

FOSTERING
**EXCELLENCE,
TRUSTWORTHINESS
AND ACCESSIBILITY**

CRPO Strategic Plan 2020 – 2023

INTRODUCTION

CRPO Council came together for a strategic planning exercise in fall 2019 with an awareness of several external factors. Among the most important that they identified are the efforts on the part of the Ministry of Health and Long-Term Care to develop key performance indicators that will allow regulatory colleges to better identify and report on progress made, and a governance review commissioned by CRPO to allow Council to establish direction for development of CRPO's governance model. Both initiatives, along with the strategic plan, will shape and inform CRPO's work. Immediate next steps will be to articulate regulatory objectives and to develop Council and committee workplans to address identified priorities in serving our public protection mandate.

CRPO STRATEGIC PRIORITIES 2020 – 2023

Supporting safe, high quality, accessible psychotherapy for Ontarians.

TRUSTED AUTHORITY

Build CRPO's presence as a trusted authority for issues related to safe, ethical and competent psychotherapy care.

CLEAR COMMUNICATIONS

Further develop communications to support clear, transparent and dynamic interaction with stakeholders.

EFFECTIVE INFRASTRUCTURE

Strengthen operations and governance infrastructure.

SYSTEMS PARTNERSHIP

Collaborate with other system partners to contribute to better access to mental health services.

PRIORITY: TRUSTED AUTHORITY

BUILD CRPO'S PRESENCE AS A TRUSTED AUTHORITY FOR PSYCHOTHERAPY

GOAL: CRPO will be recognized as a leader in ensuring the value of psychotherapy, its role in the mental health system, and what constitutes safety, competence and quality in psychotherapeutic practice and excellence in regulatory oversight. CRPO will be the first source for all issues related to Registered Psychotherapists among health professions, the public, government, the media and other stakeholders, and will be recognized as an exemplar of fostering professional competency and standards of practice.

Objectives:

- Continue to strengthen the practice of psychotherapy through clearly defined standards, continuing competence requirements and support for excellence in practice

- Create public outreach to build understanding about psychotherapy and make CRPO more visible and accessible

- Cooperate with other stakeholders to build knowledge about and access to psychotherapy as a regulated profession

PRIORITY: CLEAR COMMUNICATIONS

FURTHER DEVELOP COMMUNICATIONS TO SUPPORT CLEAR, TRANSPARENT AND DYNAMIC INTERACTION WITH STAKEHOLDERS

GOAL: CRPO will be in active dialogue and communication with the public, registrants, government and other stakeholders. A focus on ensuring communications with the public and registrants will support their experience of CRPO as open, transparent and accessible. The public will know where to locate information about Regulated Psychotherapists and how to access CRPO to respond to questions and address concerns about care. Registrants will report clarity about the role and purpose of CRPO, will feel their modality of work is respected and valued, and will recognize CRPO as a supportive resource for good practice. CRPO and registrants will both recognize their shared goal of maintaining excellent practice to build public trust.

Objectives:

- Develop effective communication initiatives based on assessment of public need for information
- Strengthen communications with registrants to ensure clarity and transparency to build trust and a better understanding of regulatory requirements
- Actively participate in efforts to create useful dialogue with stakeholders across Ontario's mental health sector

PRIORITY: EFFECTIVE INFRASTRUCTURE

STRENGTHEN OPERATIONAL AND GOVERNANCE INFRASTRUCTURE

GOAL: CRPO will have governance practices, technology and information resources that will foster a culture of growth, continual improvement, adaptability and responsiveness to the public, registrants and other stakeholders, while meeting all legislative accountability requirements.

Objectives:

- Continue to cultivate excellence, accountability and responsiveness among Council and committee members through professional development and policy guidance
- Foster diversity and inclusion among staff, Council and registered psychotherapists
- Implement effective governance and risk-management frameworks across all operational and regulatory functions
- Measure progress through strategic planning, risk assessment and key performance indicators

PRIORITY: SYSTEMS PARTNERSHIP

COLLABORATE WITH OTHER SYSTEM PARTNERS TO CONTRIBUTE TO BETTER ACCESS TO MENTAL HEALTH SERVICES

GOAL: Through collaboration with other system partners, CRPO will build collective best practices, and advocate for changes that will strengthen regulated health professions and improve public access and experience with mental health services.

Objectives:

- Build on existing relationships among the Colleges whose members have the authority to perform the controlled act of psychotherapy, the Health Professions Regulators of Ontario network and other Canadian psychotherapy regulators to:
 - define and foster leadership in regulatory excellence
 - create collective solutions to allow alignment in addressing concerns with mental health service provision
- Engage with the Ministry of Health to provide useful and timely information and advice about Registered Psychotherapy and the mental health system
- Formalize work of recognizing, reporting on and adapting to changes in the practice environment to support health system improvement

IMPLEMENTATION

Regulatory Objectives:

Regulatory objectives are specific and measurable efforts needed to achieve the goal of public protection dictated by the RHPA. Establishing and communicating regulatory objectives allows a regulator to demonstrate how the work they do is in the public interest. Stated objectives also support accountability within a right-touch approach: if an initiative cannot be measured against one of the objectives, it likely should not be undertaken.

Recognizing the importance of articulating these objectives in plain language and then using them to determine what work will be undertaken, CRPO's Council agreed that a first step in implementing any strategic plan would be to agree upon and adopt clear regulatory objectives. Accordingly, Council agreed that these objectives would be developed as a preliminary step in the work to be completed under the 'operational effectiveness' priority.

NEXT STEPS

Measured against regulatory objectives and working within the focus of the four priority areas identified at the retreat, CRPO Council and staff will develop targeted work plans, with specific tasks mapped to the core operational, governance, communications and regulatory functions. Work plans will be tied to fiscal years and progress will be reviewed by Council at each meeting. Performance results related to the strategic objectives will be used to develop performance improvement plans and to adjust and develop regulatory activities to protect and serve the public interest. These results and any resulting plans will be shared with stakeholders.