



LAM-PTKes

NEWSLETTER

Indonesian Accreditation Agency for Higher Education in Health (IAAHEH)

Forewords

Indonesian Accreditation Agency for Higher Education in Health (IAAHEH) was formed in 2014 by an initiative of the health professional community comprises 7 areas of health sciences namely Medicine, Dentistry, Nursing, Midwifery, Pharmacy, Public Health, and Nutrition focusing on the quality of higher educational institution in health. The primary task of IAAHEH is to perform accreditation of Study Programmes in Health. Strong interprofessional collaboration is a high-value asset for IAAHEH and study programmes in health within Indonesia in accreditation process. Currently, IAAHEH has accredited about 4000 study programmes consisting of all health sciences and veterinary science. After 6 years of operation, we have gained remarkable experience along with future challenges that need to be anticipated.

This second-edition *NEWSLETTER* provides information to stakeholders on IAAHEH, for product generated, individuals involved, and other information which may be helpful for the communities to understand the aspects related to study programme accreditation. This second edition focuses on presenting information on all activities during the pandemic which was organised virtually including the measures taken, performance report, research, and participation of IAAHEH in various important events.



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Activities of IAAHEH

Development of Accreditation Instrument

IAAHEH together with Scientific Collegium, Professional Organisation, Association of Educational Institution, and Experts have formulated unique accreditation instruments for each scientific area. The instrument is prepared based on Regulation of National Accreditation Agency for Higher Education (NAAHE) No 4 Year 2017 on Accreditation Instrument Development Policy for Higher School and Study Programme. There are 182 types of accreditation instruments for health study programmes must be prepared. In 2018, the preparation of 38 instruments has been completed, and get an increase to 139 instruments in 2019. Instruments have been prepared having approval from NAAHE. At the time this article was created, 7 instruments were being prepared from a subspecialist group in medical science ongoing until June 2021. Currently, IAAHEH is making adjustments on instruments gradually from 7-standards to 9-criteria.



Assessor Team

Assessor Team is a spearhead in the implementation of accreditation and their role is distributed to the assessor, validator, and board of accreditation. Number of Assessor Team from 7 areas of health sciences and 3 areas of other health sciences namely Physical Therapy, Medical Technician and Veterinary has met the needs if compared with number of study programme plan processed each year. However, number of Assessor Team needs to be increased to meet conditions of NAAHE that the average frequency of assignment to each assessor is not exceed 4 times per year. Until 2020, there is a frequency of assignment to IAAHEH assessor exceeding 4 times, the highest number from Pharmacy.

Number of IAAHEH Assessor Team in 2020

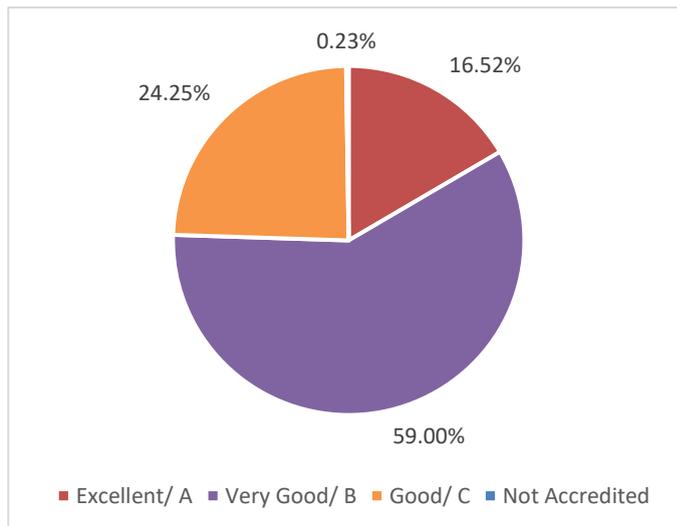
| No | Scientific Area | Assessor Team * | Assessor Team Not Assigned ** | Total Assessor Team | Board 2020 | Validator 2020 | Assessor 2020 |
|----|-----------------|-----------------|-------------------------------|---------------------|------------|----------------|---------------|
| 1 | Medicine | 306 | 3 | 303 | 1 | 7 | 295 |
| 2 | Dentistry | 46 | 2 | 44 | 0 | 5 | 39 |
| 3 | Nursing | 233 | 4 | 229 | 0 | 9 | 220 |
| 4 | Midwifery | 119 | 3 | 116 | 1 | 9 | 106 |
| 5 | Pharmacy | 73 | 5 | 68 | 0 | 9 | 59 |
| 6 | Public Health | 58 | 1 | 57 | 0 | 6 | 51 |
| 7 | Nutrition | 49 | 0 | 49 | 1 | 5 | 43 |
| 8 | Allied Health | 51 | 1 | 50 | 1 | 4 | 45 |
| | Total | 935 | 19 | 916 | 4 | 54 | 858 |

* Data including Division Head and Board Member and excluded new assessors per training in December 2019

** Data updated per December 2019

Accreditation Process and Results

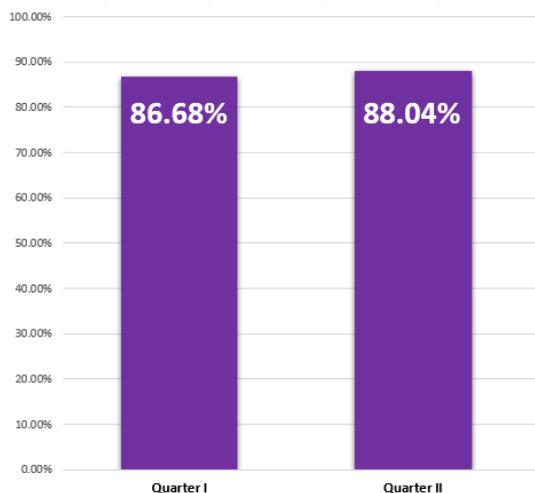
Accreditation process applying instrument with 9 criteria effective on 1 January 2020, include: administration process, registration, Desk Evaluation (DE), validation of DE, Field Assessment (FA), validation of FA, and accreditation board meeting. The result from the board meeting is an award of status and accreditation rating embodied in Decision Letter and Certificate of Accreditation that is valid for five years. From March 2015 until June 2021, the IAAHEH as an external appraiser institution for education quality at the study programme level from March 2015 to June 2021 has carried out accreditation and issued 4.697 Decision Letter (SK) of Accreditation. Majority of health study programmes have accreditation ratings of Very Good/B (59%).



Distribution of Study Programme Accreditation Rating based on Decision Letter Issued by IAAHEH

Performance of IAAHEH

Customer Satisfaction

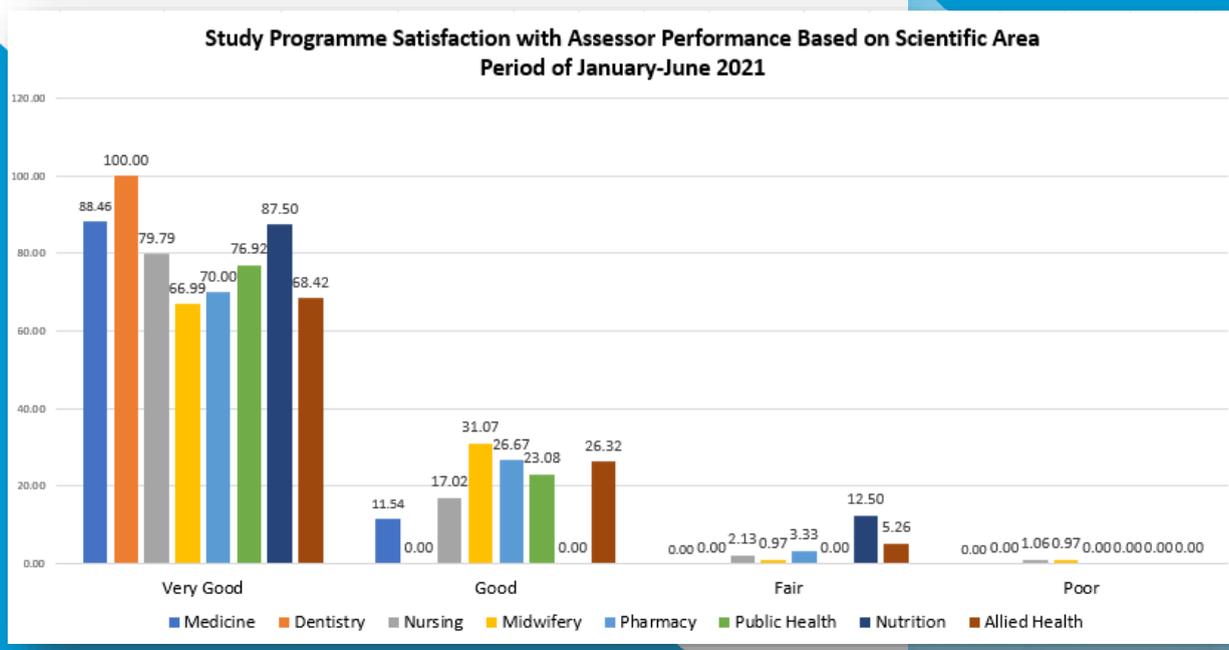


Satisfaction of Study Programme with IAAHEH Services in 2021

IAAHEH continuously improves its services to study programmes as its partner and main customer. Satisfaction of study programmes with IAAHEH accreditation service in Quarterly I and Quarterly II 2021 falls under category of **Very Good** with individual average percentage of 86,68% and 88,04%. However, there are few matters that need to be improved by IAAHEH namely accreditation cost and length of time for issuance of Accreditation Decision Letter.

Performance on Assessor

The satisfaction of the Study Programme with the performance of assessor has been paid with full attention by IAAHEH through survey conducted. The result of Survey on Satisfaction of Study Programme with Performance of IAAHEH Assessor indicates that the performance of assessor in the period of January - June 2021 was very good category of 74,3%. If based on scientific area, satisfaction rating of study programme with the performance of assessor that need to be improved to a good category are nursing study programme, midwifery, pharmacy, nutrition, and other health.



Financial Evaluation



Each year, the IAAHEH always hire an accountant for financial audit. Financial Audit by Public Accountant Office (KAP) for FY 2020 takes place smoothly with a predicate of **“Wajar Tanpa Pengecualian”**.

Assessment of International Institution

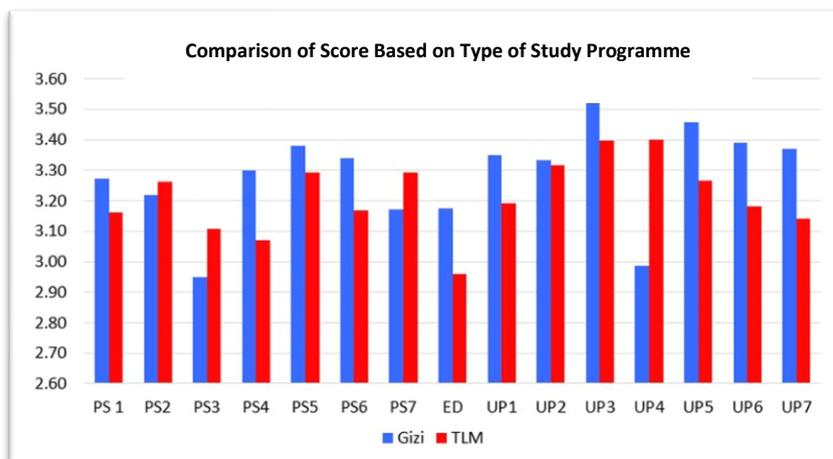
IAAHEH has gained recognition or acknowledgement from *World Federation of Medical Education (WFME)* for medical accreditation. According to provisions, each year IAAHEH has submitted the Annual Report to WFME and was uploaded to WFME website as a follow-up action of international recognition from WFME. Moreover, information that needs to be known internationally such as medical professional study programme has been translated into English at the IAAHEH website and notified to WFME. List of Medical Study Programmes that have benefited from this recognition is accessible via WFME World Directory at <https://wfme.org/world-directory/>.

Internationalisation of IAAHEH

Preparation of IAAHEH in rendering international accreditation services in other countries has also begun to be done including preparing a qualitative accreditation instrument with references to Medical Education Standards from WFME, LSME, and APQR, and training an assessor team to perform accreditation as per international standards.



Statistic Description of Nutrition and Medical Laboratory Technology (TLM) Programmes Accreditation



IAAHEH has a variety of data that can be utilised. One of data was generated from the Accreditation Database. By 2020, the accreditation database applying a developed instrument with 9 criteria. After analysed it was found that accreditation score of TLM study programme was lower than 7.3 points compared with Nutrition study programme. However, PS3 component score related to students and graduates of study programme, and UP4 related to human resources of Study Programme Managing Unit (SPMU) in Nutrition Study Programme was lower

compared with TLM Study Programme. While Self Evaluation (SE) component score of TLM Study Programme was lower than Nutrition Study Programme. Therefore, for Nutrition Study Programme needs to improve components of students and graduates in study programme, and human resources in SPMU. While for TLM Study Programme needs to improve components of Self Evaluation.

IAAHEH Management System Quality Improvement

As proof that IAAHEH always makes an effort to improve its quality management, since 2019, IAAHEH has implemented SNI ISO 9001:2015 Quality Management System and received SNI ISO 9001:2015 certification from Sucofindo on 18 October 2019. The aforementioned certification is valid for 3 years. Certification granted will be monitored each year by Sucofindo through SNI ISO 9001:2015 Surveillance Audit. In 2020, SNI ISO 9001:2015 Surveillance Audit take place on 14 December 2020 carried out online. Surveillance Audit may run optimally with non-conformity findings and there were 4 observation findings. After follow-up action to such observation findings, ISO 9001:2015 Certification of IAAHEH **can be retained**.



Accreditation Process During Covid-19 Pandemic

Online Training for Assessor Team

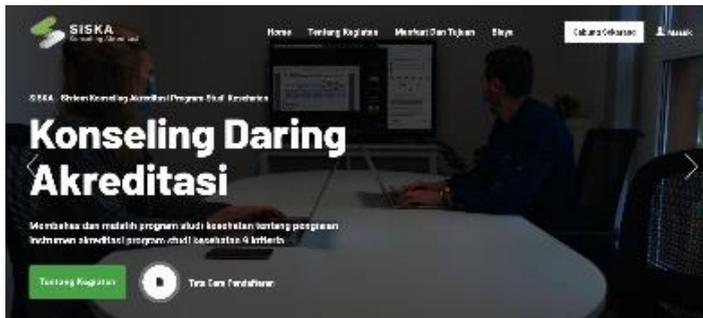
Assessor Team of IAAHEH has the role and basic competence as an assessor and can be functioned as an assessor, validator, and member of accreditation board. Training for Assessor Team since 2019 is directed toward mastery of instrument with 9 criteria. Training scheme applying a *hybrid* model (through online and face-to-face) followed with an apprentice. In 2021, training for Assessor Team in the form of refreshment began to be carried out in June. Online assessor refreshment followed by 194 persons. Then due to the Covid-19 pandemic, the face-to-face assessor refreshment stage was carried out in virtual with a participant of 11 persons.

Accreditation Clinic

Accreditation Clinic is training for study programmes organised to give a better understanding of new instruments with 9 criteria effective starting from January 2020 and accreditation system effective over the course of pandemic. Accreditation Clinic Participant is a representative from health study programme. Accreditation Clinic was organised in 2 batches until Quarter II in 2021. The first batch was organised in March 2021 followed by 1.107 persons, while the second batch was organised in April 2021 with participants of 1.320 persons from different Study Programme.



The Release of Accreditation Counselling System (SISKA)

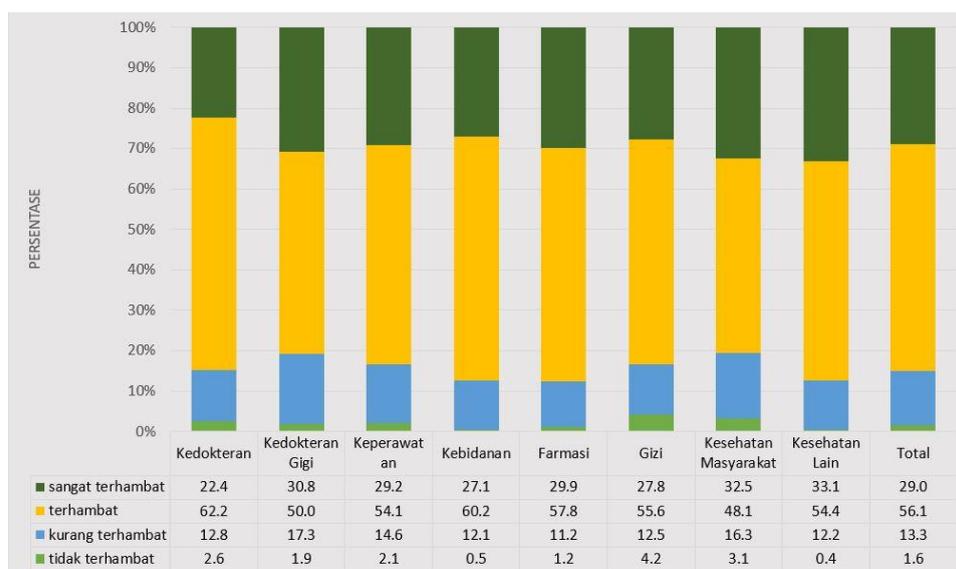


Accreditation Counselling System or abbreviated with SISKA was launched by IAAHEH on 19 May 2021. SISKA was intended for study programmes to be accredited and completing 9-criteria accreditation instruments (Study Programme Performance Document and Self Evaluation Report) which need clarification on instruments. Study Programme will have a solution when writing the performance of Study Programme in SPPD and SAR from a professional tutor in their areas within 3 series of intensive

online meeting. Further information on SISKA is accessible via <https://konselingakreditasi.lamptkes.org>.

Impacts of Covid-19 Outbreak on Study Programme Accreditation

A survey on the impact of Covid-19 outbreak on accreditation of health study programmes in Indonesia was conducted in March to July 2020. The result of survey showed that the majority of health study programme in Indonesia has been hampered in accreditation process. Accreditation activities as stated by IAAHEH Management were experiencing impediment (56,1%) due to the delay in field assessment process over the pandemic to protect assessors from the risk of exposure to Covid-19 when visitation to location of Study Programme.

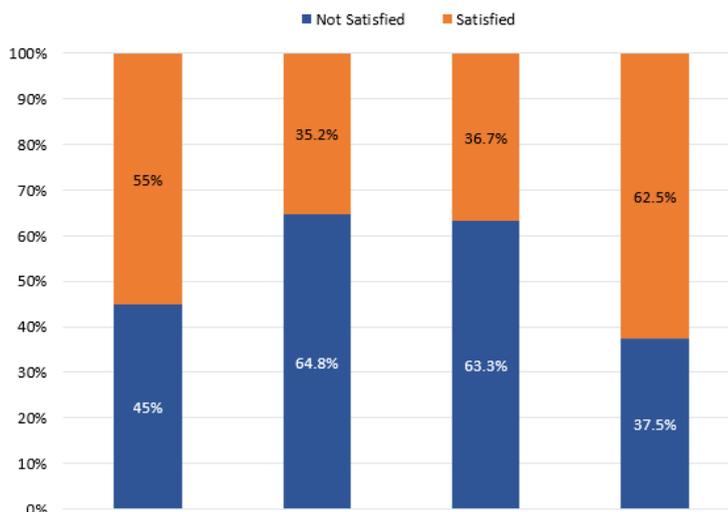


Perception of Study Programme on Accreditation Process Since Covid-19 Pandemic

Statistic Description of Satisfaction with Field Assessment During Covid-19 Pandemic

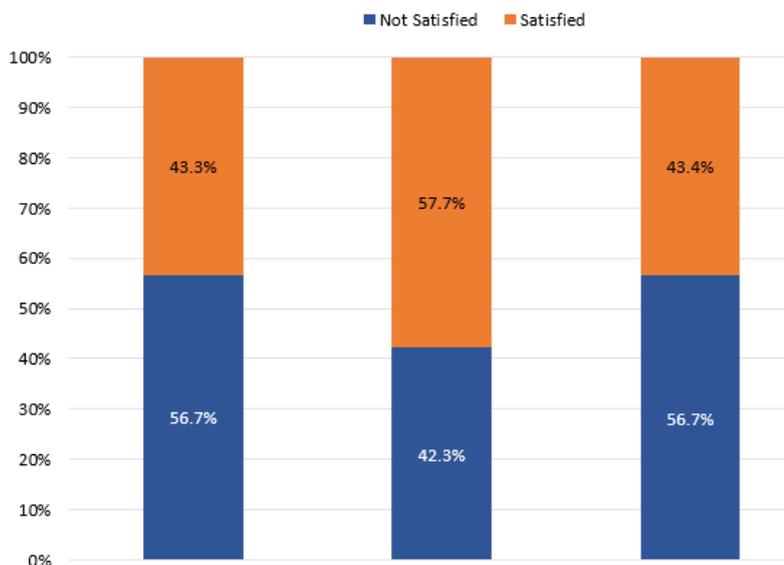
IAAHEH has conducted a Survey on Field Assessment during Covid-19 Pandemic from January to May 2021. The survey is intended to identify satisfaction of Study Programme, Study Programme Managing Unit (SPMU), Assessor, and Validator relating to implementation of field assessment during Covid-19 pandemic. The result of survey showed that:

1. Majority of study programmes and SPMU are still not satisfied with field assessment technical guidelines over the course of Covid-19 pandemic, since it is felt that the technical guidelines for accreditation in vagueness.



Satisfaction on Field Assessment Technical Guidelines Over The Course of Covid-19 Pandemic According to The Role in Accreditation

2. Majority of Assessor and SPMU are not satisfied with implementation of field assessment over the course of Covid-19 pandemic, since online field assessment is less able to illustrate the actual conditions.



Satisfaction on Implementation of Field Assessment Over The Course of Covid-19 Pandemic According to The Role in Accreditation

Participation in International Forum

Training AQAN

Director of Research and Development Directorate with secretariat staff and accreditation of IAAHEH has joined the



Training for Reviews of External Quality Assurance Agencies in ASEAN organised by AQAN on 7 - 9 July 2021. This training is also attended by a representative from Brunei Darussalam, Philippines, Cambodia, Laos, Myanmar, Thailand, and Vietnam. The purpose of training is to prepare an external evaluation that will be conducted by *ASEAN Quality Assurance Framework (AQAF)* in June - July 2022. In the preparation for such recognition, IAAHEH has formed a team, organise a timeline, and initiate writing *Self Assessment Report (SAR)*.

IAAHEH Building Construction Plan

Activities of IAAHEH in rendering health study programme accreditation services from year to year getting increased. Therefore, it is required to be furnished with the addition of facilities and infrastructure, one of the plans is a new building to support various activities of IAAHEH. According to the plan, a new building of IAAHEH located at Jalan Sepat, Jakarta Selatan will complete constructed in 2022.



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