

A Quality Assurance Framework for Dental workforce Development



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Education & Training of the UK dental workforce, should promote sharing of best practice for dentists and the allied professions: Delivery of Life-Long Learning through the provision of Continuing Professional Development (CPD) underpins this philosophy, however:

- Concerns, expressed by stakeholders, regarding the quality of dental CPD
- Need for a robust system of Quality Assurance
- European *DentCPD* project - www.DentCPD.org - identified need to explore issue of 'Quality Assurance' to promote a consistent approach to ensure dental continuing education is 'fit for purpose'

Aim

- Describe evidence-base for, and content of, the "QA Framework for Dental Workforce Development (2016)"
- Report how "QA Framework" is being promoted for use by dental registrants ('Users') and CPD 'Providers'

Materials & Methods

UK, Committee of Postgraduate Dental Deans & Directors (COPDEND) project

- Evidence-base to develop a draft 'QA Framework' suitable for different types of CPD (face-to-face, online, journal, conference CPD etc.).
 - systematic review of CPD quality literature
 - audit of QA processes in place from >50 CPD 'Providers'
- Draft 'QA Framework'
 - national consultation
 - review by Life-Long Learning SIG at ADEE (Riga 2014)
 - Expert Advisory Group
 - publication of COPDEND 'QA Framework (2014)'
- Further consultation (including at ADEE SIG 2015)
 - resulted in revised/updated 'QA Framework'
 - published in 2016 - reported below

Main messages

Patient care improved through maintenance of high professional standards

High quality education & training relies on robust & structured quality assurance

'QA Framework for Dental Workforce Development (2016)' supports 'Users' and 'Providers' to demonstrate evidence of good practice

Exerts from the QA Framework

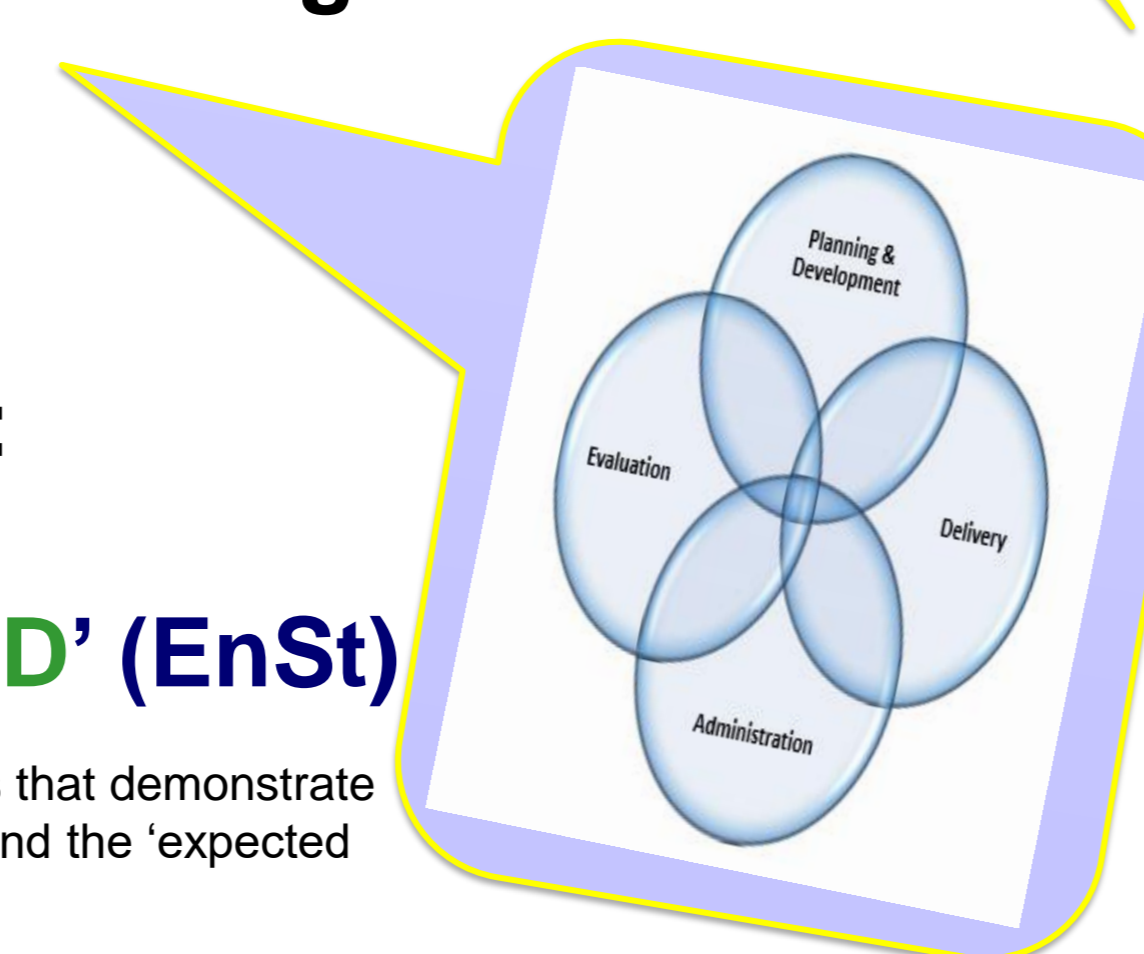
1.	CPD PLANNING & DEVELOPMENT	ExSt	EnSt	MET?	Potential supporting evidence
1.1	Educational Aims & Objectives			Yes/No	
1.1.1	Clear & concise educational aims, objectives & learning outcomes are available for the CPD activity	Yes	Yes		- Written documents, such as course programme, CPD certificate, flyer - Online programme - Other documents e.g. speaker agreement for activity, lesson plans, or within conference delegate pack
1.1.3	Educational objectives & learning outcomes are Specific, Measurable, Achievable, Relevant and Time-bound (SMART)	Yes	Yes		- CPD supporting docs. (programme/certificates/slides) - Website / online info & conference delegate pack - Speakers contracts
1.2	Educational Design & Development			Yes/No	
1.2.1	Content is developed by recognised experts	Yes	Yes		- Speaker agreement / contract. - Credentials of developer
1.2.2	Qualifications, experience, expertise of the individual responsible... reviewed by the provider	Yes	Yes		- Evidence of review - Details published in course documents
1.2.3	Content is explicitly evidence-based	No	Yes		- Declaration by course developer - Sources of evidence
1.2.4	Content is reviewed to check - it is current, accurate and appropriate ... by an independent third party	No	Yes		- Document signed by third party - Record of review meeting(s) - Schedule of review dates
1.2.5	Instructional design of the activity uses evidence-based educational strategies to maximise participant engagement	No	Yes		- Programme highlights strategies used - Participant feedback on effectiveness of engagement strategies
2.	CPD DELIVERY			Yes/No	
2.1	Teachers & Trainers			Yes/No	
2.1.1	Individuals responsible for delivery of the CPD.... identified through robust and transparent processes	Yes	Yes		- Recruitment policy & process recorded - Speaker(s) (or online developer) CVs, qualifications, prior experience etc. - Previous feedback regarding speaker, or peer review
2.1.2	Individual responsible for delivering the CPD has the necessary qualifications	Yes	Yes		- Qualifications (evidence checked - certificates), record of relevant experience (CV, Biography) - Signed record the qualification/experience reviewed
2.1.3	Qualifications, experience, expertise of the individual responsible for delivering the CPD reviewed by the provider, checked by an independent third party with appropriate expertise	No	Yes		- Record of review by 3rd party & provider - Trainer database or register of expertise - Online information or within conference packs
2.1.5	CPD activity has been checked for conflicts of interest	Yes	Yes		- Documentation, e.g. course program, website info, conference pack - Evidence within CPD content e.g. slides, online
2.2	Delivery Methods			Yes/No	
2.2.1	Single point of contact for participants	Yes	Yes		- Contact details recorded on marketing documentation - CPD programme, online, conference pack etc.
2.2.2	Delivery methods are appropriate for the learning objectives, anticipated outcomes, and target audience	Yes	Yes		- Participant feedback on delivery methods, relevance etc. - Record of review - CPD activity plan
2.3	Assessment of Participants' Learning			Yes/No	
2.3.1	CPD activity includes an assessment of participants' learning	Yes	Yes		- Assessment documentation, including areas targeted and method used, e.g. knowledge test, observation, simulation etc.
2.3.2	Design of assessment content / questions, and marking criteria, are reviewed by an individual with educational expertise	No	Yes		- Signed record of review - Reviewers qualifications / experience
2.3.3	Feedback is provided to participants following the assessment of their learning	No	Yes		- Feedback documentation (example), discussion record (if verbal)
3.	CPD EVALUATION			Yes/No	
3.1	Structured feedback is obtained from individual participants following each CPD activity	Yes	Yes		- Feedback form (paper / online) - Collated feedback report
3.2	Participants are able to provide feedback anonymously	Yes	Yes		- Documented process for anonymisation
3.5	Structured feedback from participants is requested regarding the perceived impact of the CPD activity, on future practice and / or patient care and outcomes	No	Yes		- Example of structured feedback relating to perceived impact
3.7	The longer term impact of CPD activities on the participant and / or patients is investigated through follow up evaluation	No	Yes		- Report or evaluation data over longitudinal timeframe, e.g. database, follow-up emails, follow-up surveys or Key Performance Indicators (KPIs)
4.	CPD ADMINISTRATION			Yes/No	
4.1	Details of the CPD activity are published in advance and available to participants	Yes	Yes		- CPD activity details on e.g. website, flyer, marketing documents, CPD programme, conference pack
4.4	Documentary evidence (e.g. CPD certificates) include a prompt for the CPD user to reflect on their learning and link this to their professional development plan	No	Yes		- CPD Certificate with prompt - Other documentary evidence of prompt, e.g. email, online system
4.5	The provider has a quality assurance policy for CPD activities, including transparent processes for quality improvement.	Yes	Yes		- Quality assurance policy - Quality improvement strategy and evidence of implementation e.g. database, records, audit, review meetings

Results

'QA Framework (2016)' includes a range of Quality Criteria in Four Sections:

- Planning & Development
 - Educational Aims & Learning Objectives
 - Educational Design & Development
- CPD Delivery
 - Teachers & Trainers
 - Delivery Methods
 - Assessment of Participants' Learning
- CPD Evaluation
- Administration

For each 'Criterion', the 'QA Framework' provides, for 'Users' & 'Providers':
• Examples of 'Evidence'
• Opportunity to agree that the QA Criterion is met



Two 'Standards' - for each Quality Criterion:

'Expected Standard' (ExSt) 'Enhanced CPD' (EnSt)

Minimum quality criteria appropriate to ensure effective educational impact

Enhanced provision encompasses processes that demonstrate improvements in the quality of provision beyond the 'expected standard'

Developed/delivered by experts; Evidence-informed; Effective & engaging delivery methods; Evaluation - high levels of participants' satisfaction; Demonstrable positive impact on practice & patient outcomes

Conclusions

- "QA Framework for Dental Workforce Development (2016)":
 - provides a suitable measure of what one should expect of educational activities (CPD)
 - Strengthens continuing education of the dental workforce
- CPD 'Providers' can use to strengthen their portfolio of CPD educational activities
- CPD 'Users' can measure value of their CPD activities when reflecting on impact on their practice
- Aspiration - will promote mobility of dental professionals with appropriately quality assured records of their continuing education and development

'Expected' and 'Enhanced' Standards = Impact on Clinical and Professional Practice

For further information contact:

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COPDEND 'Quality Assurance Framework for Dental Workforce Development'

www.copdend.org