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Republika Kosova - Republic of Kosovo



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Kosovo Accreditation Agency

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***PrBHE “Heimer College”***  
***Programme Management of Health Institutions and Services (MSc)***

***ACCREDITATION***

**REPORT OF THE EXPERT TEAM**

*Slovenj Gradec, 22 of May 2019*



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## 1. INTRODUCTION

### 1.1. Context

**Date of site visit: April 30, 2019**

**Expert Team (ET) members:**

- Prof. Dr. Melita Kovačević, University of Zagreb, Croatia
- Prof. Dr. Danica Železnik, Faculty of Health and Social Sciences, Slovenj Gradec, Slovenia
- Prof. Dr. Helvi Kyngäs, University of Oulu, Finland

**Coordinators from Kosovo Accreditation Agency (KAA):**

- Avni Gashi, Acting Director of KAA
- Shkelzen Gerxhaliu, Senior Officer for Evaluation and Monitoring
- Arianit Krasniqi, Senior Officer for Evaluation and Accreditation

**Sources of information for the Report:**

- Self-evaluation report
- Meeting with the Management of College and extensive discussion between the responsibility persons of program and the expert team, and representatives of KAA
- The Code of good practice and guidelines for site-visit, provided by the Kosovo Accreditation Agency
- Site-visit of the facilities and equipment
- On-site visit 30 of April 2019 and discussion and observations during that visit



### Criteria used for program evaluation:

- Health legislation in Kosovo

### 1.2. Site visit schedule

Site visit was scheduled as follows:

08.40	Meeting at the reception of the hotel
09.00 – 10.30	Meeting with the management of the institution
10.40 – 11.30	Meeting with quality assurance representatives and administrative services
11.40 – 13.00	Lunch break
13.00 – 13.40	Visiting tour of the facilities and infrastructure
13.40 – 14.40	Meeting with the heads of study programs
14.50 – 15.40	Meeting with teaching staff
15.50 – 16.40	Meeting with students
16.50 – 17.40	Meeting with graduates
17.50 – 18.40	Meeting with employers of graduates and external stakeholders
18.45 – 19.00	Internal meeting – Expert Team and KAA
19.00 – 19.15	Closing meeting with the management of the institution

During the visit the experts discussed their impressions of the self-evaluation report. It was allocated of responsibilities within the expert team in a following way: Prof. dr. Melita Kovačević was responsibility of Institution evaluation and program of Psychology. Professor dr. Danica Železnik was responsibility of Management of Health Institutions and Services (MSC) and professor dr. Helvi Kyngäs was responsibility of Nursing Program (Bsc). However, professor Železnik and professor Kyngäs both met and discussed with heads of study programs (Management of Health Institutions and Services and Nursing) and their teaching staff. Expert team was involved in discussion with the management group of the institutions, quality assurance representatives and administrative, students, graduates, employers of graduates and other stakeholder. Prof. dr. Melita Kovačević was chair of expert team. All members of the expert team agreed to conduct their work during the on-site visit together divided those responsibilities according to KAA's invitation. All work was done in close co-operation.



### **1.3. A brief overview of the institution and program under evaluation**

The PBHE QEAP – HEIMERER was established and accredited for the first time in 2010. Currently, it provides bachelor programmes and master programmes. Since its establishment, the institution has undergone several external evaluation procedures focused both on institution as a whole, and on study programmes.

This program well correspond with the mission of the institution and it relate well to the principles of employability. Program is focused on preparation of the staff in health sector where a need for the staff clearly exists, both in Kosovo, and abroad.

## **2. PROGRAM EVALUATION**

### **2.1. Mission, objectives and administration**

The Mission of the program “*Management of Health Institutions and Services (MSc)*“ is to implement a curriculum with qualified lectures, based on self-evaluation report is “to implement a European high-quality curriculum with qualified teachers and contemporary methodologies that enable the achievement of European standards for education of future health professionals by linking learning with research through the outcome of measurable and of quality knowledge skills and competence”. The aim of program according to self-evaluation report is “reflects the vision of the Heimerer College to provide a learning environment for students where they are challenged to demonstrate professional perfection, respect for professional codes of ethics, innovative research and focus on promoting the profession around Kosovo”. Mission and aim are ambitious. However, comparing these with standards, as specified in the KAA accreditation manual aim and objectives fulfil all of them very well. The study program mission is in compliance with the overall mission statement of institution. There is relevant academic and professional advice in considered when defining the intended learning outcomes which are consistent with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education. Overall, the study program is well defined overarching didactic and research concept. In program there are formal policies, guidelines, and regulations dealing with recurring procedural and academic issues. Also, the all staff complies with the internal regulations relating to ethical conduct in research, teaching, assessment in all academic and administrative activities.



**Compliance level:** Fully compliant

**ET recommendations:** NO

## 2.2. Quality management

Quality management face all standard specified in the KAA accreditation manual. All staff members participated in self-evaluation and cooperate with reporting and improvement of activities. Evaluation process and develop process to improve quality are the part of normal quality management process. Quality assurance covers all areas from planning, implementation and evaluation. As well, it covers all issues of study program and its outcomes and improving of that. Quality assurance processes ensure both that required standards are met and continuous improving is made. Survey data is collected, analysed and used for quality assurance. Also, the quality assurance arrangements for the program are themselves regularly evaluated and improved.

During the site-visit in the meeting with employers of graduates and external stakeholders the participants emphasized that they want to employ graduates from “Heimer College” because the quality of education and graduated competence. As well, the graduates presented the same argument keeping the quality of education very high and that gives to them chance to get job after graduation.

**Compliance level:** Fully compliant

**ET recommendations:**

1. *It might be useful to consider to do survey also employers and stakeholder to evaluate the quality of education from their perspective.*

## 2.3. Academic staff

It was clearly indicated in self-evaluation report on the table (according to standards of KAA accreditation manual) the name of academic staff, full time or part-time contract, academic title, qualifications, duration of contract and labour load. These all fulfil the standard specified by KAA accreditation manual. At the PBHE QEAP – HEIMERE staffing seems to be a strategic matter. There is an internal staff development initiative (focused on teaching skills);



the research activities of the staff seem to be having a chance to develop further. Staff are competent and professional. Addition to qualifications of academic staff there is enough full time teachers, work load is divided in proper way, the work contracts are according to standard and responsibility of staff is presented well and according to standards.

According to self-evaluation report and discussion with academic staff it was also emphasized that college offers continuous professional development opportunities according to development plan including among others to improve teachers pedagogical competences and as well as support to do research and learn more methodology. Academic staff fulfil all standards indicated by KAA accreditation manual.

**Compliance level:** Fully compliant

**ET recommendations:** NO

#### **2.4. Educational process content**

The study program complies with the National Qualifications Framework and the Framework for Qualifications of the European Higher Education. The curriculums fulfil all standards presented in KAA accreditation manual. The program has analytical syllabuses according to standards. As it seems, the quality, range and academic aims of the curriculum are – generally – appropriate to the academic degrees awarded, and there is a correspondence to international standards.

The structure of curricula provides a space for independent study, reflection and analysis, and the workload seems to be well manageable by students. Curriculum is written comprehensible. The aim of program is appropriate for degree of master. Learning outcomes and core competences are logically connected to aim of program. The content of program is good and follows the European standards. The program is divided into four semesters (each with 30 ECTS) and the duration of study is two academic years, equivalent with 120 ECTS. All courses carry ECTS points and 1 ECTS is equivalent with 30 hours. There is proper number of ECTS of elective studies according to European Directive and its amendment mentioned above. All courses carry at least 3 ECTS which is according to requirements mentioned above. The curriculum consists of 20 obligatory subjects, 9 elective subjects and a master's degree. The design and structure of the study program in four main areas: Health care; Management & Organization; Research and Economy, Entrepreneurship & Practice. The master's curriculum will be realized using the following key methods: lecture based learning; problem based

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learning; simulation based learning; practice based learning; reflective based learning; research based learning and online based learning Blended learning. The syllabuses are also placed in the MOODLE and always stay electronically accessible to students. A mentor who has a management position in the institutions where the internship takes place (primary, secondary and tertiary health system in Kosovo) supervises the practice/intership. It is used widely different types of teaching strategies and they support to receive learning outcomes. Teacher also pointed out that college arrange them opportunities to improve their teaching skills. Teachers also gave an example how that is carried out. Teachers use IT-resources. It is clearly indicated teaching and assessment methods and they are appropriate and relevant in relation to learning outcomes.

The academic feasibility of the study program is ensured by taking account the expected entry qualifications, a suitable design of the curriculum, a student's workload that has been checked for plausibility as well as an adequacy number of exams.

The quality of educational process is evaluated continuously and adjusted if there exist need for that based on evaluation.

Educational process faces the standards of KAA accreditation manual.

**ET recommendations:** To change name "Evidence medicine course" to be "Evidence health care course"

**Compliance level:** Fully compliant

## 2.5. Students

There is a clear and formally adopted admission procedure at the institutions and in program *Management of Health Institutions and Services (MSc)* is followed that procedure. Admission requirements are consistently and fairly applied for all students. All students who are interested in studying at the Master level at Heimerer College will be subject to test and measure the level of English language knowledge and statistic.

For teaching and learning purposes the students are divided into smaller groups when needed to assure students learning. There is lecture halls where is seats enough but there is also proper rooms for smaller groups. As mentioned earlier the assessment procedure is clear and it is used different types of evaluation methods depending on learning outcomes. It is controlled and try

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to make sure that work submitted by students is original and they have done it. However, it is not used any plagiarism program which would help teachers work and is more effective to recognize plagiarism. The students have electronic databases and books what they need for their studies. Their workload is divided in proper way and it is under control.

According the students the academic staff have time enough for students. They are professional, helpful and understand students needs and support them in all ways. Based on discussion with students and teachers the relationship between them seems to be open and honest.

All issues in area of students face well the standards of KAA manual.

**Compliance level:** Fully compliant

**ET recommendations:**

- 1. It would be useful to apply plagiarism program to control that students work are their original work.*

## **2.6. Research**

Research has partly been explicitly mentioned among the strategies of development of the PBHE QEAP – HEIMERER. Within the institution's structure, the office dealing with research is established. The research focus is believed to be, mainly, determined in communication between research office/management of the institution and the researchers. Those research offices' services are also used by Management of Health Institutions and Services program staff. The office provide supervision and guidance for all the research conducted under college affiliations. The office has close collaboration with responsibility person of study programs to aim to identify the needs of research. The study program has defined scientific research objectives which reflect in the research development plan of institution. There is clear research policy.

In Institutional level the aim is that all academic staff members published two papers per year in journal where is impact factor. The teaching staff admit that this aim is ambitious but they want try and it is allocated time for research in their working contract. The institutions strategy



is to link teaching and research which is very good because all over the health care it is moved strongly toward evidence based health care. To receive that it is needed skills to read and understand research and to link teaching and research prepare students for that. Research face all standards of manual of KAA accreditation.

**Compliance level:** Fully compliant

### **2.7. Infrastructure and resources**

The infrastructure for teaching (class rooms) are in place and in good conditions. There is also proper financial plan to maintain high quality education and resources. All other resources for example such like rooms for group works, library, IT-technology and softwares, rooms for staff and students are good.

Infrastructure and resources face all standards according to accreditation manual by KAA.

**ET recommendations: NO**

### **3. OVERALL EVALUATION AND RECOMMENDATION OF THE ET**

In conclusion, the Expert Team considers that the study program Management of Health Institutions and Services offered by Heimerer College is Fully compliant with the standards included in the KAA Accreditation manual and, therefore, recommends to accredit the study program for a duration of 3 years with a number of 50 students to be enrolled in the program.

### **Expert Team**

**Chair**

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(Signature)

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**Member**

**Prof. dr. Danica Železnik**

**22.05.2019**

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**Member**

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(Date)