

QA Enhancement Project: Q & As

Situational Judgement Scenarios

Q: What format and types of questions will the new QA assessment have?

A: The new assessment will use a question format called “Situational Judgement Scenarios.” An example of this type of question is presented in the webinar.

Q: Do the cases that have been constructed through peer group discussion take into account a practitioner who narrows their practice to a certain population or modality?

A: The QA program is not about one modality. It’s about the standards that apply to all RPs. Multiple modalities are represented by case developers to ensure the way the standards are applied are understood across modalities.

The QA enhancement project plan was developed with the explicit intent of including diverse perspectives – including diversity of practice – to ensure that the case-based approach would allow RPs to see their own practice and demonstrate their competence. Recruitment for each stage of the enhancement project case development has, and will continue to, take this into account.

Q: Would the practitioner filling out the assessment be given an opportunity to give their rationale?

A: At this point the practitioner is only being asked to rank the possible options. The rationale for each decision has been developed using a consensus model by panels of practitioners. The idea of having the practitioner provide their own rationale is an interesting one which will be examined as the activity develops.

Q: Do RPs taking the assessment need to rank all 5 answers, rather than just the best answer?

A: RPs taking the assessment will be asked to rank all 5 answers from most appropriate to least appropriate. This type of ranking is typical of “Situational Judgement Scenarios,” which are designed to recognize that in many situations, there is more than one correct answer.

Q: How does the online assessment consider the varied experience levels of practitioners, including those who are new and RP (Qualifying)?

CRPO’s Professional Practice Standards apply to all practitioners, including new registrants. Because the case scenarios are based on the standards, they are a fair assessment for all registrants of the College. In addition, the open book nature of the assessment should assist new registrants. Nevertheless, as part of the program’s ongoing evaluation, performance on the assessment across different levels of experienced will be examined. Should an issue arise, an adjustment will be implemented to ensure fairness for all.

Q: How are the answers/responses evaluated?

A: The scenario portion in each case, along with all five responses, are vetted by panels of practising psychotherapists both before and after their administration. Prior to using the case, a panel reviews the relevancy and accuracy of all case content. After the administration, each case is reviewed using statistical procedures designed to ensure that the performance of the case falls within established psychometric properties specifically designed to ensure that only valid cases contribute to a candidate's overall score. Additionally, content experts from the profession also review any case thought to be problematic to practitioners. Put simply, practising psychotherapists who have been trained to evaluate the cases and the questions will be asked to assess whether an RP with basic competency should be able to answer correctly.

Q: Will the assessment take place at home, or at a testing centre?

A: RPs will be able to complete this assessment from home on an internet-enabled device.

Assessment Logistics

Q: Once the new assessment is implemented, what would be the complete structure of the QA program?

A: The QA program will continue to include the requirement that RPs complete a self-assessment and 40 hours of professional development in every two-year cycle, and that they maintain records of those hours. The online assessment will help inform what professional development, including possible participation in a PPR, would be most useful for each RP.

Q: What will the assessment mean in relation to PPRs? Will the assessment replace the PPRs? If not, will it mean a reduced number of PPRs going forward?

A: As part of the right-touch approach, the College will be working to use its regulatory tools in a way that best supports registrants in maintaining continuing competence. The assessment will be used to assist in determining which registrants would benefit from completing a PPR. While it may not result in a reduced number of PPRs being conducted, it will ensure that they are done with registrant who have significant gaps in their knowledge, skills or judgment, as identified through the assessment.

Q: Will there be practice materials with the rationales, ahead of time?

A: Yes, it fully anticipated that a simulation of this activity including all of the components will be available before the actual implementation

Q: What happens if someone does not pass the assessment?

A: A large majority of registrants are expected to 'pass' the assessment. They will be given affirmation and encouragement to pursue future professional development as they find appropriate. A small minority of registrants will be given automated, template feedback recommending professional development in particular areas. An even smaller minority will be offered hands-on coaching or mentorship (similar to the current PPR) where significant gaps are identified. Only a very small number of registrants who have not cooperated with the process, or

where a risk to the public is identified, may be referred for formal proceedings before the Quality Assurance Committee.

Q: How many cases will or may be included in the QA assessment?

The actual number of cases has not been finalized at this time; however, the development team is working on designing an assessment activity that could be comfortably completed in a two-hour period. The actual time period for the assessment could be longer as a goal is not to let speed be a determining factor in completing the activity.

Q: Will there be a French version of the assessment available?

A: Once the development of the English version of the assessment is complete and the program delivery evaluated, CRPO has plans to provide a French version.

Q: How will RPs who are not practising at this time be affected by the QA enhancement project?

A: We haven't yet determined how Inactive and non-practising registrants will participate. Currently Inactive and non-practising RPs, or RPs who just provide clinical supervision but don't see clients, do the normal QA Program but can request a deferral due to extenuating circumstances.

Q: How will the QA Enhancement Project address accessibility of the assessment process? What kind of alternative formats are available?

A: We haven't procured the platform yet but will ensure it is designed accessibility in mind and with accommodations possible as needed.

Q: How does the QA simulation assess clinician expertise around Equity and Anti-Oppressive Practises?

A: Case developers are drawn from diverse backgrounds so when they write and review each other's cases, they ensure to apply multiple perspectives and the lens of inclusion. We also plan to have cases include specific equity and anti-oppressive issues.

In addition, CRPO intends to establish a working group to ensure equity and anti-oppressive practices are applied across College programs. This group will be asked to participate as reviewers before the QA enhancement is launched.

Q: How can we be sure about this project's efficacy?

A: As part of the annual College Performance Management Framework, CRPO will be evaluating and reporting on how well our regulatory tools are based in the best available evidence, reflect current best practices and are aligned with changing expectations. The work that results from the QA enhancement will be subject to the same evaluation.

Q: Do CRPO's QA program requirements align with those of other colleges?

A: The College Performance Management Framework includes standards that all health colleges in Ontario are expected to meet with their work related to continuing competence. So, while each profession's requirements will be very different, there will be growing alignment across colleges because there is an underlying principle that all QA programs will:

- operate from a risk-based approach;
- include an assessment of competency, professionalism, ethical practice, and quality of care; and
- incorporate assistance in implementing any required changes to standards of practice or practice guidelines.

Q: When will the new assessment roll out? Will RPs whose QA requirements due on December 31, 2021, need to complete the assessment?

A: The new assessment is scheduled to be piloted in Fall 2022, with full implementation in 2023. Registrants whose QA Program reporting cycles end on December 31, 2021 are not required to complete the new assessment, as it is still in development.

For more information about your QA Program requirements, please visit <https://www.crho.ca/pd-faq/>.

General Questions

Q: Will the QA Program likely be revised again in the near future?

A: The process is being designed to incorporate best practices in QA and in adult education, professional development and competency assessment. The cases being developed are being thoroughly workshopped to ensure that they represent current standards of practice. And the assessment process will be developed using methodology that supports establishing defensible standards for evaluation.

Our goal is to have a robust program that will be relevant going forward.

That said, as part of a commitment to making sure that the regulatory tools we develop and use are effective, we will be evaluating the rollout and use of the enhanced process. Additionally, we will be considering a review cycle to look at standards of practice, changes to legislation and any other shifts that might be relevant and will commit to updating the process as needed in response.

Q: How can I access the recorded webinar?

A: Please visit the following link to view the webinar recording:
<https://www.youtube.com/watch?v=iptNiECcYd4>

Please note that closed captioning is available, and the slides used in the presentation can be viewed on our website.

Q: What are my QA requirements this year?

For more information about your QA Program requirements, please visit <https://www.crho.ca/pd-faq/>.