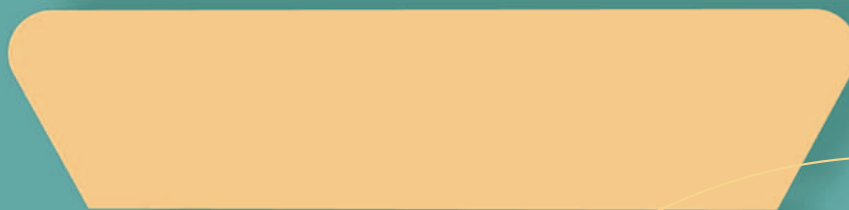


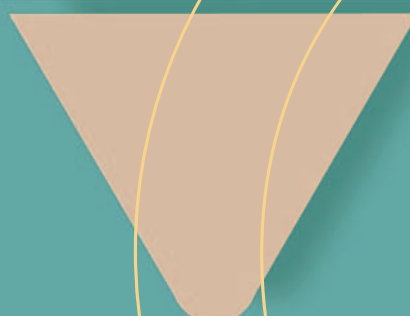


Quality Management

Practice Assessment



Practice Assessment
Eligible for participation
every five years



The Quality Management Committee's Principles of Practice Assessment

The Practice Assessment will:

- (1) Provide an educational experience for the physiotherapist
- (2) Be relevant to the physiotherapist's current role(s) and accountabilities
- (3) Be applicable to all areas of clinical practice
- (4) Be feasible in cost and time
- (5) Assess what a physiotherapist does do
- (6) Be acceptable to the profession
- (7) Provide rapid feedback

How the Practice Assessment Process Works

Physiotherapists in Ontario provide excellent patient care and the public's health care is protected.

↓
Practice Assessment participants are **randomly** selected throughout eleven months of the year.

↓
Participants are notified in writing of their upcoming Practice Assessment. At this time, a comprehensive Practice Assessment Instruction Package is provided to the registrant. Participants are **given three months** from the date of selection to **complete** the process.

↓
A **peer assessor**, with significant training in the Onsite Practice Assessment process, contacts the registrant and **arranges an appropriate date and time for the review** (based upon scheduling information from the participant). Any potential conflict of interest between the participant and the assessor is declared at this time. The registrant notifies the employer of the scheduled assessment.

↓
The assessor **meets with the participant** at their workplace for approximately **four hours**, conducting a comprehensive review. The **assessor reviews the physiotherapist's practice** – according to a predetermined series of tools, based on accepted practice standards.

↑
The College sends a letter to the participant stating the decision of the QM Committee. If the participant demonstrates knowledge, skills and judgment, no further action is required. If the Committee identifies concerns related to knowledge, skills and judgment, participants will be required to comply with the Committee's recommendations within a specified timeframe.

↑
The participant is provided with a **confidential questionnaire** to assist the College in evaluating the Practice Assessment process and the performance of the assessor.

↑
A **report is submitted to the College**, with a copy to the participant, commenting on the participant's knowledge, skills and judgment. Reports are reviewed and final decisions are made by the QM Committee

↑
The **assessor discusses the results** of the assessment with the participant and discusses the report the assessor will submit to the College.

Practice Assessment

Enhancing Physiotherapy Practice

Practice Assessment

Practice Assessment is the process chosen by the Quality Management (QM) Committee to best reflect the goals of the QM Framework.

Practice Assessment is a key component of the College's QM Program under the *Regulated Health Professions Act* (RHPA). The purpose of this component is to provide an objective assessment and review of a physiotherapist's practice in relation to the standards of practice of the profession.

The process of this component is designed to be transparent, positive and educational. The aim is to showcase quality practice and to support the transfer of learning and ideas by physiotherapists into their practices.

The following information provides an overview of the *Practice Assessment* component of the QM Framework .

A **Practice Assessment**, conducted by College-trained assessors, is the most transparent, practical and effective way for the College to promote accountability and assist physiotherapists in the enhancement of their performance in the workplace.

While the program recognizes that the majority of physiotherapists are practising according to the standards of the profession, Practice Assessments are an excellent way to provide a positive learning experience that is relevant to each physiotherapist's practice.

Through Practice Assessments, the College can **dialogue with registrants in their actual workplaces** and help them identify areas of strengths and opportunities for improvement.

Why Practice Assessment?

The *Regulated Health Professions Act* mandates all twenty-one health regulatory Colleges in Ontario to develop Quality Assurance Programs. Each College is mandated to have a Quality Assurance (QA) Committee consisting of professional and public members to provide direction to physiotherapists across Ontario on maintaining competence. The College calls the QA Committee the Quality Management (QM) Committee. The public representative provides valuable insight on what the public expects as health care users and the professional representatives ensure the program adds value to registrants.

The College's Quality Assurance Regulation (532/98) states that the Quality Assurance program must include the following components:

- **Professional Portfolio – Practice Reflection** helps registrants reflect on significant changes within their practice environment to ensure skills are current and patients are satisfied with the services provided. The portfolio is an opportunity to reflect on practice and identify opportunities for continuing development.
- **Practice Assessment** – is an important component of the QM Framework to assess professional competencies. Practice Assessment is uniquely designed as an opportunity to showcase knowledge, skills, abilities and performance. The assessor will be familiar with the registrant's scope of practice and the standards of practice of the profession.
- **Practice Enhancement** – assists those registrants for whom concerns about knowledge, skills or judgment have been identified.



The Practice Assessment Process – What can participants expect?

Each year, 10% of registrants who are **Independent Practice certificate holders** and involved in **direct patient care** will be **randomly** selected to participate in Practice Assessment. Registrants will only be eligible for a Practice Assessment once every five years. Random selection will occur each month, excluding December. In order to minimize travels costs for assessors, in the spring or summer of each year, a selection will be generated by geographic region in order to group assessments in the more remote areas.

Along with the letter informing a registrant that he or she has been selected, **participants will receive a comprehensive Practice Assessment Instruction Package** (including copies of all the tools to be used during the assessment), and a **Practice Assessment Checklist** to assist in preparing for the assessment. Participants will have three months from the selection date to complete the actual assessment.

Participants who have been selected may need to notify their employer (if applicable) that an assessor will conduct a Practice Assessment at their workplace. The results of the Assessment remain confidential and are only shared with the participant, the QM staff and the QM Committee. This information is not shared with other staff at the College, with other Committees or the employer.

During the Practice Assessment, **the assessor will provide feedback outlining professional strengths and any opportunities for development.** The Practice Assessment is an opportunity to discuss all areas of practice with the assessor.

Participants will have the opportunity to provide confidential feedback on the Practice Assessment process and the assessor. After the review is complete the assessor will provide the participant with a confidential questionnaire that evaluates the Practice Assessment process and the skill sets of the assessor, to be returned directly to the College. Your opinion will be combined with feedback from others so that the College can listen and learn how to improve the program.

YOU CAN TRUST THE CONFIDENTIALITY AND FAIRNESS OF THE ASSESSMENT PROCESS

Did you know....?

The Quality Management Committee receives a copy of each assessment to ensure the assessment process is fair and transparent; with rare exceptions, **they cannot share the results with any other College Committee.** (If the Committee is of the opinion that a registrant has committed an act of professional misconduct or may be incompetent or incapacitated, the Committee may disclose the name and allegations, but not the full assessment findings, to the Executive Committee. However, even if there are such concerns the Committee will not report the matter unless it feels that the issues cannot be resolved through the quality management process. Also, if a registrant gives false information to the Committee or an assessor, that can be reported to the Executive Committee).

According to the Regulated Health Professions Act, every person employed, retained or appointed for the purpose of the administration of the Practice Assessment (and every member of the College Staff, Council and Committee member or volunteer for any College project) is legally obliged to preserve confidentiality with respect to all information that they have access to in the course of their duties and cannot communicate any information to anyone unless one of the few narrow exceptions apply. Anyone who breaks this confidentiality may be subject to a \$25,000 fine.



Strategies to promote an excellent Practice assessment process

- To ensure the Practice Assessment process is effective, all assessors will receive training on how to conduct an assessment before they assess other physiotherapists.
- Participants and the QM Committee will conduct reviews of the assessors' performance.
- The assessors will act as a communications conduit for the College. They will carry out Practice Assessments with participants in their practice setting and listen to what participants have to say about how the QM Committee can better support them in their goal to offer excellent physiotherapy care.
- The profession will benefit from innovative, leading edge practice, sharing as the program evolves.
- The Practice Assessment process is completely transparent. All Practice Assessment forms will be made available, allowing participants to prepare for their Practice Assessment.
- Registrants are actively involved in life-long learning and demonstrate a willingness to engage in an educational and mentoring relationship with the College.

The College and Physiotherapists – Partnering for Excellence

- The College welcomes your questions and comments on the new QM Framework, the Practice Assessment Component, or any other College program, 24 hours a day, seven days a week via our web site at www.collegept.org.
- If you or your employer have ideas on how the College can make the Practice Assessment process more effective or more beneficial to individual physiotherapists, please e-mail us your suggestions to info@collegept.org.
- If you would like to volunteer to participate in the Practice Component or to become an assessor for the program, please contact the Coordinator, Quality Programs, at info@collegept.org.

Example Onsite Practice Assessment Questions

Facility/Practice Evaluation

- Does the practice environment appear clean and appropriate?
- What is the process used to obtain consent for care from the patient?
- Is privacy available?
- Are sinks (or alternatives) available as appropriate?
- What model of practice is in place for supervision of support personnel?

Billing Practices Evaluation

Do you have a clear understanding of the use of your name and registration number for billing purposes? How frequently do you monitor this?

Record Keeping Evaluation

Do the patient files include the history, examination, clinical impression and treatment plan for each patient?

Portfolio Review

Is there evidence of Professional Development? e.g.:

- Evidence of learning activities with a timeline
- Evidence of ongoing/continuous learning
- Evidence of reflection and integration of learning into practice?

Chart Stimulated Recall

- Can you tell me why you chose this type of physical/objective assessment?
- What led you to this conclusion of the patient's clinical impression?



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