CRPO
College of Registered Psychotherapists of Ontario

Quality Assurance Program

– Peer and Practice Review Guide –

Step 1: Remote Interview

CONTENTS

INTRODUCTION

You have been selected to participate in the Peer and Practice Review (PPR), which is designed to assess your knowledge, skill and judgement. A Peer Assessor will conduct the PPR, helping you identify your areas of strength and areas that may benefit from enhancement. You may find it helpful to know that such assessments are a routine part of being a regulated health professional. In fact, the *Regulated Health Professions Act (1991)* requires that all health regulatory colleges implement peer and practice assessments for their members.

Peer Assessors are fellow members of CRPO who have been trained to conduct the PPR. They, and the College, are committed to working with you supportively and collaboratively to help you meet your professional obligations, many of which are laid out in the *Professional Practice Standards for Registered Psychotherapists*.

CRPO's PPR is described as "two-step" process. All members selected for PPR will undergo Step 1, which mainly involves an interview conducted by phone or webinar. Members who are identified to require further assessment will move on to Step 2, which involves a more in-depth interview, usually at the member's practice setting.

SELECTION PROCESS & NOTIFICATION

There are a number of ways in which a Registered Psychotherapist (RP) may be selected to participate in the PPR process:

- Random selection – If you are considered eligible for random selection, you are entered into a pool of eligible members, from which a computer algorithm draws a stratified random selection.
- Incomplete or inadequate Professional Development tool submission – If you haven't met one or more Professional Development requirements, you may be selected for Peer and Practice Review.
- As directed by the Quality Assurance Committee (QAC) – Under certain circumstances the QAC may direct members to engage PPR.

You will be notified of selection via a message in your CRPO account. This message will explain how to access the Quality Assurance Portal, which is an online platform that will enable you to access to the tools and other resources required for this aspect of the Quality Assurance Program.

PPR STEP 1: THE REMOTE INTERVIEW

Step 1 involves some preparation by and communication between you, the College and the Peer Assessor to set the stage so that the Remote Interview can take place, including:

- identifying dates on which you are available for an interview;
- providing current contact information (e.g. preferred phone number);
- determining whether you have an actual or perceived conflict of interest with one or more Peer Assessors who may be selected to conduct your interview;
- providing contextual information about your practice via the Prequestionnaire; and
- submitting your advertising or promotional materials.

The interview itself will be conducted over the phone using a toll free secure phone number and access code provided by the College. The assigned Peer Assessor will send you the teleconference number or webinar information.

You can expect this interview to last between 1 to 1.5 hours. The Peer Assessor will work collaboratively with you to find a convenient time and date for the interview.

REMOTE INTERVIEW TOOLS

The following tools are used in the Remote Interview:

PREQUESTIONNAIRE

This online questionnaire must be completed several days prior to your Remote interview. It will help the College to tailor your interview questions and will provide the Peer Assessors and QAC with important details regarding the context of your practice.

ADVERTISING CHECKLIST

In advance of the interview, you will be prompted to submit advertising and promotional materials, including business cards, pamphlets about your practice, ads posted in print or online, and links to online promotional sources such as social media pages, blogs or videos. These materials will be reviewed using a checklist that is based on the criterial laid out in the *Professional Practice Standards*.

REMOTE INTERVIEW

During the Remote Interview, the Peer Assessor will follow a behaviour-based interview methodology to engage you in a structured discussion about your practice. The interview questions are situation-based, meaning that you will be encouraged to respond by recalling and reflecting on actual situations that have recently occurred in your practice.

The interview questions were developed using the *Professional Practice Standards* and the *Entry-to-Practice Competency Profile for Registered Psychotherapists*, and will assess your knowledge, skill and judgement in the areas of confidentiality, consent, professional ethics, client safety and safe and effective use of self, among others. The interview questions are designed in such a manner that they are applicable no matter the theoretical orientation(s), approach(es) or technique(s) employed in your practice.

PPR STEP 2: THE IN-PERSON INTERVIEW

Based on the information that emerges from the Remote Interview, some members may be identified for a follow-up assessment – referred to as Step 2 or an In-Person Interview. This is a more detailed, in-depth assessment which usually takes place in the member's practice setting, and in addition to the behaviour-based interview, involves a review of clinical records, including client files.

In the event you are identified for an In-Person Interview, you will be notified within 60 days of completing the Remote Interview. Additional details will be provided in the *Step 2: In-Person Interview Guide*.

CONFIDENTIALITY

Information you share as a result of your participation in the PPR is confidential and, with limited exceptions, which are described below, the information you provide can only be used for Quality Assurance purposes. With this in mind, you are encouraged to provide fulsome responses that are an accurate reflection of your current level of knowledge, skill and judgment.

QA AND THE WORKPLACE

The College does not inform your employer, coworkers, supervisors or clients about any aspect of your participation in the Quality Assurance Program. If, and how, you disclose this information is up to you. However, because you may be required to schedule time off for your PPR interview(s) and because you may need to make arrangements so that the Peer Assessor can access clinical records, it may be necessary for you to communicate with your employer or the person responsible for maintaining clinical records in order to facilitate the PPR process.

QA AND THE PUBLIC REGISTER

Information about your participation in the Quality Assurance Program is not displayed on the Public Register.

CLIENTS' PERSONAL HEALTH INFORMATION

The College recognizes the importance of maintaining strict confidentiality and privacy of clients' personal health information. Moreover, the College understands that inappropriate disclosure is an egregious breach of trust that can damage the therapeutic relationship. To protect clients' personal health information the College takes the following precautions, among others:

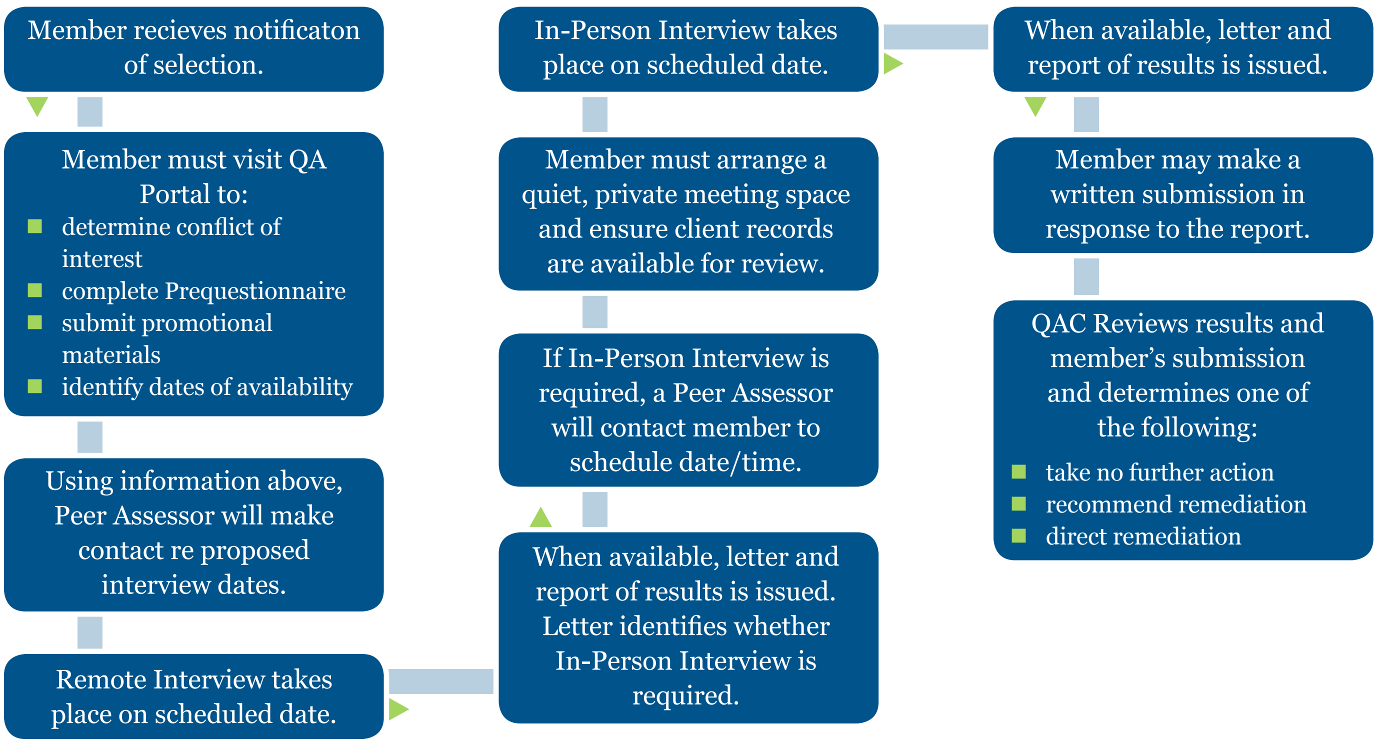
- CRPO only collects information that is relevant to the assessment taking place, and does not collect unnecessary information;
- CRPO requests that members take reasonable measures to anonymize client information;
- CRPO anonymizes information shared with the QAC; and
- all Peer Assessors are held accountable by confidentiality and privacy agreements, and are subject to monetary fines and professional misconduct processes if a breach occurs, as outlined in the *Regulated Health Professions Act* (RHPA).

You do not require client consent to allow the Peer Assessor or College to review records related to client care. The *Personal Health Information Protection Act* (PHIPA) and the RHPA authorize disclosure of personal health information without a client's consent as long as the disclosure is for Quality Assurance purposes.

DISCLOSING INFORMATION TO OTHER COLLEGE COMMITTEES

If the QA Committee believes that a member may have committed a serious act of professional misconduct, or may be incompetent or incapacitated, the Committee may disclose only the member's name and the allegation against the member to the Inquiries, Complaints and Reports Committee (ICRC). The ICRC may carry out an independent investigation, if it elects to do so. However, in cases where a member knowingly gave false information to the QA Committee or an Assessor, the Committee may disclose this information to the Committee that is dealing with the matter.

PPR PROCESS OVERVIEW



DUE DATES

Within 30 days of the date recoded on the notification, you must have completed the Prequestionnaire, submitted your promotional/advertising materials, and either completed your Remote Interview or scheduled the date on which it will take place.

The entire Step 1 process must be complete within 60 days from the date recorded on the notification – this includes completing all aspects of the Remote Interview described in the paragraph above, in addition to the In-Person Interview (if the latter is required).

PREPARING FOR YOUR PEER AND PRACTICE REVIEW

Preparing for the Peer and Practice Review will require you to complete certain actions within the timelines laid out above. To prepare for the first stage, the Remote Interview, follow the steps included in the checklist below. You may find it helpful to print a copy of the checklist for easy reference.

ARRANGING A SUITABLE INTERVIEW SPACE

You are responsible for arranging a private and quiet location for the Remote Interview. Select a location where you will be able to speak on a phone uninterrupted for at least 1.5 hours. The location should be private enough that others cannot overhear the details of your conversation with the Peer Assessor. As you may want to take notes and have a beverage readily available, it may be helpful if you are seated at a desk or table. Public spaces, such as coffee shops, hotel lobbies, or workplace lunch rooms are generally not appropriate. For your own safety and the safety of others, Remote Interviews may not take place while you are driving.

DECLARING A CONFLICT OF INTEREST WITH A PEER ASSESSOR

A current or past relationship with a Peer Assessor, whether personal or professional, could have an actual or perceived impact on the objectivity of interview results. As such, you are required to indicate if you have an actual, potential or perceived conflict of interest with any of the Peer Assessors who may be assigned to conduct the interview.

If you would like to discuss whether a conflict of interest exists between you and a potential Peer Assessor, please contact the College's Quality Assurance Manager.

RESPONDING TO INTERVIEW QUESTIONS

The questions that comprise the Remote Interview are situation-based, which means that they are worded in such a way that you will be able to respond by recalling and reflecting on situations that have recently occurred in your practice. See a sample question on page 9.

The Peer Assessor will keep the discussion focused on one competency area at a time, asking probing questions on an as-needed basis to elicit details that will help to contextualize the situation and the actions you took. When considered together, your responses will enable the Peer Assessor to determine if you meet the competency being assessed.

Sample question:

Describe a time when you identified a safety risk with one of your clients and explain how you managed the situation.

Related Probing Questions:

- How did you identify the safety risk?
- Describe the steps you took to manage the situation.
- What key factors influenced your actions?
- How did the situation end?

RESOURCES TO HELP YOU PREPARE

Visit the CRPO's website at www.crpo.ca, navigate to the "Resources" page and review the:

- Professional Practice Standards
- Competency Profile for RPs

Peer and Practice Review Remote Interview

PREPARATION CHECKLIST

To prepare for your Remote Interview, follow the steps below:

- [ ] 1. Read the Peer & Practice Review Guide(s) carefully.
- [ ] 2. Print or retain a copy of this checklist to help you track your preparation.
- [ ] 3. Within 30 days of the date recorded on your notification letter, access the Quality Assurance Portal to complete steps a-d listed below:
    - [ ] a. arrange the Remote Interview date and time;
    - [ ] b. determine if there is a conflict of interest with any of the Peer Assessors who may be assigned to conduct your interview;
    - [ ] c. complete the Prequestionnaire; and
    - [ ] d. submit your advertising and marketing materials.
- [ ] 4. Participate in the Remote Interview.
- [ ] 5. Review a copy of the Remote Interview Report and accompanying letter, when these are available.
- [ ] 6. If required, participate in the In-Person Interview. If you are required to participate in the In-Person Interview, this will be identified in the letter that accompanies your Report. Any additional information and/or instructions will be included in the letter that accompanies your Report.

Please be advised that members are required to complete all stages of Step 1 within 60 days of the date recorded on the letter of notification.

Date on letter of notification:

Date of Remote Interview:

If applicable, Date of In-Person Interview:

Other important dates (describe):

REMOTE INTERVIEW RESULTS AND OUTCOMES

Once the Remote Interview is complete, the Peer Assessor will prepare a Step 1 Report, identifying the extent to which the competencies assessed in the interview have been met. Generally these reports are available within 3-6 weeks of an interview.

The QA Committee will use the results of the PPR to establish a threshold for the acceptable standard. Members whose results are above the threshold will be deemed to have successfully completed the PPR process and will be excluded from the random selection pool for six years. Members whose results fall below the threshold will continue on to Step 2 of the PPR process – the In-Person Interview.

The In-Person Interview gathers additional information about a member's practice in select competency areas which will enable the QAC to determine whether the member continues to fall below the standard. QAC will take into consideration the results of Steps 1 and 2 of the PPR process, in addition to the member's written submission (should he/she provide one), to determine if practice support or some other form of remediation is required.

A detailed Guide describing the Step 2 (In-Person Interview) process will be available at a later date.

FREQUENTLY ASKED QUESTIONS

Do I need to tell my employer about the interview?

You are not obligated to tell your employer about your participation in the PPR, nor are you required to share feedback or results that come out of the PPR. If you continue to Step 2 (the In-Person Interview), you may find it is necessary to communicate with your employer about the PPR process in order to facilitate access to clinical records.

Will my employer pay me for the time I spent completing the interview?

Your employer is not required to compensate you for the time you spend on your QA obligations (e.g. by providing paid time off). As a regulated health professional, you are obligated to participate in the PPR process, and you must ensure that you are available to participate meaningfully.

How do I request a deferral?

If you are experiencing exceptional circumstances, you may request that the interview be delayed, using the PPR Deferral Request form. Please contact the Quality Assurance Manager at QA@crpo.ca for a copy of this form. Please be advised that the College may ask you to provide documentation to support your request, such as a note from a healthcare professional.

How do I request accommodation for my special need(s)?

If you have a disability (defined according to the Human Rights Code) and require accommodation to complete any aspect of the PPR process, you must make a request to the College in writing. The College will work with you to identify appropriate accommodations.
Request should be made through the PPR Portal email system within seven days from receiving the notification letter.

Who are the Peer Assessors?

The College's QA Committee appoints Peer Assessors who have received training in conducting Peer and Practice Reviews. Peer Assessors:

- are members of the College in good standing and have current experience in their area of practice;
- undergo a rigorous selection process, including careful application vetting and a lengthy interview that evaluates training and experience;
- receive extensive training on interviewing techniques, note-taking, scoring and formulating fair, objective reports;
- are required to adhere to a strict confidentiality agreement and conflict of interest policy; and
- have been assessed themselves during the pre-test of the interview tools.

APPENDIX A - QA PORTAL INSTRUCTIONS

CRPO has implemented an online resource – the QA Portal – to help you meet the requirements of the Quality Assurance (QA) Program. For example, through the secure QA Portal you will be able to manage many aspects of your participation in the Peer and Practice Review (PPR), such as scheduling your interview(s) and providing information related to your practice.

Information on the QA Portal is confidential and access to this information is limited to designated CRPO staff and the peer assessor assigned to conduct your PPR. To learn more about the QA Program and confidentiality, please review the *Peer and Practice Review Guide*.

Through the QA Portal, you will be able to:

- Schedule your PPR interview(s), setting date, time and location.
- Communicate with QA staff and your assigned peer assessor using the QA Portal's Mailbox feature.
- Review the results of you interview in a report.
- Provide feedback on the PPR process.

The information that follows will help you find your way around the QA Portal.

ACCESSING THE PORTAL

The QA Portal can be accessed through your CRPO account, as described below.

- Log into your CRPO account, as you usually do, or by clicking this link: https://www.terida.com/idms/login.seam.
- Once in your CRPO account, click the "QA" tab. Review the information on the QA tab.
- Click the "Enter the QA Portal" button, which will bring you into the QA Portal.
- Click the "My QA Portal" tab to reveal the menu options.

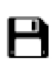
COMPLETING THE PREQUESTIONNAIRE

In order for the Remote Interview to take place, some advanced preparation is required on your part, including submitting the Prequestionnaire.

To access the Prequestionnaire:

1. Ensure you are in the QA Portal. See "Accessing the Portal," immediately above.
2. Click on the "My QA Portal" tab to reveal the menu options, then select "Practice Review."
3. Review the information on the "Introduction to the Peer and Practice Review" page, and follow the instructions provided there.

Tips for navigating through the Prequestionnaire:

- Move to the next question by clicking the arrow button on the right side of the screen.
- Where a response to a question is required, you must enter some text into the applicable field(s) before you will be able to move on to the next question.
- If you have not yet completed the Prequestionnaire and wish to return to finish it at a later time:
    1. Click the "Save" icon, which looks like this: 
    2. Then click the "X," which appears in the green header box. This will bring you to the "Prequestionnaire Complete" page.

3. Select “I would like to continue working on my Prequestionnaire at a later date.”
4. Click “Save/Exit.”

PROVIDING YOUR SCHEDULING INFORMATION

It is also necessary for you to provide your scheduling information and identify any peer assessors with whom you might have a current or prior relationship, including personal and professional relationships. This information is used to pair you with a peer assessor who can be available on a mutually convenient date.

Once CRPO has received your scheduling information, it can take five to 10 days to confirm the interview date. You may be contacted to provide alternate availability in the event a peer assessor is not available on the dates you provided.

To provide your scheduling information:

1. Ensure you are in the QA Portal. See “Accessing the Portal,” above.
2. Click on the “My QA Portal” tab to reveal the menu options, then select “Practice Review.”
3. Click the “Assignments” tab.
4. From the list of assignments, select
5. While logged into the QA Portal,
6. Click on the “Assignments” tab.
7. Click “Show Instructions” (if the instructions are not already revealed) and follow the steps provided.

Following the prompts on the page, be sure to:

- Identify any peer assessors with whom you may have a conflict of interest.
- Identify your preferred time of day for your interview.
- Provide at least three dates where you would be available for an interview.
- Provide a number where you can reliably be reached.
- Check the “My section is complete” box when you have finished.
- Click “Save” icon, which looks like this:

VIEWING YOUR PPR RESULTS

Once your results are available, you will be sent a notification that identifies how to view your PPR results.

MAKING A WRITTEN SUBMISSION (OPTIONAL)

Members are invited to make a written submission in cases where their PPR results will be considered by the QA Committee. Written submissions usually include information that will help the QA Committee in its considerations.

If you are providing a written submission, make sure you have received and reviewed your Report results first. To make a written submission, write a message to the QA Coordinator using the Portal Mailbox system. To do so:

1. Ensure you are in the QA Portal. See “Accessing the Portal,” above.
2. Click on the “Portal Mailbox” icon ( ), which appears near the top right side of your screen. This will bring you to the “Portal Mailbox” page.
3. Click the “Portal Mail” tab, and read the instructions there to learn how to compose a message.

4. When composing your message, select the recipient. First you must select “Administrator.” Then, from the menu that appears, select “QA Coordinator.”
5. Once you’ve composed your message, be sure to click “Send,” so that your message can be received by the QA Coordinator.

Important note: As a security precaution, you will automatically be timed out of the Portal if you have not clicked a link or button in a span of 10 minutes. Unsent messages will be lost. To prevent lost information, it is recommended that you first type your message in a word processing program (e.g. Word), and then copy and paste this into the message field.

PROVIDING FEEDBACK (OPTIONAL)

Once you have completed the PPR we invite you to provide feedback about your experience. To do this:

1. Ensure you are in the QA Portal. See “Accessing the Portal,” above.
2. Click on the “My QA Portal” tab to reveal the menu options, then select “Practice Review.”
3. Click the “Feedback” tab.
4. Follow the prompts to provide your feedback.
5. When you reach the final page and you consider your feedback complete, check the box beside “My feedback is complete,” and then click “Save/Exit.” This action will lock your responses and you will not be able to edit them further.

COLLEGE OF REGISTERED PSYCHOTHERAPISTS OF ONTARIO

375 University Avenue, Suite 803 Toronto, ON M5G 2J5

T: 416-479-4330 or toll-free: 1-844-712-1364 E: QA@crpo.ca F: 416-639-2168