

## **FME Middle East/Africa PD Training Programme gained 3 years EDTNA/ERCA Accreditation**

In the region Middle East and Africa, FME faces many challenges from the medical community. This is especially the case with respect to increasing the life expectancy and improving the quality of life of patients with End Stage Renal Disease. With the growing number of patients requiring Renal Replacement Therapy, we believe that PD is an important alternative and in line with the integrated care concept. We acknowledged the need to develop and implement a standardised, quality guided PD training programme to provide high level training courses for PD for nurses within our area of responsibility.

The level of knowledge of renal care varies greatly from country to country. Typically, nursing schools do not exist or nurses for dialysis units are recruited from different disciplines with huge variations in knowledge and standards. The institutions train them on-site and rely heavily on the support from industry to provide further training and education to qualify them.

To face these social responsibilities, FME-MEA established a training facility in Dubai over 10 years ago, offering different training programs for specific health care groups. This has built a strong partnership with the medical community, through continuous communication to customize our services and satisfy their training and education needs. Together with the excellence in the quality of products and services FME offers, we believe in continuing professional education of dialysis nurses to ensure the best renal therapy outcome for patients. This in itself served as a powerful motivating factor to the accreditation concept.

### **Why Accreditation?**

Accreditation is usually a voluntary initiative that provides a visible commitment by an organization to improve the quality of service provided and to continually improve it thereby reducing risks to patients and staff in case of medical programmes, services or training in medical provision. It is widely recognized as an effective tool for quality evaluation and management.

Fresenius Medical Care Middle East and Africa is at the forefront of such an endeavour, to create a culture of safety and quality within the renal community.

## **Scope of FME/MEA PD Training Programme:**

The PD course for nurses is offered as a two-step educational programme – Basic and Advanced. Participants attending the advanced course would have previously attended the basic course. This is a three-day basic class designed to provide new PD staff with the essential information needed for taking care of PD patients. Hands-on experience is included and the course topics consist of the following:

- Principles of PD
- PD Access
- Complications related to PD Therapy
- Care of PD Patients
- Patient Teaching Plans
- Working with PD Prescription
- PD Systems and Solutions
- Clearance and Transport Testing Procedures

The PD Advanced Course is of varying length based on individual requirements and is offered for nurses with more experience in PD. It is designed to enhance staff knowledge and skills. Topics are as follows:

- Understanding Kt/V and Creatinine Clearance
- Performing and Evaluating PD transport and Clearance studies
- Evaluation of UF Failure
- Improving Outcome in Infectious Complications
- Exit Site Classification and Review of current recommendations.
- Working towards compliance
- Care of PD patients in hospital and home setting – focus on patient problems and equipments used.

The program is delivered with a multidisciplinary team approach comprising Nephrologists, Nurses/CRT/ Application Specialists and Product Specialists. We understand the importance of incorporating other disciplines in the teaching staff to replicate the multi-disciplinary nature of the clinical environment and therefore the future involvement of renal pharmacists, renal dietitians etc, is being evaluated.

Another important aspect for the continual delivery and success of the programme lies in identifying the verifiable clinical and educational expertise of the course leader, and the ongoing professional development of that individual.

## **How the accreditation started and work done to achieve it.**

The need for providing a standardized quality training and education programme initiated the concept of accreditation. The proposal was approved by Mr. Uwe Backmund, the then Sales Director for Middle East and Africa during the summer of June 2007 and formal application to gain endorsement from EDTNA/ERCA was submitted.

The whole process required tremendous effort and intensive work during the preparation phase prior to the submission. It necessitated the collaboration and support from the EDTNA Education Board. Mr. John Sedgewick was identified to be the assessor and reviewer who provided on-site support. He visited the FME training center in Dubai and during his visit reviewed all aspects of the educational activity and:

- Met the teaching staff involved in the delivery of education.
- Met the participants who were undertaking the education.
- Met the in-country application specialists who were supporting the participants in clinical practice in their respective countries.
- He had the opportunity to sit-in on an educational activity during the actual programme delivery such as lectures, workshops, etc.
- Met with programme leader who is the lead for the organization and gave formal feedback which served as the basis for the validation of the application process.

Subsequent to this visit there was a rigorous process of collecting numerous documents as evidences and mapping them out against the fundamental areas identified by the EDTNA/ERCA. In these areas which relate to the frameworks and foundations that underpin the development and organization of the programme, the accreditation team identified certain core elements of structure, methods and organization. In our case, the evidences gathered already exist in our education provision.

The completed work was submitted for review in February 2008 by an independent endorsement committee. The submission was successful and awarded endorsement for 3 years commencing on 01 March 2008. Of particular interest, it was the first occasion EDTNA/ERCA awarded full accreditation on first submission while previous industry programmes have received only maximum 1-year endorsement with the need for ongoing review and development.

**Key comments from the EDTNA/ERCA accreditation committee extracted from the formal letter sent to us:**

- The quality of the submitted application was exceptional and showed great attention to detail and thoroughness in addressing the key fundamental aspects of the endorsement criteria.
- The endorsement committee greatly appreciated the methodical nature in which the information has been assembled – indeed this helped the committee to locate essential evidence during review process.
- It is clear that the programme is based upon sound educational principles of teaching and learning which is to be commended.
- The quality and range of teaching resources and materials used is very good indeed and enabled participants to access a wide range of learning resources.
- Overall, the endorsement committee were extremely impressed and highly commended the quality of this submission and it was realized that a tremendous amount of work had gone into preparing the submission documents to support the application.

**So where will FME/MEA go from here and what ambitious enhancements will the next three years bring?**

- In gaining accreditation, we recognized its not the endpoint of highest quality but it is an on-going process.
- To work more closely and collaboratively to ensure quality in the education and training for participants that has a demonstrable impact in clinical practice.
- To widen the multi-disciplinary involvement in the curriculum and course-planning team e.g. Renal Pharmacist, Renal Dietician, etc.
- To have a planned process of continuing professional opportunities for the programme team.
- To offer nurses local training programmes making it more convenient for them to attend.
- To widen the scope of the accreditation for other training programmes e.g. HD,CRRT.
- Generate a revenue on the investment through implementation of the programme, thus building credibility, relationship and customer loyalty to FME.

## Formal awarding of EDTNA/ERCA accreditation:

Awarding of the official certificate of accreditation was received by **Mr. Uwe Backmund, Projects Director, EMEA** and **Ms. Maria Bautista, Training and Education Manager, Middle East & Africa**, during the Annual General Meeting of the recently concluded EDTNA/ERCA Conference in Prague on 8<sup>th</sup> September 2008.



From L - R: **Mr. Uwe Backmund, Ms. Jitka Pancirova – EDTNA/ERCA President, Ms. Maria Bautista, Mr. John Sedgewick – EDTNA/ERCA Education&Research Board Chair**



European Dialysis & Transplant Nurses Association/  
European Renal Care Association

### EDTNA/ERCA

#### Certificate of Endorsement

*This is to certify that the following programme of Nephrology Education has been successfully endorsed by the European Dialysis & Transplant Nurses Association/European Renal Care Association*

**Name of Institution Programme** *Fresenius Medical Care, Middle East &, Africa Peritoneal Dialysis Nephrology Nursing Course*

**Period of Endorsement**

**Commences** *1<sup>st</sup> March 2008* **Ends** *31st March 2011*

**Signed**

*John Sedgewick*

**John Sedgewick**  
*Chair Education & Research Board*

*Margaret McCann*

**Margaret McCann**  
*Appraiser*

*Michael Reichardt*

**Michael Reichardt**  
*Appraiser*

*Jitka Pancirova*

**Jitka Pancirova**  
*President*  
**EDTNA/ERCA**

For further information please contact:  
[maria.bautista@fmc-mea.com](mailto:maria.bautista@fmc-mea.com)