

# National Enhanced Services Accreditation (NESA) Pilot Overview

**62%**

Think the learning resources enabled them to pass the Generic Skills and Competencies assessments

**Pilot phase: October 2018—January 2018**

- 227 users accessed the pilot in 2 months
- 195 users completed the pre-pilot self-assessment
- 60 users completed the post-pilot self-assessment
- 89 users completed the feedback form for Generic Skills and Competencies
- 74 users completed the feedback form for clinical knowledge

**92%**

Think the level of Clinical Knowledge in the assessment was appropriate

**75%**

Did not find the communication with the Avatars realistic

**90%**

Think it is appropriate to assess Generic Skills and Competencies separate from Clinical Knowledge

**48%**

Found the feedback from the Avatars very useful

**82%**

Think the new Generic Skills and Competencies assessment will benefit their practice

**80%**

Think having the accreditation process online makes it easier to obtain accreditation

\* Percentages are calculated from users who have completed the feedback forms for Generic Skills and Competencies and Clinical Knowledge

### Addressing the Feedback for Launch

- Further development of Avatars —improved feedback and improved practice avatar
- MECC video critique revalidation and mark adjustment
- Adjusting pass mark for skills assessment based on robust statistical analysis
- Creating consultation examples exceeding framework standards for MECC and PCC (Patient Centred Consultation)
- Allowing extra time—from 30 minutes to 45 minutes
- Providing tutorials on how to navigate the process and use avatars

### MECC Video Critique Revalidation and Mark Adjustment

MECC videos were revalidated with more people than in the initial validation. Any videos that did not have consensus for any one of the indicators were removed. Where there were several questions attached to one video, only ambiguous indicators were removed. 28/40 videos were deemed as robust enough to be used in the assessment.

Pilot results for MECC Video Critique have been moderated and grades adjusted accordingly for the removed videos. The table below shows the grades post moderation.



Skills/Competencies	Pass Numbers	Fail Numbers	Total	Not Tried
Competencies	156	34 partially tried*	190	146
MECC Avatar	41	79	120	216
MECC VC (before moderation)	49	93	142	194
MECC VC (after moderation)	81	61	142	194
PCC Avatar	39	109	148	188
PCC VC	117	36	153	183
Everything (before moderation)	15	96	111	225
Everything (after moderation)	18	73	111	225

\* not all 6 competency modules were tried

## Lessons Learned

- The pilot has shown that the new process is suitable for accreditation and a better fit for the busy lives of pharmacy professionals seeking accreditation.
- It has also shown that the new skills assessments are a challenging but robust learning tool. Feedback showed that participants have learned from the process, despite failing, and facilitating learning was one of our key objectives.
- We have improved our resources, feedback and assessment setup based on the pilot results. In between 3rd April 2018 to 31st March 2019 we will continue to monitor the process and ensure learners are adequately supported throughout.
- It is strongly recommended that the process is started as soon as possible to maximise attempts and learning time—no extra attempts will be allowed if the process is left last minute.



❖ Please note that this is a pilot overview report and that all lessons learned will be incorporated in the NESAs launch booklet available from 3<sup>rd</sup> April.

If you have any questions on the pilot results please contact Steluta Grama at [gramas@cardiff.ac.uk](mailto:gramas@cardiff.ac.uk)