



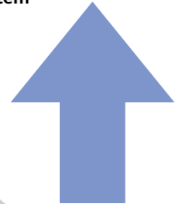
Jordan University Hospital

**Project of "Establishment an education, training and development office at
Jordan University Hospital: Health knowledge integration"**

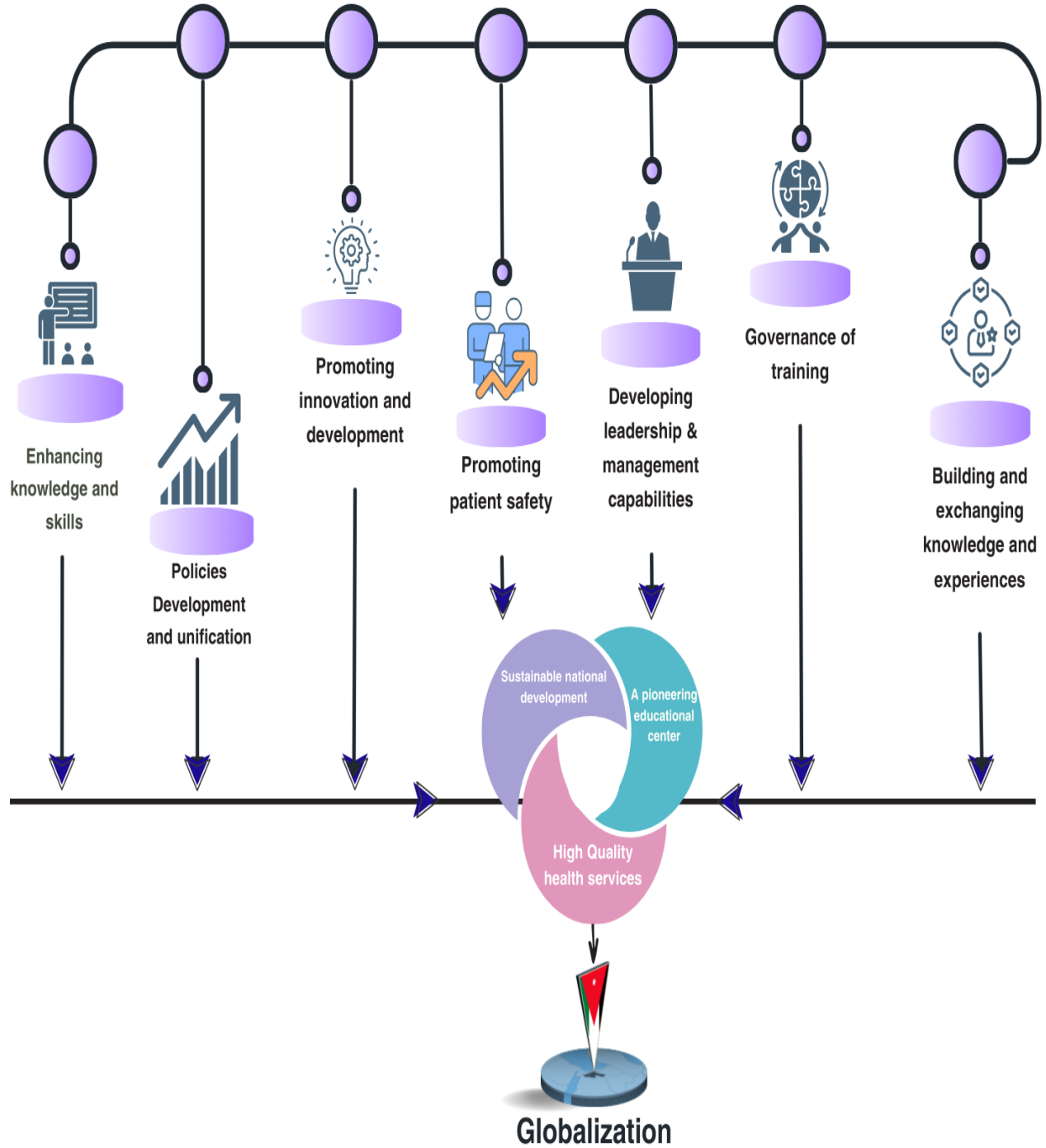
2025



- Distinguished health education
- Preparing distinguished medical competencies
- Improving health care system



Education, training and development office Project at Jordan University Hospital



**Project of "Establishment an education, training and development office at
Jordan University Hospital: Health knowledge integration"**

Based on the vision of the Jordan University Hospital to be a global and reference center for the development and provision of health education and training, scientific research, and therapeutic and preventive medical care according to the highest standards of education and health services: The leadership of the Jordan University Hospital took the decision to establish the Education, Training and Development Office to ensure health knowledge integration.

The objectives required of the office included training students from various medical colleges, developing health workers, and following up on resident training, with specialized scientific programs equivalent to international levels in the same field, with a focus on enriching the practical skills required for the labor market, ensuring the excellence of graduates to raise their competitiveness in the local, regional and global labor market. The office is also concerned with the continuing health education program, including the various health sectors, which has the greatest impact in ensuring the efficiency of performance in the hospital, and is directly reflected in the medical services provided to the community.

During the Covid-19 pandemic, the need arose to train all medical cadres in the hospital, each according to his position, to deal with the epidemic quickly and effectively. Therefore, the training was conducted remotely using the hospital's electronic educational platform, where it was ensured that the training was completed and the exams were passed. This training had a positive impact on improving health services and effectively reducing the spread of infection, as more than 1900 hospital employees were trained (attached 1) and it was a success story in which the hospital won the bronze place in the HCAC Quality Harvest Award.

As a result of this experience, it became necessary to restructure training and unify it under one umbrella to meet local and regional training needs. Serious steps began in 2021, when training was restructured in August 2021 at the hospital, through the establishment of the Education, Training and Development Office, which includes three divisions: the Continuing Medical Education, Training and Development Division, the Continuing Nursing Education, Training and Development Division, and the Continuing Technical and Administrative Education, Training and Development Division.

Since the establishment of the office, hard and continuous work has been done with all departments and various hospital units in joint cooperation and through multiple committees. The office has become a basic unit in the hospital, as amendments were made to the hospital's organizational structure to include the office and its various divisions. Also, policies and procedures related to the scope of work of the new office were updated. In addition, it adopted the instructions and regulations of the Education, Training and Development Office, to ensure the effective achievement of its objectives according to the highest professional standards and practices.

The office has worked to obtain many accreditations for its training programs, such as: Accreditation of Cardiopulmonary Resuscitation Training Programs from the American Heart Association (AHA), Advanced Stroke Support Course (ASLS), Advanced Trauma Life Support Course (ATLS) accredited by the American College of Surgeons, and many training programs have been accredited as Continuing Professional Development Hours from the Jordanian Medical Council, the Jordanian Nursing Council, and the Higher Health Council.

- **Vision:**

To make the Jordan University Hospital a pioneer in the field of education, training and development at the local, regional and global levels.

- **Mission:**

The Education, Training and Development Office aims to develop the skills of hospital employees of all categories to ensure their qualification and enable them to provide the best health care and services.

- **Objectives:**

- **Raising the level of knowledge and skills:**

The office aims to provide continuous learning and training opportunities for all health professionals, whether they are employees within the hospital or in the local community. This is done by organizing workshops, training courses, conferences and educational seminars. Which aims to improve knowledge and develop the skills necessary to provide high-quality health care.

- **Promoting a culture of continuous learning:**

The office seeks to promote a culture of continuous learning in the hospital, where employees are encouraged to continue to develop themselves and improve their skills. This is done by providing educational resources and innovative educational technologies, enhancing communication and cooperation between employees, and organizing many training programs based on the required skills and based on the outputs of assessing the training needs of employees.

- **Developing leadership capabilities:**

The office enhances the development of leadership capabilities of hospital employees. This is done by providing advanced training programs in the field of management, leadership and strategic planning. This aims to enable employees to assume leadership responsibilities and make important strategic decisions.

- **Developing policies and procedures:**

The office works to develop and update policies and procedures in the hospital by participating in all active committees in this regard to ensure that work proceeds in harmony with the hospital's administrative team. This aims to ensure proper guidance and coordination in providing healthcare and achieving the highest levels of quality and safety in line with healthcare standards and national and international accreditation requirements.

- **Promoting the culture of scientific research and innovation:**

The office works in continuous coordination with the Office of Scientific Research and Pharmaceutical Studies to support the culture of scientific research within the hospital by holding a group of training programs that address many scientific research topics that contribute to capacity building and excellence.

- ❖ **The scope of services of the Education, Training and Development Office:**

- Preparing annual training plans based on national trends and local and international requirements to meet the training needs of hospital employees and the local community.
- Preparing and developing policies and periodic reports related to education, training and development.
- Implementing training programs related to the health sector and for all professional and academic levels in coordination with stakeholders and according to local and international

standards to include hospital employees, students of medical and health colleges, and workers in the health sector locally, regionally and globally.

- Contributing to holding the specialized training program for departments for doctors and new employees in coordination with stakeholders before starting official work and according to the specialized introductory program models.
- Working on implementing the accreditation of continuous professional development hours according to the instructions of the Jordanian councils.
- Following up with medical and administrative departments regarding the requirements of local and international accreditation standards regarding the education, training and development process.
- Submitting suggestions and ideas to improve and develop performance within the scope of work.
- Being aware of the latest developments in the requirements of national and international accreditation standards related to education and training.

❖ **The importance of the Education, Training and Development Office:**

- To ensure raising competencies in the health sector and ensuring integration with the highest standards and enriching practical and scientific skills to create the highest levels of health awareness, the office does the following:
 1. Manage, facilitate and develop the education and training process for health sector workers and work on computerizing it.
 2. Obtain local, regional and international accreditations.
 3. Train and develop health cadres and prepare trainers at the local, regional and international levels.

4. Address the financial challenge and limited resources: manage and facilitate donations

5. Establish partnerships at the local, regional and international levels in the field of education, training and development.

6. Serve the local community and encourage volunteer work.

1- Managing, facilitating and developing the education and training process for health sector workers and working on computerizing it:

- Developing policies and procedures concerned with organizing and developing the training process in the hospital.
- Establishing an electronic platform for the purpose of providing various training programs for all categories of cadres working in the hospital, this played a major role in facilitating participation in training programs, which contributed to raising the efficiency of cadres (Annex 1).
- Developing and computerizing the training course certificate, and allowing all cadres to obtain it easily after its approval.
- Developing and computerizing all forms related to educational and training programs, such as: training program forms for continuous professional development hours, registration forms, follow-up, and evaluation.
- Developing the electronic payment process for training programs to facilitate and encourage participation in them.
- Preparing and training qualified trainers accredited by the American Heart Association "AHA" to raise the efficiency of the training courses held.
- Cooperating with the Faculty of Medicine at the University of Jordan through the use of halls, laboratories and training tools to enable and increase the number of training programs held.
- Providing the latest tools and dolls used in training programs and exploiting available resources and reducing financial costs such as updating and developing old dolls, in order to keep pace with training requirements according to international standards.

- Developing and raising the quality of the training process in all hospital residency programs by adopting the recommendations submitted in a proposal to change the admission instructions for higher specialization in human medicine and dentistry to include firstly the applicant obtaining a Basic Cardiac Support Certificate "BLS" as a mandatory requirement for submitting the application, and secondly, those accepted into the residency programs obtaining an accredited training certificate in the following training programs, ACLS, PALS, and ATLS, each according to his specialization as a mandatory requirement to complete the admission requirements.

2- Obtaining local, regional and international accreditations:

- The Education and Training Office at the Jordan University Hospitalis keen on excellence and efficiency in preparing specialized and accredited training programs, to raise the efficiency of the cadres working in the health professions within the hospital and at the national level, by obtaining many local and international accreditations within a record period of time, which is less than a year, despite the logistical challenges that limit the speed of achieving them by creating laws and regulations to overcome this and setting the standards and foundations that control and organize this mechanism.
- The office obtained the American Heart Association (AHA) accreditation in Basic Cardiac Resuscitation (BLS), Advanced Cardiac Resuscitation (ACLS), Advanced Cardiac Resuscitation for Children (PALS), and is in the process of accrediting Neonatal Resuscitation (NRP) (Annex 5.1). • The office has obtained the American Heart Association (AHA) accreditation for Advanced Stroke Life Support (ASLS) to prepare trained, specialized and efficient cadres for its impact on managing and improving the health outcomes of stroke cases, and providing training for those concerned from within

the hospital, including doctors and nurses, and opening its doors to trainees from outside the hospital, as it is considered one of the first accredited centers in Jordan concerned with training on ASLS in the Hashemite Kingdom of Jordan (Annex 5.1).

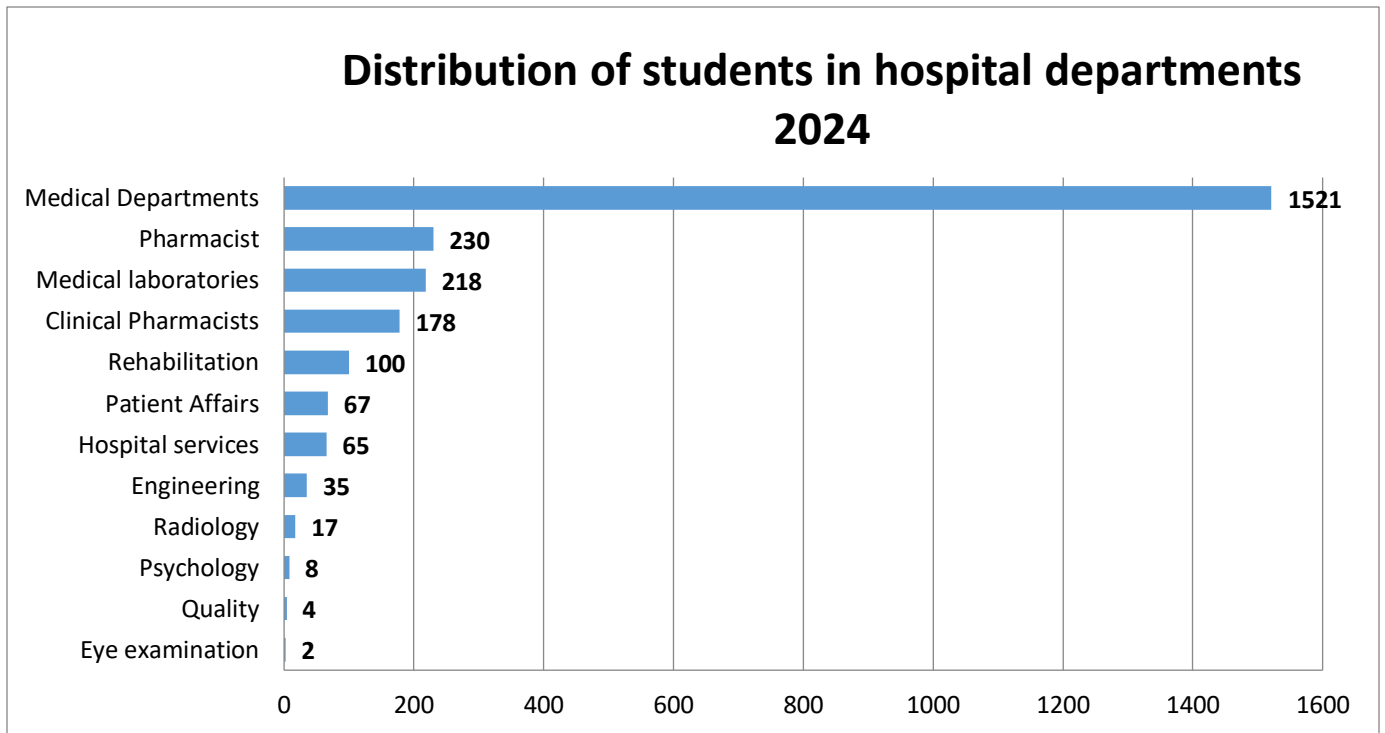
- Accreditation of the Jordan University Hospital by the American College of Surgeons (ACS) for the Advanced Trauma Life Support (ATLS) course, to train the concerned cadres inside and outside the hospital (Annex 5.2).
- Accreditation of 64 training programs by the Jordanian Medical Council, the Jordanian Nursing Council, and the Higher Health Council as continuing professional development hours for the purposes of renewing the practice of the profession (Annex 5.3).
- Working to achieve the requirements for accreditation of the Jordan University Hospital as an academic hospital by the Joint Commission on International Accreditation (JCI) by achieving all standards related to the education, training and development process.
- Working to achieve the requirements for accreditation of the Jordan University Hospital as an academic hospital by the Health Care Accreditation Council in Jordan (HCAC) by achieving all standards related to the education, training and development process.
- Renewing the accreditation of 14 residency programs and 5 fellowship programs for the purposes of the Arab Board by the Arab Council for Health Specialties (Annex 5.4).
- Establishing a residency program in family medicine and 5 fellowship programs for the purposes of the Arab Board by the Arab Council for Health Specialties (Annex 5.4).
- Establishing a residency program in adult intensive care and 3 fellowship programs by the Jordanian Medical Council (Annex 5.5)

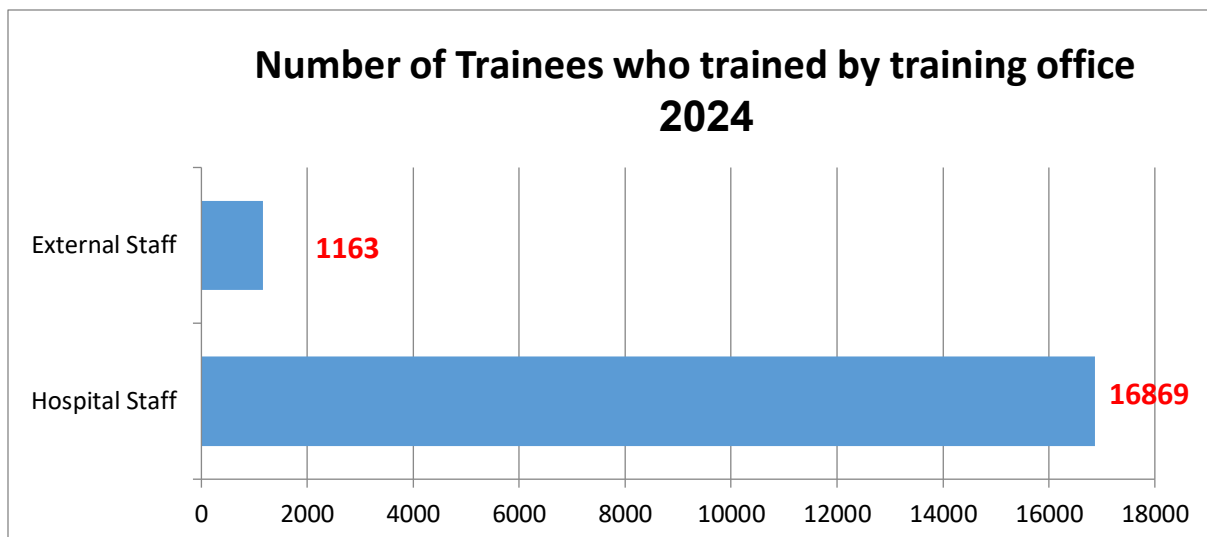
3- Training and development of health personnel and preparation of trainers (Annex 5):

- Training 239 external trainees from the local community during the year 2024 on basic and advanced cardiopulmonary resuscitation courses for adults and children, and advanced life support courses for stroke cases, by holding 43 courses "BLS, ACLS, PALS, ASLS" accredited by the American Heart Association "AHA" (Annex 5.6).
- Training 6 trainers accredited on the basic cardiopulmonary resuscitation course "BLS" by the American Heart Association "AHA" (Annex 5.7).
- Training 4 trainers accredited on the advanced stroke resuscitation course "ASLS" by the American Heart Association "AHA" (Annex 5.7).
- Training 3 trainers on the advanced pediatric resuscitation course PALS (Annex 5.7).
- Starting the hospital's accreditation for training in neonatal resuscitation NRP (Annex 5.8).
- Approval of 64 training programs by the Jordanian Medical Council, the Jordanian Nursing Council, and the Higher Health Council as Continuing Professional Development hours for the purposes of renewing the practice of the profession (Annex 5.3).
- Renewal of accreditation of 14 residency programs and 5 fellowship programs for the purposes of the Arab Board by the Arab Council for Health Specialties (Annex 5.4).
- Establishment of a residency program in family medicine and 5 fellowship programs for the purposes of the Arab Board by the Arab Council for Health Specialties.
- Establishment of a residency program in intensive care for adults and 3 fellowship programs by the Jordanian Medical Council (Annex 5.5).
- Training of 90 employees in 23 external training programs, which had a positive impact on the efficiency of the hospital staff, and benefiting from them in: training their colleagues in

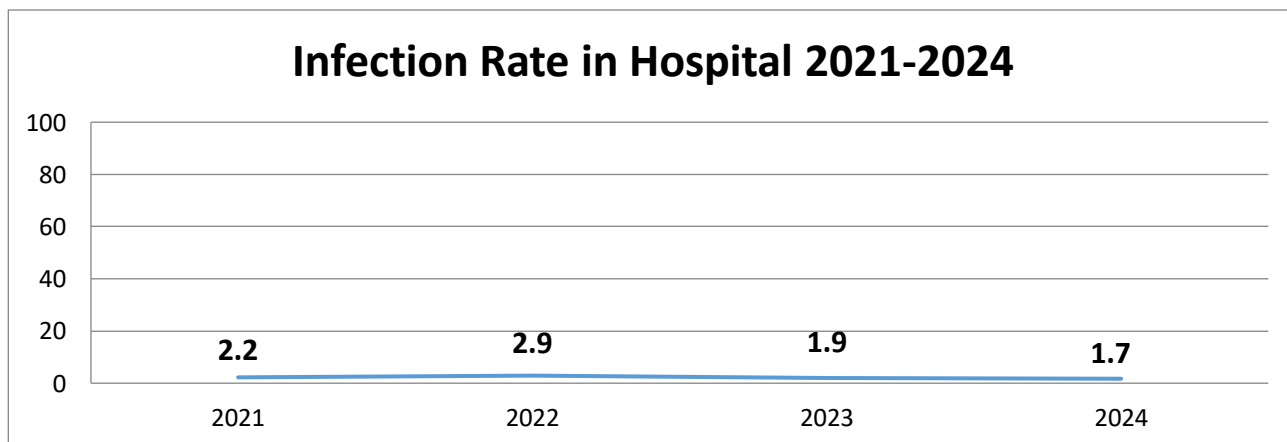
the relevant departments on medical and laboratory devices, and providing nutritionists specialized in chronic disease cases (Annex 5.9).

- Training 45 medical and nursing staff on classifying patients in emergencies and crises (Annex 5.10).
- Training 32 doctors from various surgical specialties and qualifying 4 doctors to become certified trainers in Advanced Trauma Life Support accredited by the American College of Surgeons (Annex 5.11).
- Training 2445 students and recent graduates from government and private universities and colleges in various hospital departments (Annex 5.12).

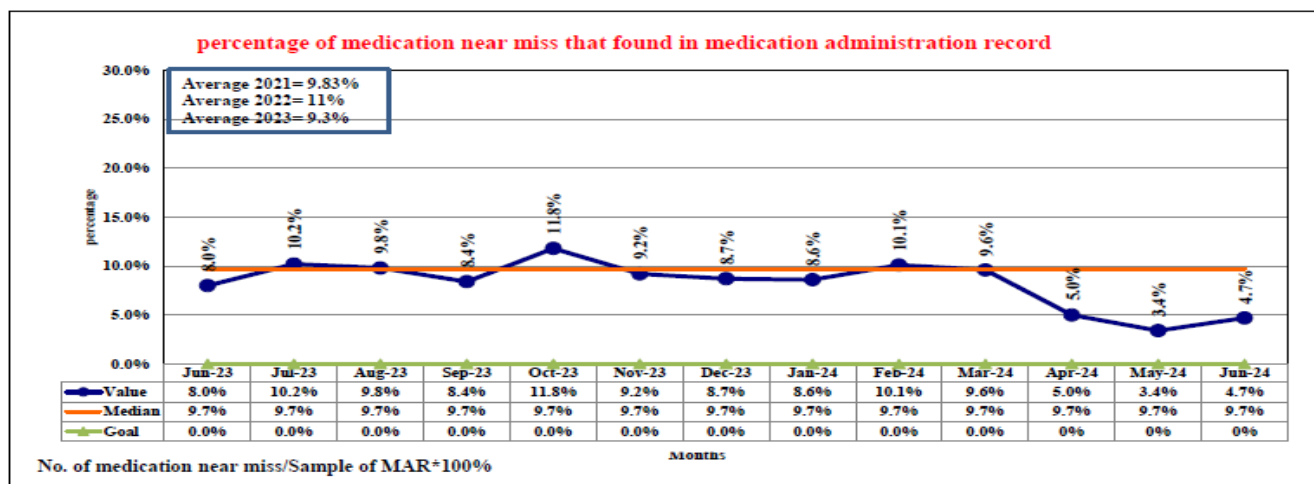




- Training 17055 employees at the Jordan University Hospital on various training programs held by the Education, Training and Development Office (Annex 5.13), which contributed to raising the efficiency of the cadres, which in turn was reflected in the hospital's performance indicators in various aspects, including:
 - ✓ Increasing the hospital's income from the proceeds of cardiopulmonary resuscitation courses by the equivalent of 13,671.5 Jordanian dinars in 2024.
 - ✓ Training 1,844 employees, 1,521 medical and dental students, 85 pharmacy students, and 89 physical therapy students, on infection prevention policies and procedures, which led to reducing the infection rate to 1.7 in 2024



- ✓ A positive decrease in the percentage of expected medication errors to become 4.7% compared to the previous year, which was 9.3%.



percentage of medication near miss that found in medication administration record

formula	No. of medication near miss/Sample of MAR*100%												
items	Jun-23	Jul-23	Aug-23	Sep-23	Oct23	Nov-23	Dec23	Jan-24	Feb-24	Mar-24	Apr-24	May24	Jun-24
Nominator	56	71	69	59	83	64	61	60	71	69	35	24	33
Dominator	700	700	700	700	700	700	700	700	700	700	700	700	700
Result	8%	10.2%	9.8%	8.4%	11.8%	9.2%	8.7%	8.6%	10.1%	9.6%	5%	3.4%	4.7%

4- Addressing the financial challenge and limited resources: Managing and facilitating donations

- Based on the national vision to spread and promote the culture of belonging and giving at the national level, efforts were mobilized to provide tools for training programs to raise the efficiency of the staff working inside and outside the hospital, where contributions were made from inside and outside the hospital to provide many training equipment such as the support provided for the Advanced Trauma Support Course "ATLS" worth "10,000" Jordanian dinars, and equipping the center with the latest dolls and tools.
- Internal and external support to hold student educational activities, through: volunteering trainers with skills and experience to provide activities and training, providing training materials and dolls, and providing financial donations to complete these educational activities.

- Encouraging the concept of belonging and giving to the hospital by mobilizing efforts to support hospital employees, as the hospital was keen, through the Education, Training and Development Office, to provide training programs for employees without any financial amounts due to them.
- Attracting and opening up to supporting companies and sponsoring institutions to hold educational and training programs, and external conferences for employees at the national and international levels without any financial amounts due to them.

5- Establishing partnerships at the local, regional and international levels in the field of education, training and development

The Office of Education, Training and Development played a prominent role in establishing many important partnerships that provide training support services in order to achieve sustainable development goals at the national and international levels and establish best practices and guidelines, and help improve and support the capabilities and competencies of human resources according to local and international foundations and standards, and examples of these partnerships:

- Partnership with the Hippocrates Academy for Training by enhancing cooperation in training mechanisms.
- Partnership with the National Center for Diabetes, Endocrinology and Genetics to train their cadres at the University Hospital in training programs approved as professional development hours from the Jordanian Councils.
- Partnership with the Specialized Hospital, the Canadian Hospital and the Hussein Cancer Center to train qualified and accredited trainers from the American Heart Association

"AHA" from the Jordan University Hospital on basic and advanced cardiopulmonary resuscitation.

- Supporting partnerships between the University of Jordan and governmental and private institutions through supervision and evaluation of the training process and skills acquisition for their trainees in the hospital.
- Participating in developing academic plans for some diplomas at the University of Jordan.
- An agreement is under consideration with Aqaba College and MEGA LAB.

6- Serving the local community and encouraging volunteer work

- Various training programs have been made available to the local community to benefit the community from the expertise and competencies available in the hospital, which contribute to raising the efficiency of health sector workers at the national and regional levels.
- Providing preferential prices and discounts to students and employees of the University of Jordan and its units.
- Contributing to raising the level of awareness of University of Jordan students in the process of cardiopulmonary resuscitation for cases of sudden cardiac arrest, which contributes to serving the community by raising the survival rate, as 627 students were trained during the years 2023-2024.
- Training students of the Faculty of Nursing at the University of Jordan on the basics of infection prevention, to serve the local community.
- Encouraging specialized and competent hospital and University of Jordan cadres to provide training programs within the hospital on a voluntary basis.

- Participating in radio programs and on social media platforms of the University Hospital and University of Jordan to raise community health awareness and control related practices to promote correct practices and eliminate incorrect practices:

<https://youtu.be/CLRue-bNH2k?feature=shared>



https://fb.watch/oKrQoa_f-G/?mibextid=RtaFA8

