

 Council on Licensure, Enforcement and Regulation

**DENVER**

2009 Annual Conference  
September 10 - 12

Self Assessment & Physiotherapy: the Ontario Model

Jan Robinson, Registrar & CEO,  
College of Physiotherapists of Ontario

*Promoting Regulatory Excellence*

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Presentation Outline

- regulatory context
- program history
- current program
- learnings
- where to next

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Regulatory Context

- Self regulatory model
- Quality assurance is mandated
- ≈7,000 registered physiotherapists
- 40/60 split public/private care models

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### Quality Management

Assure quality practice

Promote continuing competence



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→ not a science

→ start somewhere

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Time when continuing professional development (CPD) hours were primary example

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Initial program

- Learning log
- College Review Program (5 components)
- Practice Review
  - Rheumatoid Arthritis
  - Lower Extremity Function
  - Disabilities of Arm, Shoulder & Hand

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2001 Program Challenges

- not used
- fairness?
- subjectivity
- onerous
- research findings vs. influence on competence

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2002 – 2004 extensive evaluation and program development

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**Current Quality Management Program**

- evidence based
- confidential
- evolves under continuous evaluation
- shared accountability

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**Partners in Quality Care**

**NEW FRAMEWORK**

- Practice Reflection**  
100% participation annually
- Practice Assessment**  
Participation of registrants every 5-10 years
- Practice Enhancement**  
Participation as needed

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## Practice Reflection

**Goal :** To promote registrant self-assessment, professional accountability and practice reflection to continuously improve the quality of professional performance.

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## Two mandatory elements

- portfolio
- PISA (Professional Issues Self-Assessment)

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## Portfolio

- provides evidence of ongoing learning
- over fourteen (14) web based tools to customize

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**PISA (Professional Issues Self-Assessment)**

- 20 questions
- change annually
- interactive, online

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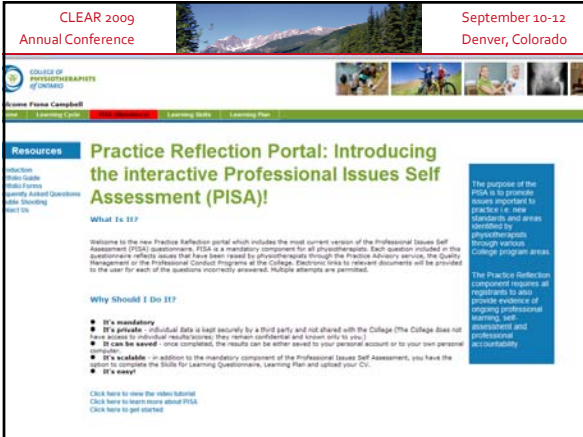
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**Resources**

**Practice Reflection Portal: Introducing the interactive Professional Issues Self Assessment (PISA)!**

**What is it?**

Welcome to the new Practice Reflection portal which includes the most current version of the Professional Issues Self Assessment (PISA) instrument. PISA is a mandatory component for all chiropractors. Each question included on the questionnaire reflects issues that have been raised by practitioners through the Practice Inquiry service, the Quality Management or the Professional Conduct Programs at the College. Electronic links to relevant documents will be provided to the user for each of the questions expressly answered. Multiple attempts are permitted.

**Why Should I Do It?**

- It's **mandatory**
- It's **secure** - Individual data is kept securely by a third party, and not shared with the College (The College does not have access to individual results/scores, they remain confidential and remain only to you.)
- It **can be saved** - once completed, the results can be either saved to your personal account or to your own personal computer.
- It's **available** - in addition to the mandatory component of the Professional Issues Self Assessment, you have the option to complete the Study for Learning Questionnaire, Learning Plan and update your CV.
- It's **easy!**

[Click here to view the video tutorial](#)  
[Click here to learn more about PISA](#)  
[Click here to get started](#)

**The purpose of the PISA is to promote relevant experience to practice (i.e. new questions and areas identified by practitioners through various College program areas)**

**The Practice Reflection component requires all registrants to allow positive evidence of ongoing professional learning, self assessment and professional accountability.**

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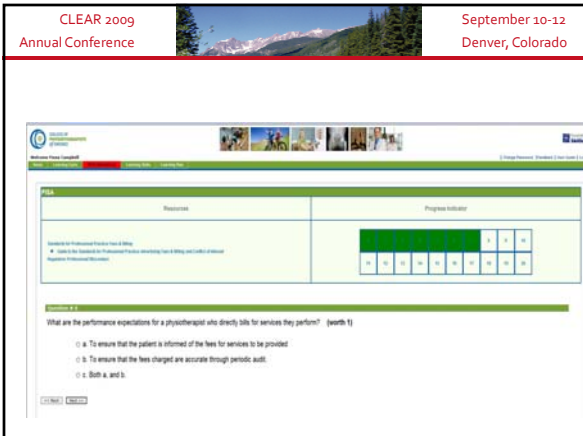
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**Progress Indicator**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
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**Question 1**

What are the performance expectations for a physiotherapist who directly bills for services they perform? (worth 1)

- a. To ensure that the patient is informed of the fees for services to be provided.
- b. To ensure that the fees charged are accurate through periodic audit.
- c. Both a. and b.

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## Practice Assessment

**Goal:** To allow registrants to demonstrate competency while providing a positive learning experience.

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## Practice Assessment Tool

Domains assessed:

- Practice Issues
- Billing
- Professional Portfolio Review
- Record Keeping
- Chart Stimulated Review



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## Key success factors

- tools reliable & valid
- assessor calibration
- procedural fairness

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**Committee Review**

- blinded
- physiotherapist input
- all other relevant College data provided

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**Outcomes**

1. Satisfactory no further action
2. Self directed Practice Enhancement
3. Committee Directed Practice Enhancement (two options)

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**Resources for support**

- focus groups
- video webcasts
- teleconferences
- online tutorials
- interactive tools
- electronic links to resources

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### Practice Enhancement

- Goal: To assist registrants to meet competence standards
- PTs in clinical practice identified as having gaps in knowledge, judgment, skills and/or abilities.



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### Post Visit Questionnaire Data

- 78% response rate 2008/2009
- 66% response rate 2007/2008
- 71% response rate 2006/2007

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### How confident are you that on the whole the Practice Assessment reflects your practice?

Confidence Level	2008/09 (%)	2007/08 (%)	2006/07 (%)
1 (Low)	5	5	5
2	10	10	10
3	15	15	15
4	45	40	35
5 (High)	25	30	35

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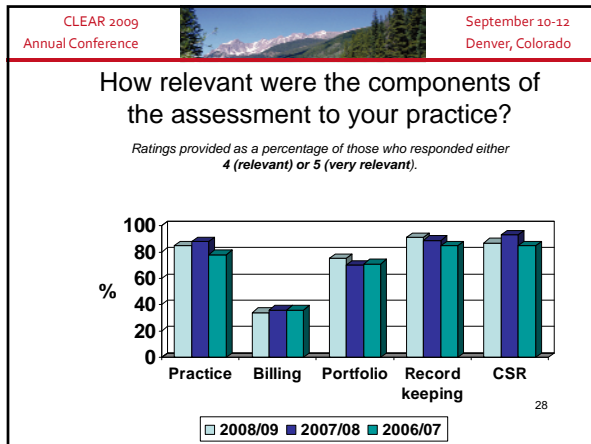
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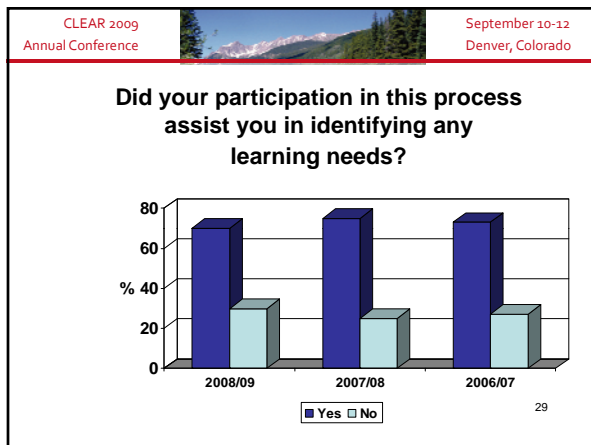
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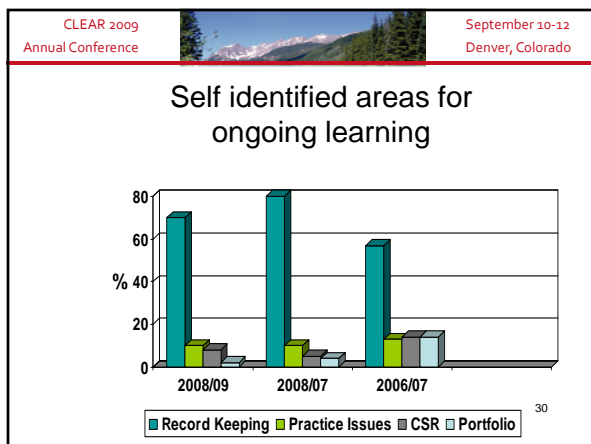
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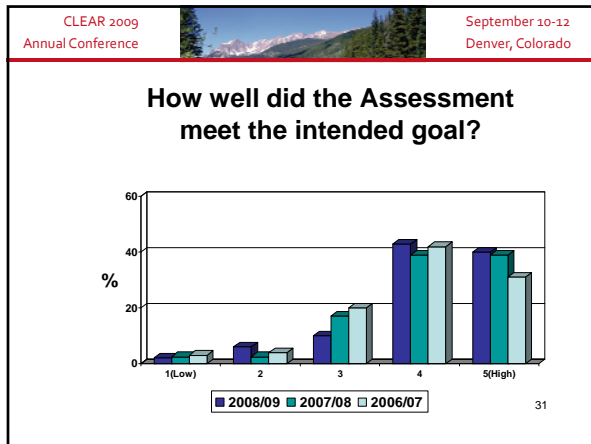
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“I don't need this process to demonstrate my competency or ongoing learning. But I imagine some PTs do, and the process has to be standardized for all. However, I doubt other registered health practitioners ... jump through all these hoops!!!!”

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“Definitely a positive learning experience. For those of us who actually care that we are doing a good job, it provides a time to reflect and critically evaluate all that we do.”

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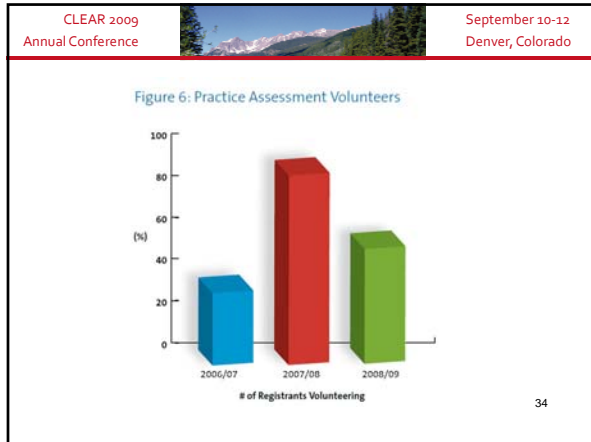
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Continuous Improvement of the Program currently under review against evidence in area of reflection, more specifically related to

- practice drift
- self assessment
- Feedback

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Under Consideration

- language shift – continuous improvement; shared learning
- guided reflection structured in all 3 program components
- multisource data input – voluntary & mandatory
- registrant skill building on effective use of feedback
- building communities of practice

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Questions....



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