

Becoming a TÜSKA Surveyor

- * TÜSKA, is the first and only national accreditation body operating in the field of health services.
- * TÜSKA, has a role as one of the main actors in quality improvement wherever health is an issue.
- * TÜSKA, is a member of ISQua, the umbrella organization of international healthcare accreditation bodies.
- * TÜSKA Surveyor Training Program is an accredited training program by ISQua.
- * TÜSKA surveyors have the opportunity to participate in different trainings during their time as surveyors.
- * TÜSKA, follows the developments in its field and reflects them to its processes by making the necessary arrangements in a timely manner.
- * TÜSKA, considers eligibility in the process of surveyor assignment.
- * TÜSKA, evaluates and monitors the performance of surveyors.
- * TÜSKA, considers surveyor feedback.
- * The training organized for the TÜSKA surveyor certificate does not cost the candidate.



Join Us

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TÜRKİYE HEALTH CARE QUALITY AND ACCREDITATION INSTITUTE (TÜSKA) SURVEYOR CANDIDATE INFORMATION BROCHURE



We are looking for teammates who will strengthen our strengths

How to Become a TÜSKA Surveyor?

Türkiye Health Care Quality and Accreditation Institute (TÜSKA) within the scope of duties, the surveyor recruitment announcement that will be authorized to perform surveyor its is announced on the official website of TÜSKA and TÜSEB. The announcement includes information on the type of quota, the number of surveyor to be recruited for the quota, application requirements, information and documents required in the application, application method, application dates, how the process of the candidate whose application is accepted will continue, training process and success requirement. The surveyor recruitment announcement is also shared through TÜSKA's official social media accounts.

TÜSKA surveyor quotas consist of the following field, with the main field being health services,

- ◆ Management Services
- ◆ Medical Services
- ◆ Care Services
- ◆ Technical Services
- ◆ Medicine and Pharmaceutical Services
- ◆ Support Services

Application Requirements

- To have at least a bachelor's degree
- At least five (5) years of working experience in the public and/or private sector
- Specific requirements for the type of quotas

Candidates who will apply fill in the application form created specifically for the announcement via the link on the official website of TÜSKA (<https://tuska.tuseb.gov.tr/>) and upload the evidence of the qualifications of the type of quota they are applying for and the evidence of the application conditions. Candidate for nomination application files received by TÜSKA at the end of the application deadline are examined by the Survey and Training Management Department for suitability to be a candidate.

In the examination, each candidate for nomination is scored with the “Accreditation Survey in Health Candidate for Nomination Evaluation Form”.

TÜSKA Surveyor Basic Training Programme

Accepted surveyor candidates are admitted to the Surveyor Basic Training Program. The first stage of the training program consists of the theoretical part, which includes main topics such as TÜSKA's survey standards, the purposeful interpretation of standards, regulations and requirements related to the standard, communication, surveying duties, competencies and responsibilities of the surveyor, survey methodology, survey methods, evidence gathering techniques, and reporting. Candidates who score 70 points or more out of 100 in the written exam at the end of the five-day theoretical training are considered successful and are entitled to participate in the practical training. Candidates who score below 70 points are terminated.

The five-day field training process begins for candidates who are qualified to participate in the practical training. In the first three days of the training, it is aimed to gain the ability to conduct survey in the field with interactive methods for the implementation of standards. On the fourth day, the candidates are made to simulate an survey under the guidance of the trainer and then they are expected to prepare a report to be submitted to the Assessment Commission on the survey they simulated. The survey simulation carried out by the candidates in the area is observed, evaluated and scored by the TÜSKA trainer.

On the final day of practical training, candidates present the report they prepared during their fieldwork to the Assessment Commission. During the presentation, the commission assesses and scores the candidates based on their communication skills, ability to express themselves, mastery of the subject, body language, and ability to interpret the standard.

After completing the training, the scores obtained by the candidates from the written exam, fieldwork, and presentation are totaled by the commission to calculate a weighted score. Candidates who score 70 or above are regarded as successful and entitled to become an Accreditation Surveyor in Healthcare.

“Ethics Contract” is signed with the candidates who are entitled to receive a certificate.

Qualifications Required for TÜSKA Surveyors

- Experience in health services and their functioning, quality and accreditation in health services
- Knowledge of TÜSKA standards, implementation and survey processes
- Understands survey methodology and methods
- Good command of survey processes and regulations
- Successful in teamwork, communication skills, time management and self-expression
- Acting in a people-oriented, impartial, objective, honest and lawful manner in survey processes

Assignment of TÜSKA Surveyors in surveys

After the certification program, the survey is assigned to the survey team as an on-site and a remote interim survey observer. Independent of the work of the team responsible for the survey, the observer surveyors allowed to work in the field under the team leader's and coordination and he is assessed by the team leader. The surveyor who is considered to be ready for the survey starts to work as an surveyor in the survey team.

The surveyor is paid a certain audit fee for the surveys for which he/she is assigned. In addition, when he/she is assigned to a province different from his/her province of residence, his/her travel, per diem and accommodation expenses are paid by TÜSKA. During their assignment period, surveyors are considered on leave from their regular institution.