



<input type="checkbox"/> ADMINISTRATE POLICY & PROCEDURE (APP)		<input type="checkbox"/> INSTITUTIONAL POLICY & PROCEDURE (IPP) <input type="checkbox"/> INTERDEPARTMENTAL <input type="checkbox"/> INTERNAL	
TITLE		POLICY NUMBER/V#	
Educational Plan and Educational Needs Assessment		MMC - ADM - 03 (01)	
INITIATED DATE	EFFECTIVE DATE	REVISED DATE	
02/08/2025	01/09/2025	01/08/2028	
REPLACES NUMBER		NO. OF PAGES	
N/A		03	
APPLIES TO		RESPONSIBILITY	
All Admin workers		Quality and patient safety	

1. PURPOSE:

- 1.1 To provide a scheduled educational program fulfilling person-center care and the center's scope of services and needs, including quality, patient safety, risk management and infection control practices, patient/service user rights, complaint management, shared decision-making, communication skills, informed consent, and the cultural beliefs, needs and activities of different patient/service user groups
- 1.2 To achieve effective program with sustainable educational outcomes for participants.

2. DEFINITION:

- 2.1 **Training:** Instructions and practices designed to teach staff how to perform a job's tasks.
- 2.2 **Training/Educational Needs Assessment:** is any systematic approach to collecting and analyzing information about the educational needs of individuals or organizations.

3. POLICY:

- 3.1 The center shall drive continuous medical and nursing education and other categories of staff.



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3.2 The center shall have a scheduled educational and training program based on the center's needs and person-centered care including quality, patient safety, risk management and infection control practices.

3.3 The center leaders shall grant time off for staff to attend educational and training activities relevant to the center's scope of services and in line with labor law.

3.4 The Employees' records shall show documented evidence of training and education.

4. PROCEDURE:

4.1 The HR will conduct a professional gap through a training/educational needs assessment that will be determined on an annual basis and as needed for planning any educational activities.

4.2 The educational/training needs will be determined by various methods, including surveys, KPIs, electronic medical records, quality improvement and patient safety recommendations, community/global health concerns, new advances in clinical treatments, expert opinion, committee meeting, evaluation results/ reports from other educational activities, information discussions/ interviews and other methods which can be facilitated by the HR and The Clinic Director.

4.3 This data is then summarized and serves as a need's assessment for departments and for the HR in planning future activities.

4.4 The objectives of the training program/educational plan is to:

- 4.4.1 Be determined Based upon the identified needs.
- 4.4.2 Enhance clinician knowledge and competence; improve clinician performance; and promote lifelong learning for physicians, nurses, pharmacists, and for other health practitioners.
- 4.4.3 Indicate and communicate to the learner the learning outcomes in terms of knowledge, skills, and/or attitudes through marketing materials, program time table on the day of the activity.
- 4.4.4 Be indicated for each session and clearly stated and the effectiveness of each program subsequently evaluated

4.5 The content of the Program will:

- 4.5.1 Meet the criteria established by the Saudi Commission for Health Specialties.
- 4.5.2 Address one or more of the General Competencies including Medical/Clinical Knowledge, Patient Care, Professionalism, Interpersonal and Communications Skills, Practice-Based Learning and Improvement, and Systems-Based Practice.
- 4.5.3 Provide a forum for the exchange of information and ideas on current practice trends, evidence-based medicine advances in clinical medicine and research and the delivery of high quality, equitable and cost-effective care.

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- 4.5.4 Address based on the identification and analysis of the targeted audience's continuing medical education needs as articulated by participants, executive leadership and/or quality improvement initiatives.
- 4.5.5 Speakers need to include highly qualified physicians and other prominent leaders from academic medicine, hospital leaders and clinical professionals.
- 4.6 The program target audience will be designed and presented to serve the professional and educational needs of physicians, nurses, pharmacists, allied health professionals, Professional Administrators and managers, and nursing.
- 4.7 The activities provided in the program will include in house or external conferences, workshops, courses, ...
- 4.8 As for the expected results of the program, participants will report on post-activity evaluations that learning objectives have been met and/or that the learner intends to make a change in practice.
- 4.9 If learning objectives were not met, the HR will review the reasons and will discuss them with the speaker, and the center director for appropriate solutions and in order to reach the initial target of the program.

5. RESOURCES:

5.1 N/A

6. CROSS REFERENCE:

6.1 N/A

7. REFERENCES:

- 7.1 CBAHI National Standards for Ambulatory Care Centers, Effective Jan,2020.
- 7.2 The Joint Commission International (JCI), 7th Edition, Effective Jan 2021.

8. FORMS & ATTACHMENT:

8.1 Training Needs Assessment Form

9. Approved:

APPROVALS & REVIEWS::			
Prepared By	Title	Date	Signature
Dr. Mostafa Mohammed Osman	Quality Director	02-08-2025	
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