

Regulation Matters

Promoting Quality Assurance and Public Protection
in Regulated Homeopathy Practice

May 2019



QUALITY
ASSURANCE

Welcome to this edition of **Regulation Matters**. This newsletter is your introduction to the College of Homeopaths of Ontario (the College or CHO) Quality Assurance Program (QAP).

The QAP and its requirements are outlined in the sections 80 to 83 of the *Health Professions Procedural Code, Schedule 2* of the *Regulated Health Professions Act, 1991*. CHO also has its own *Quality Assurance Regulation or O.Reg. 32/13*.

In accordance with RHPA and O.Reg. 32/13 (section 2(1)) the QAP shall include the following components:

1. Continuing education or professional development designed to:
 - i. promote continuing competence and continuing quality improvement among the members,
 - ii. address changes in practice environments, and
 - iii. incorporate standards of practice, advances in technology, changes made to entry-to-practice competencies and other relevant issues in the discretion of the Council.
2. Self, peer and practice assessments.
3. A mechanism for the College to monitor members' participation in, and compliance with, the program.

Note to Readers: *In the event of any inconsistency between this document and the legislation that affects homeopathic practice, the legislation governs.*

College publications contain practice parameters and standards which should be considered by all Ontario homeopaths in the care of their patients and in the practice of the profession. College publications are developed in consultation with the profession and describe current professional expectations. It is important to note that these College publications may be used by the College or other bodies in determining whether appropriate standards of practice and professional responsibilities have been maintained.

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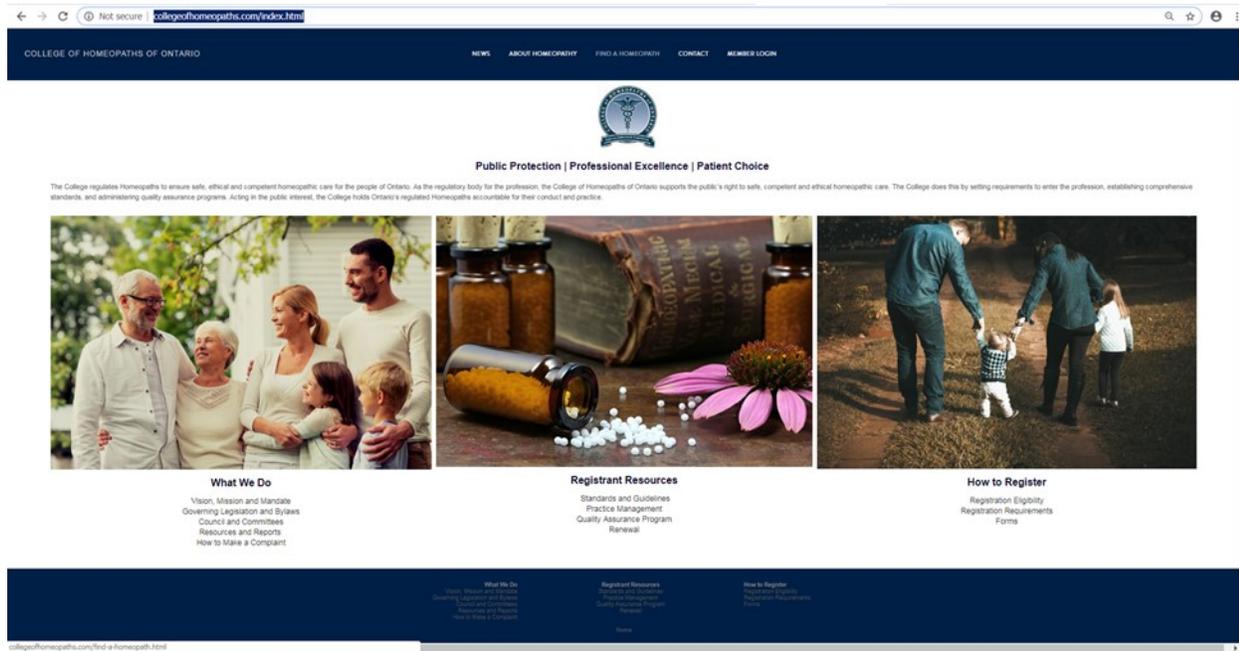
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Sign up today to become a QAP Peer Mentor. Deadline for applications is June 10. For details see page 6.



CHO Launches a New Website

Changing with the times, the CHO has modernized its website and added a new section for Registrant Resources. This section includes easy to find: [Standards and Guidelines](#), [Practice Management Resources](#), and a link to the [Quality Assurance Program Resources](#). Please visit our site at collegeofhomeopaths.com



College Contact Information

Registrar, Basil Ziv, HOM

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For Questions about:

Registration certificates, changes of address, change of name or renewal contact:
registration@collegeofhomeopaths.on.ca phone: 416-862-4804

Quality assurance, practice standards and guidelines, or patient relations contact:
programs@collegeofhomeopaths.on.ca phone: 416-862-4775

Complaints, professional conduct, operations or human resources contact:
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Why a Quality Assurance Program?

Registrants must not only be competent, but they must also be up to date in their knowledge and skills. The practice of the profession of homeopathy is growing, regulations change, and the health-care system evolves. Registrants' professional roles, responsibilities and accountabilities differ today from those of yesterday, and are likely to evolve even more in the future.

The Quality Assurance Program (QAP or QA Program) has been developed to guide, support and monitor registrants through this professional requirement. The QAP guides registrants to improve their practice and ensure that the varying laws and regulations, practice standards and guidelines impacting the profession of homeopathy are implemented in a consistent and appropriate manner. The QA program is intended to be instructional, not punitive.

The CHO QA program is based on the assumption that registrants come into the CHO with appropriate skills and knowledge acquired through prior training and education and that these initial competencies are maintained through lifelong learning and the expectation of adherence to the standards of practice.

The QAP is based on the principles of adult education. Within the QAP framework the adult education approach allows registrants to choose activities based on their individual learning needs and style, resources available, and acknowledgement that learning comes from engaging in a variety of activities. The QAP is free to registrants.



The QA program is intended to be instructional, not punitive.

Do you know about the competence standard?

The QAP also provides registrants with a method of demonstrating compliance with the CHO Professional Practice Standard 17—Competence, which states: "The College of Homeopaths of Ontario (the "CHO") requires proof that each Registrant meets and maintains their professional competency throughout their career. The assessment of competence is based on the latest version of the *Competency Profile for Entry-to-Practice Homeopaths Practising in Ontario*. Registrants are expected to practice within their individual level of competency and to act appropriately when a patient requires care outside of the homeopath's scope of practice or individual level of competence."

Supporting Best Practices through QAP

Supporting registrants through the QA program is one of the key ways the College protects the public. The College of Homeopaths of Ontario views QA as an important step in promoting continued quality improvement among registrants, and ensuring the people of Ontario receive safe, competent and ethical homeopathic care. Under the *Regulated Health Professions Act, 1991* (RHPA), all health regulatory colleges must maintain a Quality Assurance (QA) program.

QAP has three main components:

1. Self-Assessment;
2. Continuing Education and Professional Development;
3. Peer and Practice Assessment.

You will learn more about the QAP in the coming months. In the coming days, the Quality Assurance Program Guide for Registrants will be posted on the College's website and we encourage you to take a look.

1. Self-Assessment

Starting in 2019, the College will require each registrant to perform a Self-Assessment and create a Learning Plan annually. Materials will be released in June, and you will have approximately six (6) months to complete your self-assessment exercise and create a learning plan which is unique to you and your learning needs.

Self-assessment is a **two-part process** that includes:

- A CHO-designed self-reflective competency-based questionnaire allows you to review your homeopathy practice. The questionnaire is designed to help you reflect on your current professional proficiency, identify areas for growth (learning needs), and develop a learning plan that will address those areas that need improvement. The 2019 QA self-assessment form will be released in June.
- Once you have completed the questionnaire and identified learning needs or areas for growth, you will transfer the information to a Learning Plan, which will guide your continuing education and professional development goals and activities through to Spring 2020.



One Plan, One Goal

For the 2019/2020 membership year the Quality Assurance Committee (QAC) is asking registrants to set One Plan, One Goal. It means in the coming months each registrant will be required to self-assess his/her professional skills and set a learning plan with the identification and completion of at least one professional development goal. The goal is about evolving your knowledge and skill and will help you better service your patients and the public. The goal need not be complicated or expensive to achieve. The goal should be completed by Spring 2020. You will receive full details and resources for the self-assessment and goal setting exercise in June, and you will have six months to complete your self-assessment and learning plan.

The self-assessment and goal setting process will be an annual activity.

2. Continuing Education and Professional Development

Each registrant is required to log 15 hours of continuing education units (CEUs) each registration year or between April 1, 2019 and March 31, 2020.

CEUs can be gained in a variety of ways detailed in QAP policy 010. One of the best and easiest ways to earn CEUs is through the CHO's free quality assurance program initiatives. Over the coming year QAP Hot Topics education sessions will be offered at no cost to the Registrant and can be done online and from the comfort of your own home. The College will communicate more about these initiatives in coming months. Watch for details in upcoming CHO publications.

If you have specific questions about calculating hours or which hours are eligible, please contact the College at programs@collegeofhomeopaths.on.ca or call 416-862-4775.



Do you know about the calculation of CEPD hours?

The College gets many requests to pre-approve educational programs for CEUs. However, CHO does not recognize individual institutions, providers or programs of continuous learning, continuing education or professional development.

Instead the onus is on the individual registrant to calculate and record their continuing education units (in accordance with [CHO policy QAP – 10](#)). Be sure to log your hours your [Record of Continuing Education and Professional Development Activity](#) and keep a record of information supporting your participation. Supporting documentation might look like a receipt or simply a note in your log indicating the time spent, what you learned and how it supported your learning needs and learning goal(s).



3. Peer and Practice Assessment

It is a requirement of the legislation that from time to time the CHO will monitor registrants' participation in and compliance with the QAP. A Peer and Practice Assessment or PPA involves a qualified appointed peer assessor meeting with and interviewing a registrant regarding specific components of his or her practice. During the meeting or series of meetings the registrant and QA assessor will discuss the registrant's compliance with QAP requirements, review pieces of the registrant's professional portfolio, review gaps in the registrant's competencies and his/her plans to address these gaps (if any). During the meeting the QA Assessor may also ask to review a variety of practice documents, and to observe the clinic setting. A confidential report of the assessment is prepared by the assessor, a copy of which is provided to the QA Committee and the registrant.

PPA will start in 2020.

Requirement for Monitoring

As part of the QA regulation requirements, the College must have a mechanism to monitor Registrants' participation in, and compliance with, the Quality Assurance Program. The College's responsibility is to monitor compliance through registrant self-reporting, random audits of Professional Portfolio and other documents, or peer and practice assessments.

Specifically, the College and the Quality Assurance Committee monitor participation in the following manner:

1. QA Requirements Declaration
2. Random QA Audit of QA Professional Portfolio
3. QA Peer and Practice Assessment

Call for Interest Peer Mentors Wanted CHO Quality Assurance Program Deadline for application: June 10, 2019

The College is looking for registrants who are interested in being a peer mentor for the CHO Quality Assurance Program.

The overall purpose of mentoring within the Quality Assurance Program is to:

- Help fellow homeopaths with their questions related to the QA self-assessment process and College standards, guidelines and competencies;
- Assist the College in testing and refining Quality Assurance Program self-assessment tools and resources;
- Provide feedback on CHO developed practice tools and resources; and
- Provide guidance and support to individuals who have identified practice deficiencies with the goal of assisting these individuals in improving their professional competence.

Why Become a Peer Mentor?

Being a peer mentor is an enriching growth experience for any professional. Through the mentoring process you have the opportunity to learn from College staff and resource people to understand and interpret the regulations, legislation, professional practice standards and guidelines and competencies which affect the practice of homeopathy in Ontario. In helping fellow homeopaths you will be exposed to different practice environments and scenarios, and by teaching and mentoring others you will find it enriches your own practice knowledge, skill and judgement. All of this has the potential to positively affect your patient interaction and your personal and practice success. Much of your involvement with the QAP can be counted as non-clinical practice hours.

This is a volunteer position, however, the College will provide you with free training. Time spent in training may be used to meet your continuing education requirements.

All applicants will be invited to participate in the training session. During training applicants will be assessed on their aptitude to fulfill the role of Peer Mentor. Only individuals who demonstrate an ability to effectively mentor peers within a regulatory environment will be invited to take on the role of peer mentor. The role will be open to multiple individuals. The selection of Peer Mentors is solely at the discretion of the CHO.

To be a peer mentor for quality assurance purposes, an interested homeopath must meet the following requirements:

- ◆ Be registered and in good standing in any class with the CHO.
- ◆ Be willing and able to participate in a mentoring relationship as a volunteer.
- ◆ Have a positive attitude for the profession and its standards.
- ◆ Have excellent English and/or French communication skills. This position will also benefit from willing participants who are multi-lingual and comfortable conducting a conversation at a professional level.
- ◆ Be willing to be actively involved in outreach to assigned registrants of the CHO.
- ◆ Have adequate time to volunteer approximately 15 to 20 hours per month between June and November 2019.
- ◆ May not be a current Quality Assurance Assessor, or member of CHO Council or the Quality Assurance Committee.

If you are interested in being a volunteer Peer Mentor in the Quality Assurance Program, please submit a resume, QAP Peer Mentor volunteer application form, and skill matrix and inventory found on the CHO website,

by end of day Monday, June 10, 2019 to

Janet Blanchard, Senior Manager, Quality Assurance, Patient Relations & Communications

Email: programs@collegeofhomeopaths.on.ca