Ministry Of Health

وزارة الصحة

المديرية العامة للمؤسسات الصحية الخاصة
Directorate General of Private Health Establishments

Continuing Professional Development
Standard Operating Procedure

June 2025

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Ministry of Health

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Content Table

Acronyms

CME	Continuing medical education
CPD	Continuing professional development
DGPHE	Directorate General of Private Health Establishments
HoD	Head of department
HoS	Head of section
MoH	Ministry of Health, Oman
PHE	Private Health Establishments
SOP	Procedure

Definitions

1. **Institution:** is an organization, establishment, foundation, society devoted to the promotion of a particular cause or program e.g universities, hospitals, directorates (Douglas, 2010).
2. **Institutional Document**: is any document related/ applied to the institutional level.
3. **National Documents:** is any document applied to the national level.
4. **Policy:** is the basic principle, by which a government is guided, it declares objectives of the institute.
5. **Procedure:** is the established steps to be followed routinely in order to ensure that the outcome and values expressed in the policy are achieved (Athabasca University, 2009).
6. **Process:** It is a set of mandatory step by step, detailed action required to successfully accomplish a task.
7. **Review:** is a process of going over a subject or document again and again to correct it and make it valid.

8. **Revision:** is a process of re-reading or reviewing a document periodically for updating purpose

9. **Storage/Archiving:** Options to maintain system files via data storage hardware, utilizing one or several distributed locations.

10. **Version:** Refers to the status the document currently at with regard to the number of times the document has been revised.

Continuing Professional Development, Standard Operating Procedure

Chapter 1

1.   Introduction

The DGPHE provides this document as a functional guidance to standardize the format and the procedure for managing Continuing Professional Development activities related to the employees within the DGPHE and the PHE staff.

2.   Scope

This document is applicable to activities organized by the DGPHE or PHE staff within their institutions.

3.   Purpose

3.1   To provide guidelines for carrying out the activities related to the Continuing Professional Development

3.2   To ensure that all PHE follow a recognized standardized framework and process.

Chapter 2

4.   Policy:

4.1. Organizing a CME Activity by MOH for DGPHE/ PHE staff

4.1.1. Head of section of CPD conduct training need analysis prior to developing the assessment forms and internal memos or receives recommendations (written or verbal) based on the inspection reports by the central audit team.

4.1.2. HoS set an annual training plan according to the approved form provided by Directorate of Human Resource

4.1.3. HoS submit the proposed training plan to Head/ Director of Department.

4.1.4. Approval of the plan shall be by HoD and the Director General of DGPHE

4.1.5. HoS send the approved plan through Barwa to Directorate of Human Resources (HR) for final approval of the plan and allocation of the training budget (Note **:**The approved budget will be

applied exclusively for training of DGPHE staff)
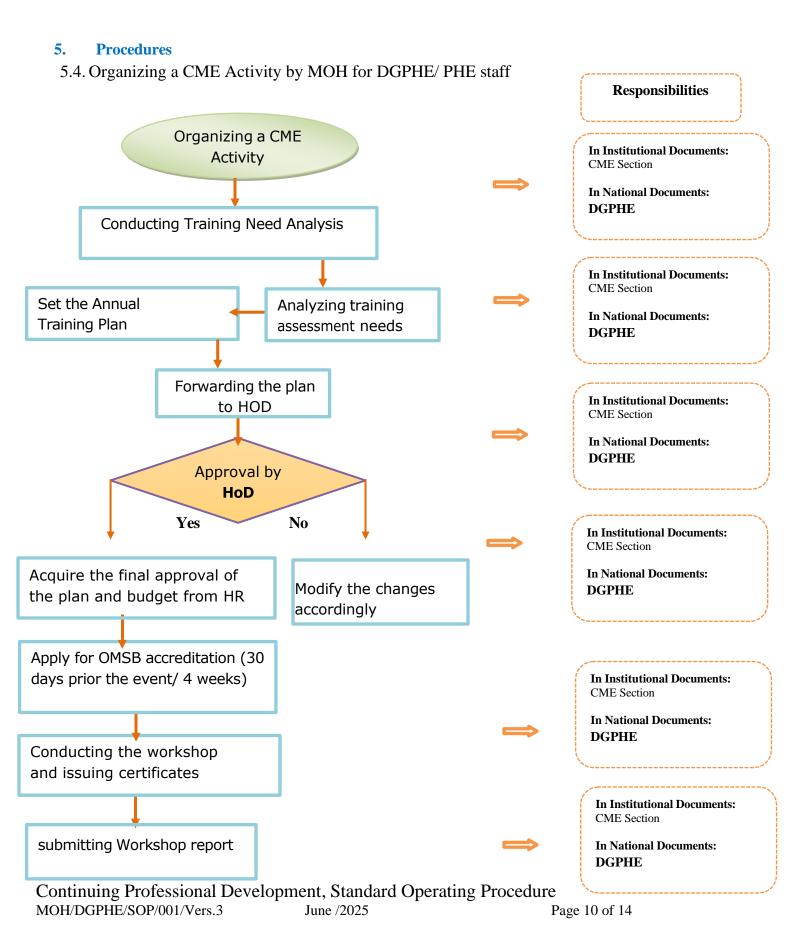
4.1.6. Directorate of Human Resources (HR) reviews, approves and allocate budgets for the training plan.

4.1.7. If plan rejected, it is retuned back to HoS for necessary modification.

4.1.8. If it is approved, HoS apply through Hakeem website to OMSB to acquiring credit hours **at least 4 weeks prior to each workshop/CME activity.**

4.1.9. Before conducting any workshop, proposal should be sent to Directorate of Human Resource for approving the workshop and issuing the budget.

4.1.10. Conduct the workshop by arranging all the logistics/ venue and issuing of attendance certificates.

4.1.11. Distribution and collection of the evaluation forms of activity and speakers from the attendees

4.1.12. Submit workshop evaluation report to HoD and OMSB

4.2. Annual Employees CPD Activities in DGPHE

4.2.1. Nomination selection shall be according to employees who did not attend or attended less than 1 program per year

4.2.2. Nominated employees are assigned to programs that match their roles and fulfill attendance requirements.

4.2.3. Approval of the nominated staff acquired from the allocated HoD .

4.2.4. HoS shall notify the employees of the programs they will attend: Date/Time/Duration/Place

4.2.5. Employees who registered to attend, shall be committed to attend the program

4.2.6. If an employee registers for a course not provided by the DGPHE, they must inform the Head of Section (HoS) of the CPD department in advance. Attendance will be considered either as pending leave or deducted from their annual leave

4.3. Approving a CME Activity conducted by a PHE for their employees

    4.3.1. The designated CME coordinator or staff representative from PHE needs to signs up to Hakeem website where they can apply online for their CMEs accreditation (30 working days prior to the event).

    4.3.2. The application shall include all the required documents in Hakeem: Attached program schedule/Program Objective/ Organizer CV/Speaker CV

    4.3.3. The category of the program shall be selected according to the type of the program.

    4.3.4. Application fees will be according to the OMSB regulation / attendance number and category selection.

    4.3.5. The HoS review the application through the website either approve or reject for rectification.

    4.3.6. The approved application will automatically be sent through the system to OMSB for issuing the credit points

5.   Procedures

5.4. Organizing a CME Activity by MOH for DGPHE/ PHE staff

Responsibilities

Organizing a CME Activity

↓

Conducting Training Need Analysis

In Institutional Documents:
CME Section

In National Documents:
DGPHE

↓

Set the Annual Training Plan   ←   Analyzing training assessment needs

In Institutional Documents:
CME Section

In National Documents:
DGPHE

↓

Forwarding the plan to HOD

In Institutional Documents:
CME Section

In National Documents:
DGPHE

↓

Approval by HoD

Yes   No

In Institutional Documents:
CME Section

In National Documents:
DGPHE

Acquire the final approval of the plan and budget from HR

Modify the changes accordingly

↓

Apply for OMSB accreditation (30 days prior the event/ 4 weeks)

↓

Conducting the workshop and issuing certificates

In Institutional Documents:
CME Section

In National Documents:
DGPHE

↓

submitting Workshop report

In Institutional Documents:
CME Section

In National Documents:
DGPHE

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5.2. Annual Employees CPD Activities in DGPHE

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        ┌─────────────────────────────┐
        │  Annual Employees CPD        │
        │  Activities                  │
        └─────────────────────────────┘
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→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

Conducting Training Need Analysis

→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

| Set the recommended plan | → | Head of Section Analyzing |

Forward to HoD for comments

→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

Approval by DG

Head of Section fill approved form by HR

→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

Send the final training plan for Directorate of HR for final approval

Receive the approved plan from HR

→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

Conducting the courses according to the approved plan

Notification to employees of the courses they will attend: Date/Time/Duration/Place

→ **In Institutional Documents:** CME Section

In National Documents: **DGPHE**

5.3 Approving a CME Activity conducted by a PHE for their employees

Approving PHE CME Activity

PHE signs-up and apply for activity accreditation by hakeem website

In Institutional Documents:
CME Section

In National Documents:
DGPHE

submit the application 30 working days prior to the event

Attached program schedule/CV Summary/ Organize declaration form/Speaker declaration form

In Institutional Documents:
CME Section

In National Documents:
DGPHE

Approval

In Institutional Documents:
CME Section

In National Documents:
DGPHE

YES

NO

OMSB issue credit hours

Back to applicant for rectify

Remarks

6. Responsibilities:

6.1. Head of Section (HoS) shall:

- Conducts Training Needs Analysis annually or based on audit/inspection findings.
- Develops and drafts the Annual Training Plan using the approved HR format.
- Submits the training plan to the Head of Department (HoD) and Director General for review and approval.
- Forwards the approved plan to the Directorate of Human Resources via Barwa system for final approval and budgeting.
- Submits workshop proposals and training schedules in advance for each event.
- Oversees logistics, such as venue arrangement, speaker coordination, materials preparation, and issuing certificates.
- Ensures proper distribution and collection of evaluation forms from attendees.
- Reviews and approves (or returns for rectification) CME applications submitted by PHEs via the Hakeem system.

6.2 Private Health Establishment (PHE) Staff Representative

- Registers on the Hakeem website to access CME application services.
- Prepares and submits complete CME application for the events online at least 30 working days before the planned date.
- Ensures that all required documents are uploaded (event agenda, speaker profiles, objectives, and evaluation tools).
- Follows up on the status of the application and responds promptly if modifications are requested.
- Conducts the workshop as per the approved application and adheres to OMSB/MOH requirements.
- Collects and submits evaluation forms and attendance documentation after the event, if required.

Chapter 4 :

7.Document history and version control table

Version	Description	Author	Review date
1	Initial Release MoH/DGPHE/SOP/001/Vers.001	Rawan Said Al Amri	Feb 2020
2	2nd version MoH/DGPHE/SOP/001/Vers.02	Rawan Said Al Amri	Jan 2022
3	3rd version MOH/DGPHE/SOP/001/Vers.03	Khulood Juma Al-Kharusi	June 2028

8. Related Documents:

- Directorate of Human Resources forms