

CASE STUDY

CAPACITY GENERATION – HEALTHCARE SYSTEMS



WHAT

One of the largest and most comprehensive healthcare networks in the Middle Eastern region operates a vast system of public hospitals and clinics, providing citizens and residents with integrated, high-quality healthcare services aligned with international standards. This organisation is a key player in national healthcare reform, aiming to elevate public healthcare delivery to match the finest healthcare systems in the world.



WHY

The healthcare system had identified several critical requirements in the standardisation and delivery of essential services across its diverse and widely distributed facilities. It was recognised that there was a need to instil and assure internationally recognised best practices in specialist areas of delivery, ranging from acute and critical care, Hospital Incident Command Systems, and the response to major incidents, including the management of Chemical, Biological, Radiological, and Explosive (CBRN[E]) incidents.



SCOPE, CHALLENGES & SOLUTIONS

Iqarus was approached to design and accredit various courses that would provide and establish a baseline of capability. The courses were designed in a manner that would identify and enable capable students to progress to a more advanced level of medical education. This model ultimately provides an initial self-sustaining capability, with the added option of a train-the-trainer course being delivered to outstanding students.

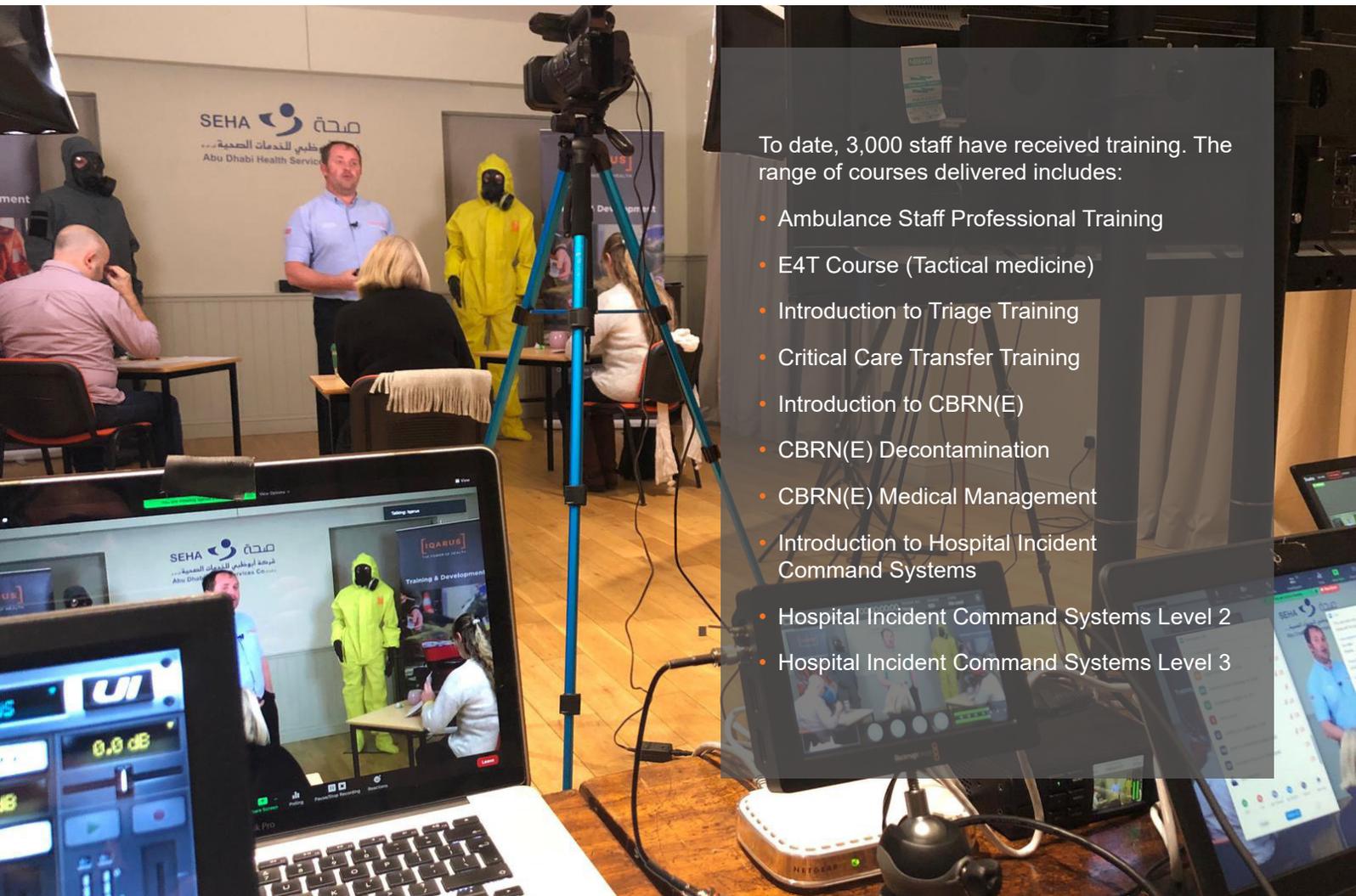
The various programmes began prior to the outbreak of COVID-19. As the endemic became a pandemic, the programmes were suspended, and the Iqarus instructional team returned to the UK. To continue providing vital training during the pandemic, the Training & Development Team at Iqarus designed a virtual solution to deliver courses that could no longer be provided in person. The Virtual Instructor-Led Training (VILT) Programme was designed, produced, and live-streamed from the UK to students based in the region.

Over 1,800 students were trained via the VILT platform over a two-month period. All objectives were met, and all students received full UK CPD certification for the courses they attended.

Once travel and COVID-19 restrictions eased, the training team returned to complete the remainder of the programmes. The principles delivered during the Hospital Incident Command and CBRN(E) training enabled the healthcare system to manage the impact of COVID-19 effectively and maintain critical functionality.

This enduring programme has continued to develop, with internationally recognised and externally accredited qualifications now fully integrated.

(Image below, VILT training being live-streamed to students from the United Kingdom.)



To date, 3,000 staff have received training. The range of courses delivered includes:

- Ambulance Staff Professional Training
- E4T Course (Tactical medicine)
- Introduction to Triage Training
- Critical Care Transfer Training
- Introduction to CBRN(E)
- CBRN(E) Decontamination
- CBRN(E) Medical Management
- Introduction to Hospital Incident Command Systems
- Hospital Incident Command Systems Level 2
- Hospital Incident Command Systems Level 3