

Part V

Committee Specific Orientation: Quality Assurance Committee

Types of Regulation

- Restrictive
 - Registration, title protection
- Proactive
 - Quality assurance
- Reactive
 - Complaints, discipline, incapacity
- Transparent
 - Public register

Proactive Measures

- Systemic changes
 - Larger impact than individual action
 - Can be non-punitive and even supportive
 - Focus: excellence vs. minimal standards
- Programs
 - Quality assurance program
 - Client relations program
 - Registrant / public education

O. Reg. 34/13: Quality Assurance Program

- Professional Development, which requires the ongoing participation of every registrant;
- Peer and Practice Review, which involves the review of randomly selected registrants' practices by a trained peer assessor; and
- Professional Improvement, which are continuing education or remedial steps deemed necessary by the QA Committee.

Quality Assurance



A central responsibility of the Quality Assurance Committee is to monitor registrants' participation in the Quality Assurance Program, including:

- Facilitating registrants' ongoing participation in the Quality Assurance Program;
- Ensuring registrants have participated adequately in the Quality Assurance Program;
- Following up on registrants whose participation is found to be unsatisfactory.

Excerpted from QAC terms of reference

Quality Assurance

In a broader sense, the Quality Assurance Committee is tasked with encouraging registrant participation in ongoing continuing competence and quality improvement activities.

Excerpted from QAC terms of reference

Underlying Philosophy

- educational
- promote growth competency maintenance and enhancement
- facilitate interprofessional collaboration
- support response to change in practice environments
- oversee new/changes to standards, technology, competencies, other relevant issues

Competency Model

- Engagement
 - Best competency model is voluntary
- Environment
 - No fault
- Enhancement
 - Striving for constant improvement

Quality Assurance Requirements

Here is a brief description of the Quality Assurance Program components:

Professional Development

- Requires the ongoing participation of every Registrant in self-assessment & learning activities.

Peer & Practice Review

- Involves participation of Registrants who are randomly selected (and others) in a practice review by a trained peer assessor.

Professional Improvement

- Includes participation in a remediation program, only some Registrants participate, as required.

Quality Assurance Requirements

Goals of Professional Development (PD):

- support registrants' ongoing self-reflection and professional growth.
- engage regularly in a conscious reflection of their practice and participate regularly in growth opportunities.
- uncover areas of practice that may benefit from development
- track and reflect on their own professional growth

Quality Assurance Requirements

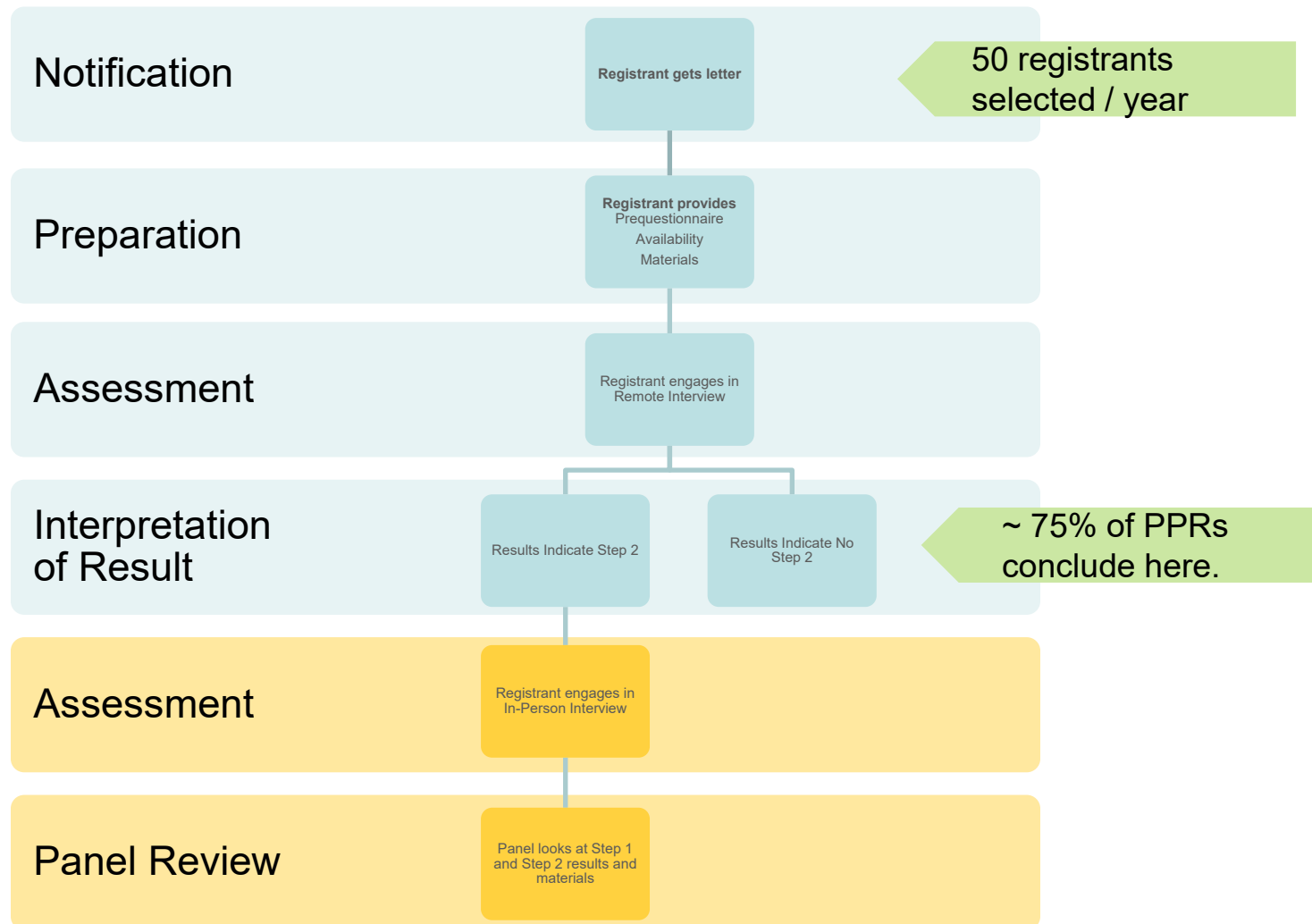
Goals of Peer & Practice Review:

- Each year, a number of registrants are randomly selected
 - PD tools are reviewed by CRPO staff, based on criteria established by the Quality Assurance Committee.
 - purpose is to determine whether the materials have been completed adequately.
 - A subset of those randomly selected are required to participate in Peer and Practice Review.
 - If Professional Development tools are found to be incomplete and/or inadequate, registrant may be required to submit additional documentation and/or engage in a Peer and Practice Review.

Peer Assessors

- Conduct assessments
 - Receive appropriate training to do so
 - Engage in quarterly calibration sessions (to improve reliability in scoring, so that all assessors are understanding the assessment in the same way, and scoring in the same way)
- Provide reports
- Confer with staff regarding situations that arise at any point during the assessment process
- Respond to questions regarding the assessment

Quality Assurance: PPR Process



Quality Assurance

