Enhancing clinical capacity and capability

CESMA Lisbon 2015: stefan.hallin@orzone.com
A validated approach to examination management
OLA 2015
9 languages
654 candidates
100,000 answers provided
in 3 hours
Agenda

History of Orzone-UEMS collaboration and validation

Observations from 7 years collaboration with UEMS and societies / boards, with focus on examinations

Status and future
Medical training & assessment since 1994

800 global medical training and assessment installations

Technology featured in 200 peer reviewed studies

40 patents

The only UEMS validated tool
Orzone Solutions

ORCAMP Team Training solutions – practice makes perfect!

ORTRAC Assessment solutions – By Societies for Societies

Examinations
Courses
Portfolio
History of partnership with UEMS* and Orzone

*and of course associated Societies and Boards
Partnership time line

2007-2009  Design and development

2009-2011  Validation and pilot projects

2011- In daily use by 10+ UEMS sections and societies/boards

Validating the Methodology of Online Examination of Medical Specialists
A Technical Review of the Pilot Exam

Associate Members
Armenia
Croatia
Israel
Turkey

Observers
Azerbaijan
Georgia

Member countries
Austria
Belgium
Bulgaria
Cyprus
Czech Republic
Denmark
Estonia
Finland
France
Germany
Greece
Hungary
Iceland
Ireland
Italy
Latvia
Lithuania
Luxembourg
Malta
Netherlands
Norway
Poland
Portugal
Romania
Slovakia
Slovenia
Spain
Sweden
Switzerland
United Kingdom
The idea of creating a UEMS validated tool to support competency management* originated from the needs identified by the UEMS, European Medical Societies and Orzone in 2007.

This has resulted in ORTRAC™ becoming the preferred online tool for European Medical Societies and Boards.

*examinations, courses and portfolios
Lessons learned
MCQ examinations
Orzone support however you want to deliver MCQ exams

- Classroom
- Bring your device
- Lockdown solution

Or paper
Some observations and facts for the exams delivered

**Number of countries:** 42

**Number of languages:** 12

**Number of UEMS sections/societies/boards:** 10+

**Number of frauds detected (careful monitoring of statistics and suspect behaviour):** 0

**How often do computer/internet problems happen that cause a delay:** 0.6% (1 in 150), average delay 6 minutes when it happens. Means 99.4% do not have any problems.

**Ratio digital exams:** 80% based on number of exams: 30% based on number of candidates. Was 0% 3 years ago. Expected to be 90% and 50% respectively during 2016.

**Number of candidates that have not been able to complete exam due to software error:** 0.
Examples from the last 48 hours

“There is an error in a form to our candidates. Can you help us change it before 8 AM tomorrow morning. Sent at 21:00”

“I really need you help with this. Can you help me. Sent at 22:00 ”

Solution: Fix the problem, even if its outside office hours.

Benefit: Doctors work long days. Education often a pro bono activity. Work with exams often happens during evenings and weekends.

Lesson learned: The exam provider must be able to accommodate requests outside business hours. Size matters.
"The group were pleased with the online support and were impressed with the (country) problem, Orzone solved the problem before they asked the question.”

Solution: Orzone always have a team of 5-15 staff monitoring every exam.

Benefit: Even if the user makes a handling error (e.g. wrong password), Orzone can solve the problems within seconds or minutes, and sometimes even before the users notices it. If Orzone would not have had sufficient support for the test when a whole countries would have failed. Note: Orzone had not caused the error.

Lesson learned: Once you start doing larger exams – size matters. Require your suppliers to have at least 5-15 people on help line. Humans will make mistakes. Professionalism is how you deal with them.
“According to the evaluation form (attached) which was directly connected to the test, all who chose to fill out the form … all were very pleased with the software, easy to use”

Thank you.

Nice with 100% stressed but happy residents. We were afraid that they due to stress all would say that they hate the software.
Example of very important future activity to grow nr of attendees

Translator MCQ workshop

ESA Translator Workshop hosted by Orzone tools and staff 40 administrators at the event.

More will attend in 2015
Ask us for many more examples. And we will help you to get in contact so that you can discuss directly with other sections and societies.

Share and learn from real world examples.
Status and future
There are some really good UEMS/CESMA publications
LET US SET THE SCENE FOR THE FUTURE

THROUGH MEDICAL ASSESSMENTS WE TRY TO ENSURE THAT A MEDICAL SPECIALIST IS:

Knowledgeable

Clinically safe, competent and effective

Has well developed/ top class non-clinical skills

Academically productive (research-education)
FUTURE OF ASSESSMENTS

TRAINING AND BECOMING COMPETENT IS A PROCESS

Assessments:
- Over time
- Real time

...come and see me operating...
...follow my ward round...
Why the initial UEMS language said E-platform! (and not Exam tools)

- MCQ examination
- Oral/Viva
- Technical skills
  - Non-technical skills
- Portfolio
- CPD
  - etc
All assessment modes in one tool... plus more.
Research Orzone are doing for future MCQ, Viva and skills exams
New MCQs with 3D DICOM and patient specific case discussion
How do we assess this candidate?

HRH Prince Charles visited Imperial College/St Mary's and was demonstrated the Orcamp experience..

"...By simulating real equipment in combination with life-like medical scenarios, the goal is to rehearse realistic operation behaviour, both for the team and the individual operator..." (Inside Imperial's Surgical Innovation Centre, Feb 2015).

The Orzone founders have been working with Imperial College to pioneer medical training and assessment since 1997.
Complete team training assessment for orthopedics

Track team members in real time

Measure heart beats and stress in real time

Communication

Leadership
Same, but for endovascular assessment
Orzone high-end assessment suite for team performance
Think EBM when choosing exam tools

Use Evidence Based Medicine when choosing exam tools.

Have the exam tools been tested
- for a long time and many times
- By multiple medical specialties
- In different technology settings
- In different languages
- What happens when difficult things happens.
- Service level. Response time. Seconds or days.
- Can you add new modalities of assessment (oral/case, skills, portfolios, DOPS etc)

Orzone is proud to have done extensive validation
Our advice

Medical Education is different - select a tool designed for complex medical organisations.

Consider the workflow and needs of YOUR organisation – select a partner who understands that workflow and those needs.

Localisation, customization and legislation – select a flexible solution.

Think beyond MCQ’s - select a tool that supports ALL types of assessments.

Look ahead and consider future needs – select ONE tool for Assessments, Portfolios, Log-books, eLearning and Course Management.

Talk to your colleagues at CESMA and exchange knowledge.
Thank you hosting a fantastic meeting

Contact us and we will put you in contact with CESMA/UEMS sections and societies/boards with similar challenges. Share and learn from each other.

We will in partnership develop a plan
Leading up to your successful exams

Risk free

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