Strengthening Capacities for Higher Education of Pain Medicine in Western Balkan countries

**Quality Assurance and Control Procedures and Findings**

**REPORT**

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**1. INTRODUCTION: Background and Design**

**Board responsible for the internal quality assurance and control (QCB)** has been established at the beginning of the project implementation, with the main mission to secure that adopted standardised procedures and indicators of quality are maintained during the project implementation, as well as to support the Project Management Board (PMB) and the Project Coordinator (PC) in implementation of the planned activities, by monitoring and assessing the quality of the project as whole and its outcomes and outputs.

**QCB consists of the following members:** Jelena Santric, PhD, Faculty of Medicine, University of Belgrade, Serbia; Prof. Vesna Plesinac-Karapandzic, PhD, Faculty of Medicine, University of Belgrade, Serbia; Prof. Dragica Pavlovic-Babic, PhD, Department of Psychology, University of Belgrade, Serbia. The Board had regular meetings, twice a year, in person before March 2020, and online after that. There were no changes in the composition of the Board during the implementation of the Project, consequently, the same members are the authors of this report.

T**he Board operated in accordance with the guidelines, standards and procedures** described in *Quality Assurance and Control Manual,* adopted in 2018. and publicly available on the project website (http://hepmp.med.bg.ac.rs/wp-content/uploads/2019/10/HEPMP-QA-Manual-v2.pdf), during the whole period of the project implementation.

**During its work, QSB did not receive any suggestion or complain regarding quality** of any aspect of the project implementation. During the same period, members of QCB had a lot of opportunities, formal as well informal, to contacted associates of the project and to witnessed the atmosphere in which the project activities and communication between the collaborators took place

**2. RESULTS**

**2.1. QUALITY OF THE PROJECT IMPLEMENTATION**

**All participants in the project implementation demonstrated the commitment to the realization of the project activities while maintaining the best possible quality**. Outcomes, outputs and corresponding activities organized into seven work-packages (WPs) delivered timely and in accordance with quality standards. All products are shared within the Project, but also with the interested general audience, through website, publications, promotions open to the public and through the media. All project activities and their promotion are regularly posted on the Project website.

In addition, **all activities within the project are in line with *Logical Framework Matrix*,** *Work-plan*and in accordancewithmain principles, and responsibilities of all included parties defined in *Project Management Guidelines*.

**2.1. QUALITY OF THE PROJECT DELIVERABLES**

**The deliverables of the project are classified in five major groups**: 1. Document based deliverables, such as: official reports, publications, manuals, study programs, course programs, training programs, learning materials etc. 2. Implemented activities/events: lectures, courses, trainings, and meetings; 3. Available resources: WEB platform - PAINWEB network; 4. Information available on internet: website and its content, on-line project information, etc. 5. Promotional printed materials (for the purposes of dissemination): newsletters, posters, flyers, and other.

**In general, a common quality expectation for all deliverables was their relevance to the reaching of the wider and specific programme objectives**. QSB focused on the first, third and fourth group.

2.1.1. Quality of document based deliverables

**Document based deliverables included all documents intended for internal as well as for external purposes**. The Board analysed a sample of randomly selected documents, included a number of power-point presentations. Printed materials made for promotional purposes are not selected since they are subjects of the separate set of standards.

**All sampled document-based project deliverables satisfied, in the great extent, the most relevant standards**: a) follow the same format; b) clearly stated author or authors of the document, in order to protect author's copyrights and to denote person(s) responsible for the document and its quality; c) are in compliance with project objective(s), as well as with outputs and outcomes for specific WP; d) are of the high professional quality, which includes, as the most important indicator, the peer reviewing, within the Project or external; e) adequately use language (in line with democratic values, professional, understandable for target population, literate. All deliverables oriented to the wider public passed the proofreading.

2.1.2. Quality of developed resources

**QCB estimated that PAINWEB platform is: a) user-friendly** since it is equipped with easy-to-use guidelines; b) installation procedures are not demanding since the web network engaged an administrator; c) end-users had been consulted during platform developing and their suggestions and requests was considered as important inputs. Developing the functional PAINWEB platform that is the heart of the so-called PAINWEB network is one of the most specific and valuable outputs of the HEPMP project.

**Suggestion**: The use of resources would be made possible to the greatest extent if all content were developed in the languages ​​of all participating countries. This is certainly not realistic, but it would be good to respect it as much as possible, especially since there are countries that speak languages, ​​in which they mutually understand each other.

2.1.3. Quality of the information available on internet

In order to evaluate selected information about HEPMP project, the project web site, and other on-line posts has been analysed.

**Project website is created as a central point for dissemination purposes**. It contains all relevant information regarding the project, its objectives, expected results, news, and relevant events.

**The website is continuously updated**. Word and Power Point documents are in accordance with all standards set for document based deliverables.

**X. CONCLUSION**

**Quality control board continuously monitored the implementation of all quality control procedures and standards during the period of Project realisation.** This report focuses on a) the quality of project implementation as a whole, as well as on b) the quality of the project deliverables. The analysis of deliverables was conducted according to the previously adopted set of standards, and it was done on the random sample of deliverables from following categories: documents, resources and information available on internet.

**Special attention has been paid to whether all project components and associates act in a professional and ethical way** with the commitment to good and constructive communication with other project participants.

**It is pleasure to conclude that Project ended its implementation in accordance with all professional standards and with well-founded and trustable outputs, despite the unpredictable and complex circumstances in which it took place.**