning.
- ✓ Achieved QS 5 Star for Facilities
- ✓ GMU received the ‘Best Medical Education University’ by Forbes Middle East Higher Education Awards 2019.
- ✓ GMU listed one of ‘10 Best Value Institutes in UAE 2018’ featured on the cover of the renowned international education publication Knowledge Review Magazine, published from Ohio, USA.
- ✓ We have conducted 43-community engagement and outreach activities where more than 14000 people benefitted.
- ✓ Approximately 5000-outpatient treated free at the College of Dentistry Teaching Hospital.

- ✓ More than \$2.5 Million USD Scholarship given.

Relation between Strategic Planning & Institutional Effectiveness planning

Institutional Effectiveness Planning

Assessment of
Student Learning
(Educational
programs)

Assessment of
Academic &
Administrative units

Strategic Planning

Academic Planning

Administrative
Planning

Budget Planning

Facilities / Resources
Planning

Cascading downwards – Focusing goals

Achievement of Learning Outcomes

1. GMU Vision, Mission & Goals

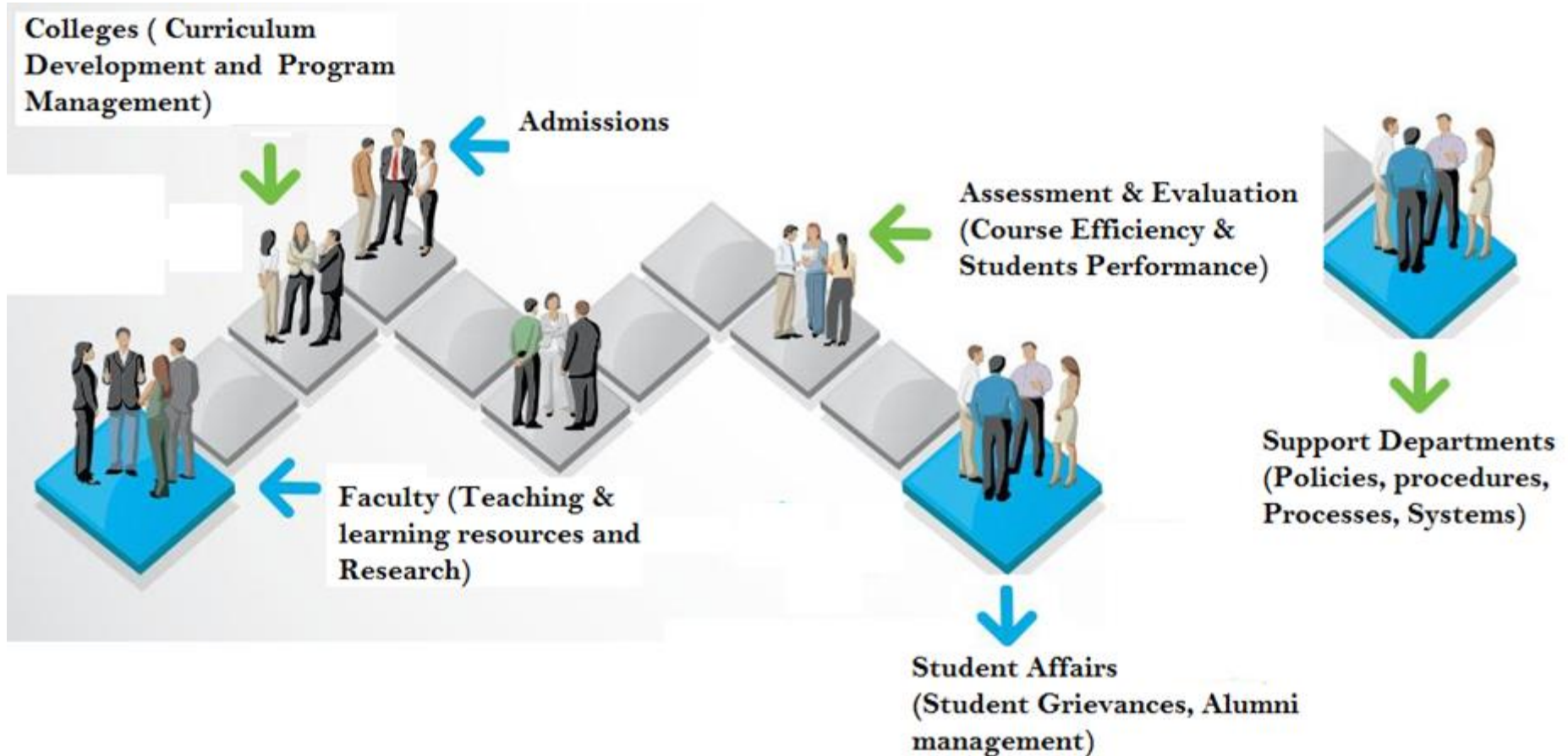
Development of Learning Outcomes

1. College Mission & Goals
2. Program Objectives
3. Program Learning Outcomes

Assessment (Evaluation, Control & Improvement)

1. Conduct Performance Analysis
2. Identify Need for change, Implement & monitor change. Measure success
3. Introduce innovation

Data as Input for measurement, decision making, planning, implementation and monitoring



Evaluations @ Gulf Medical University

Evaluations as one of the key instrument in measuring Quality
@ GMU

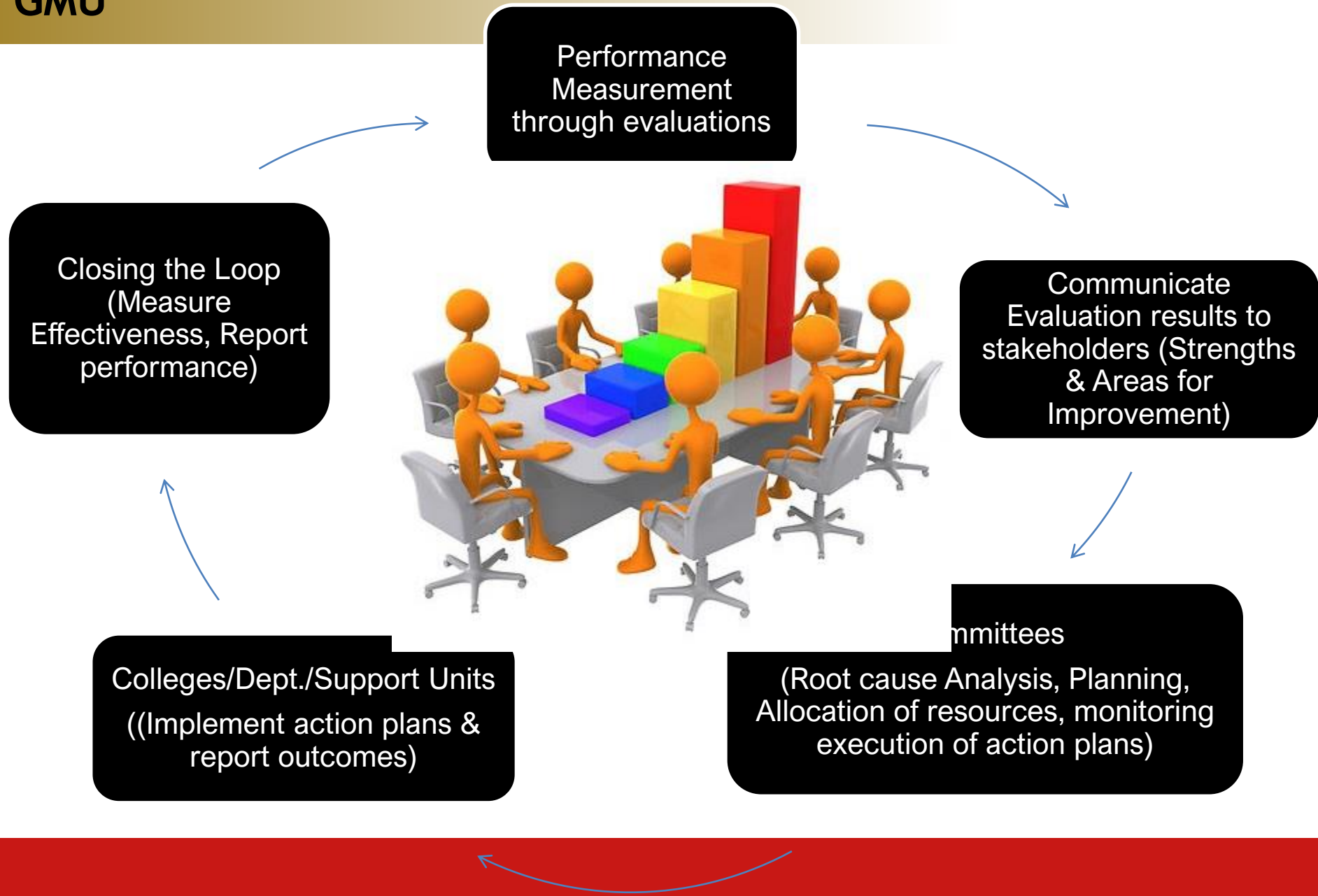
College/Program Level

Course & Faculty Evaluations
Graduate Exit Survey
Clerkship Evaluations – MBBS & DMD Programs
APPE Evaluations – Pharm D Program
Internship Evaluations - BBMS & COHS programs
PBL Evaluations
WBL Evaluations
EPC Evaluations

University Level

Freshmen Survey
Parent Survey
IT Competency Survey
Student Survey on University Services
Faculty & Staff Survey on University Services
Alumni Survey
Society Survey
Graduate Employer Surveys
Program Needs Assessment Surveys

Continuous Quality Improvement Process at GMU



Perception KPIs & Benchmarking

- Re - Evaluate KPIs
- Implement lessons learned
- Fine tune existing KPIs if needed
- Update targets for existing KPIs if needed.

- Select and develop KPIs based on institutional priorities
- Set targets/benchmarks for defined KPIs

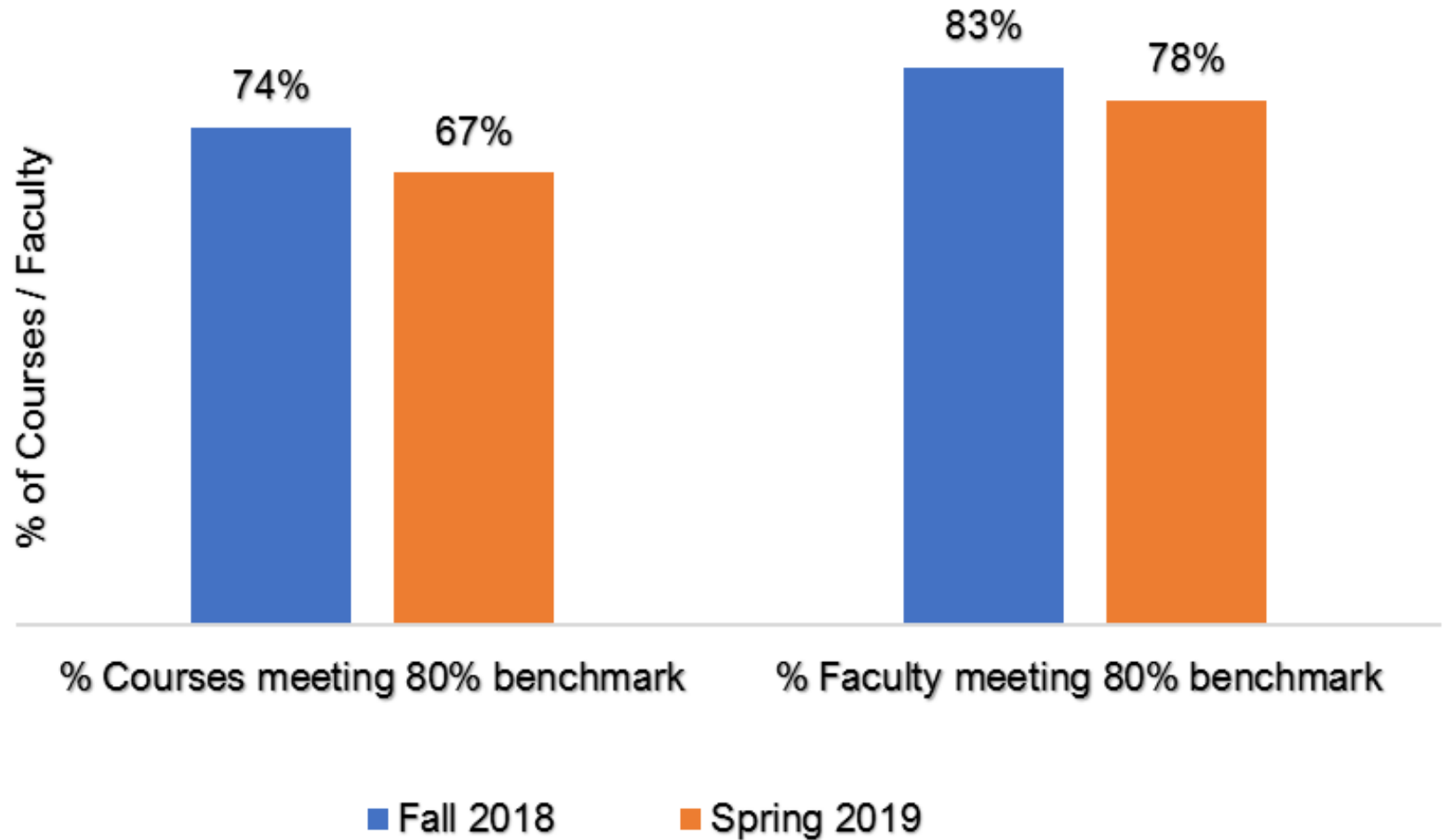


- Dig for accurate source data
- Evaluate KPIs identified
- Compare KPIs against set benchmarks.
- Develop action plan for areas that need improvement
- Implement Action plan

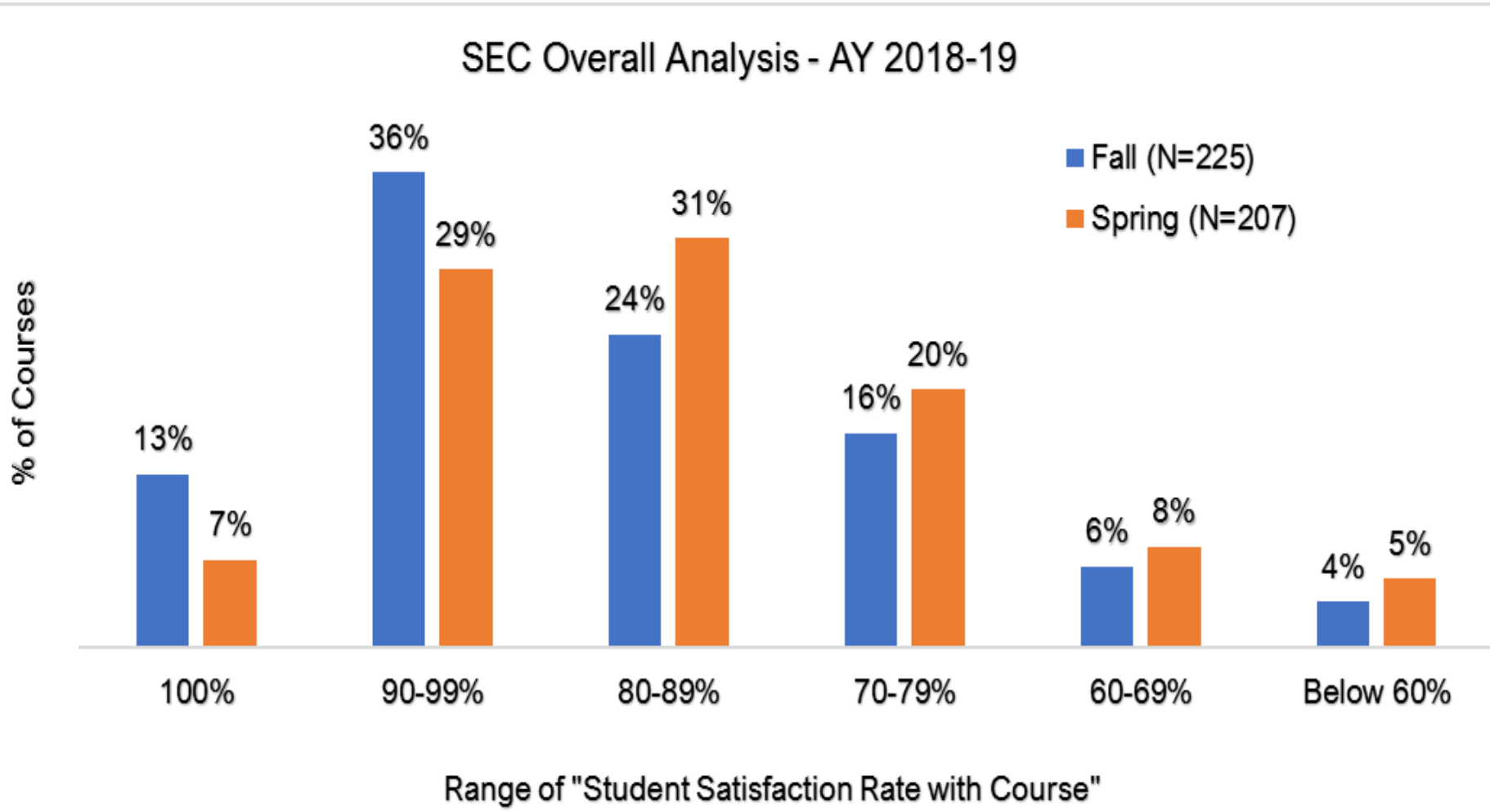
- Monitor and measure the implementation of Action plan.
- Address gaps in implementation.
- Find and document results of implementation
- Communicate results to stakeholders to ensure that the loop is closed

Sharing Results

SET & SEC Overall Analysis - AY 2018-19

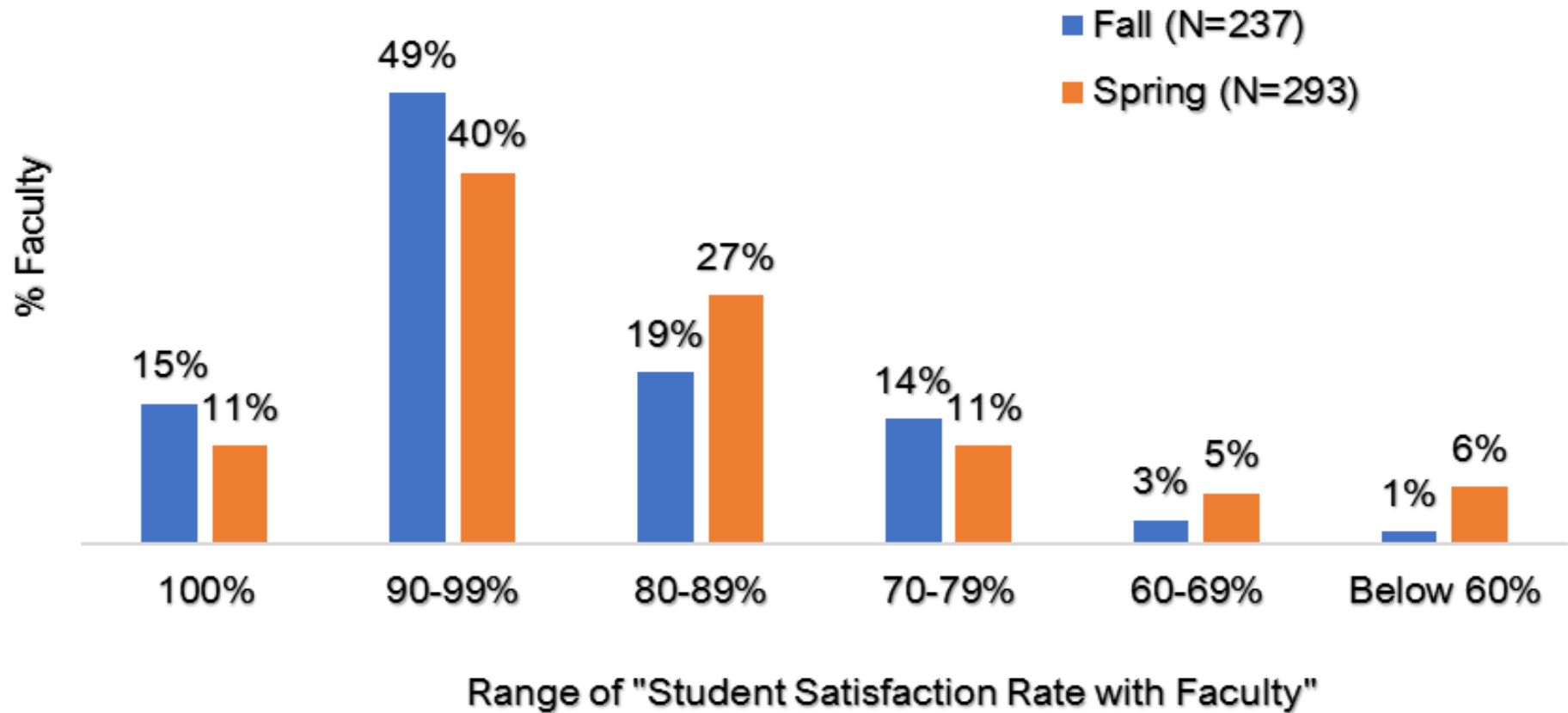


Percentage of Courses under different range of satisfaction rates

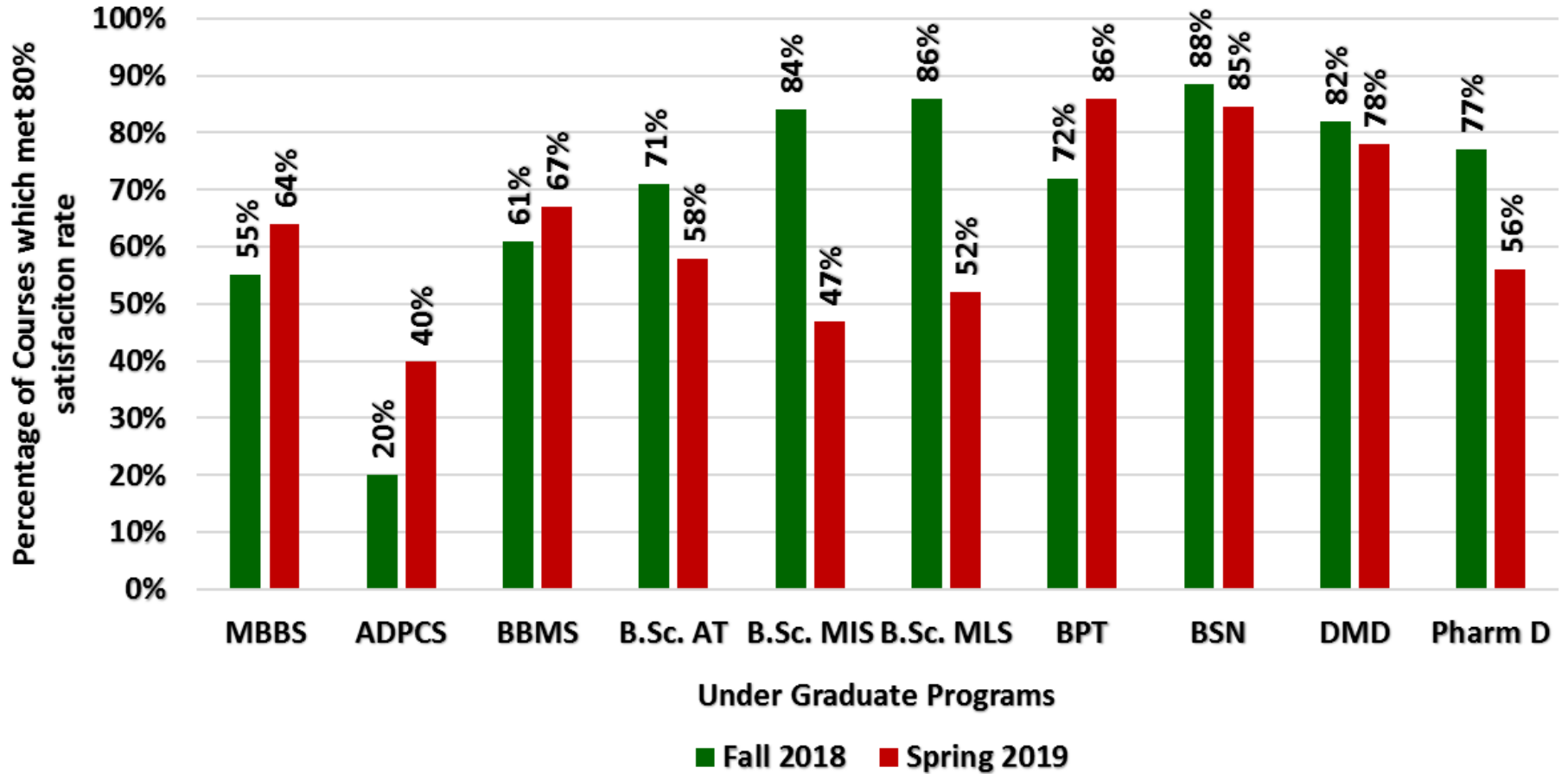


Percentage of Faculty Members under different range of satisfaction rates

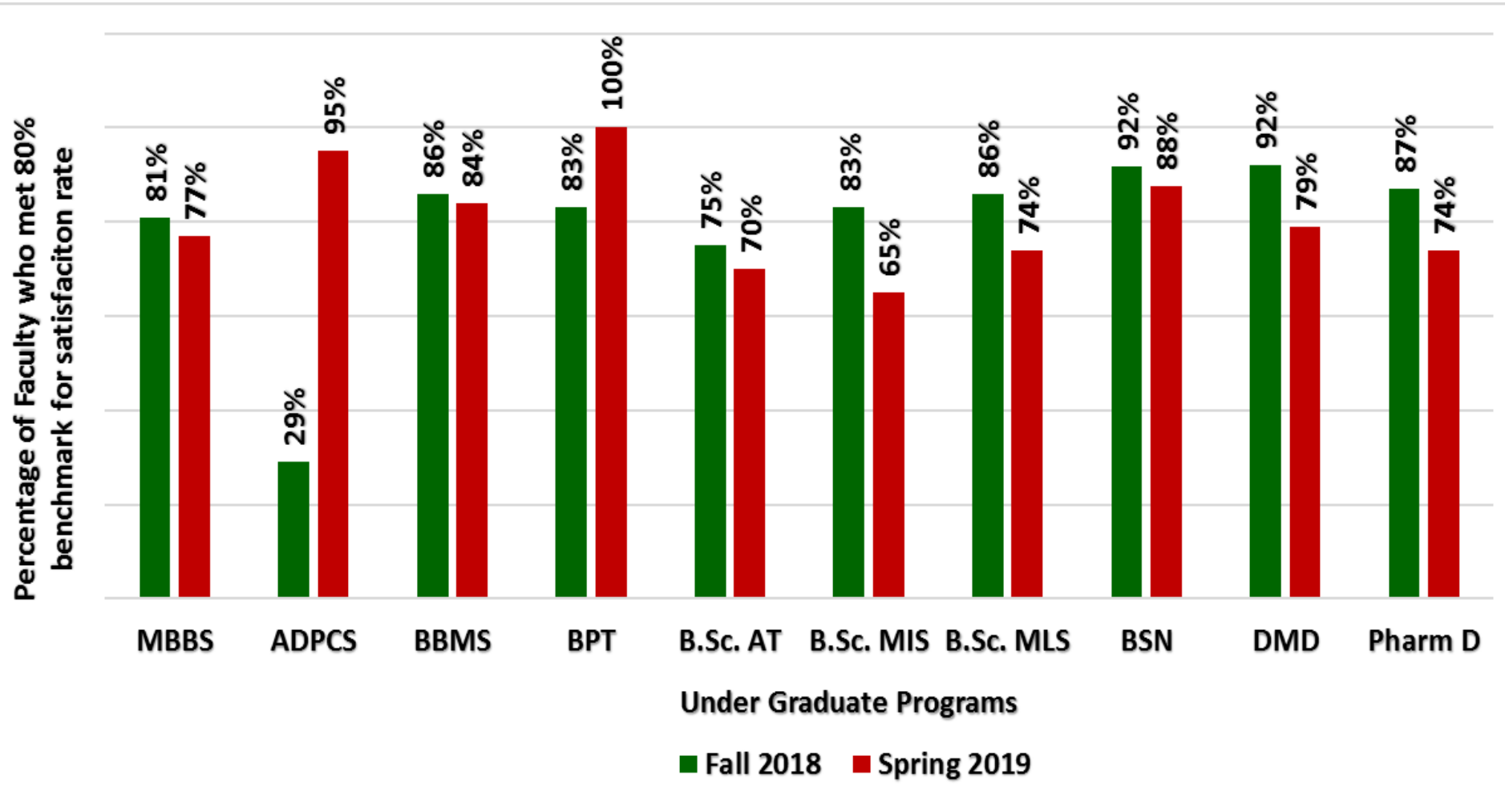
SET Overall Analysis - AY 2018-19



Program Wise Analysis Of Course Evaluations



Program Wise Analysis of Faculty Evaluations



Stakeholder Satisfaction

Perception Indicators	Satisfaction rate
Overall Student Satisfaction with Courses	86%
Overall Student Satisfaction with Faculty	91%
Student Satisfaction with University Services	81%
Student satisfaction with Clerkship Program	91%
Student satisfaction with APPE Program	85%
Overall Student satisfaction with Clinical Practicum / Internship Outcomes	99%
Overall Student satisfaction with Research Outcomes	99%
Hostler Satisfaction with Hostel Services	66%
% of Alumni Satisfaction with 21st century skills development support by HEI	80%
% of Student Satisfaction with 21st century skills development support by HEI	76%
Student Satisfaction with career services	80%
Alumni Perception with GMU	68%
Overall Satisfaction of Graduates	86%

Stakeholder Satisfaction

Perception Indicators	Satisfaction rate
Graduates Satisfaction with Quality of Education at GMU	86%
Graduates Satisfaction with Achievement of PLOs	95%
Graduates Satisfaction with Student Engagement Activities	82%
Freshmen Satisfaction with GMU	91%
Parents Satisfaction with GMU	95%
Community Satisfaction with GMU's contribution to the Community	90%
Students Satisfaction with Work based Learning	82%
Students Satisfaction on Early Patient Contact	72%
Students satisfaction of Interprofessional Education	86%
Faculty Satisfaction with University Services	91%
Staff Satisfaction with University Services	93%

Stakeholder Satisfaction

Perception Indicators	Change from last cycle of evaluation
Graduate Satisfaction with Academic Advising & Mentorship	10% increase
Graduate Satisfaction with GMU quality of education	7% increase
Student Satisfaction with Assessment Methods	10% increase
Student Satisfaction with Teaching & Learning Methods	4% Increase
Student Satisfaction with College Services	12% Increase
Student Satisfaction with Student Affairs Dept.	14% Increase
Student Satisfaction with Support Dept. Services	16% Increase
Student Satisfaction with Exams Dept.	10% Increase
Student Satisfaction with Residential Services	4% drop
Graduate Satisfaction with Clerkship / Clinical Training Program	15% increase

Stakeholder Satisfaction

Perception Indicators	Change from last cycle of evaluation
Society satisfaction	15% increase
Student satisfaction with Elective Program	11% increase
Intern satisfaction with internship program	2% increase
Graduate satisfaction with PLO	5% increase
Stakeholder satisfaction with IRU	13% increase
Parent Satisfaction with GMU admission process.	2% increase
Student Satisfaction with GMU admission process	2% increase
Student Satisfaction with University Services	9% Increase
Student Satisfaction with IT Services	14% Increase
Student Satisfaction with Library Services	11% Increase

THANK YOU

