



A LIST

Key Result Area 1: CHO Effectively Delivers it's Legislative & Legal Mandate

The College's activities are outlined in the Objects under section 3 of the Health Professions Procedural Code, embedded as Schedule 2 of the Regulated Health Professions Act. The Objects give structure to the College's role to safeguard public protection by ensuring that only those individuals who are qualified, skilled and competent are registered, and only those registrants who remain competent, safe and ethical continue to practice the profession. These programs come in the form of registration, quality assurance, patient relations, inquiries/complaints and reports, fitness-to-practice and disciplines. [CPMF D7 Std 15.1]

KRA 1 - Objectives

1A) Office of the Fairness Commissioner

Domain 6 – Suitability to Practice includes completion of requirements under Office of the Fairness Commissioner of Ontario Cycle 3 assessment report improvements. [Carry forward item] [CPMF Std 9.3]

Complete all remaining portions of the OFC requirements including:

- i. Specific Duty – Assessment of Qualifications: Practice 6.15 – Develop and implement a formal and structured process to verify that third-parties' assessment practices are transparent, objective, impartial and fair.
- ii. General Duty – Fairness 1 – Develop and implement procedures for a scheduled review of registration requirements to verify that these requirements remain relevant and necessary to practice in the profession.

Deliverable:

1. Complete all remaining portions of the OFC requirements.

1B) Patient Relations Program

To protect the public and patients, the CHO, through the Patient Relations Committee, will implement the plan approved by the Patient Relations Committee for the College's Patient Relations Program aimed at preventing and dealing with sexual abuse of patients.

Deliverables:

1. Patient education/information pieces;
2. Relevant review and revision of standards which could impact prevention of sexual abuse and stakeholder consultation on these standards;
3. Registrant education on Sexual Abuse Prevention Program.





1C) Quality Assurance Program (Self-Assessment Process)

To reduce organizational risk, enhance registrant competence and compliance, and improve member service, the CHO will launch the registrant self-assessment requirement of the Quality Assurance Program. // Domain 6 – Suitability to Practice includes full rollout of the Quality Assurance Program and increased monitoring of registrant compliance. [CPMF Std 10.2; Std 10.3].

Deliverables

1. The College ensures the continued competence of all active registrants through its Quality Assurance processes. This includes an assessment of their competency, ethical practice, professionalism, and quality of care.
2. The College effectively administers the assessment component(s) of its QA Program in a manner that is aligned with right touch regulation.
3. The College has processes and policies in place outlining:
 - i. how areas of practice that are evaluated in QA assessments are identified in order to ensure the most impact on the quality of a registrant's practice;
 - ii. details of how the College uses a right touch, evidence informed approach to determine which registrants will undergo an assessment activity (and which type if multiple assessment activities); and
 - iii. criteria that will inform the remediation activities a registrant must undergo based on the QA assessment, where necessary.
4. The College effectively remediates and monitors registrants who demonstrate unsatisfactory knowledge, skills, and judgment and tracks the results of remediation activities a registrant is directed to undertake as part of its QA Program and assesses whether the registrant subsequently demonstrates the required knowledge, skill and judgement while practising.
5. Complete the pilot testing and launch of the registrant self-assessment requirement of the CHO Quality Assurance Program to ensure registrants understand and comply with the annual requirements.
6. Complete the rollout of the self-assessment requirement to all registrants.
7. Provide registrants with greater support in the applying new and existing professional practice standards and guidelines into their practice.
8. Through system partner initiatives build a meaningful bank of registrant education tools, materials and access to learning resources related to demonstrating competent, safe and ethical practice in a regulatory health care environment. (CPMF Standard 5 and strengthen Domain 6 – measure 10.1 a)



Key Result Area 2: CHO to Practice Good Governance

It is important for the College's Council (which acts as a Board of Directors) to manage its Governance. The CHO creates efficiency in the work they do, and with current resources, they meet their statutory objects and regulatory mandate. With the oversight provided, the legal and ethical standing that they maintain, they uphold the reputation on behalf of the College.

On behalf of the College, the Public and Registrants, the CHO Council practices good governance allowing it to flag potential issue and respond efficiently and appropriately. They make decisions with integrity and transparency through the setting and achieving of goals, training Council and statutory committee members, with monitoring of programs and activities under its legislative and legal mandate. The CHO imparts transparent communication about its performance and the College strives to effectively manage its activities, keep its stakeholders informed and fulfil its mandate. [CPMF D7 Std 15.1]

KRA 2 - Objectives

2A) Work towards regulatory governance excellence through alignment with the College Performance Management Framework (CPMF) best practices. Primary focus will be in the areas that CHO has identified as high and moderate risk and **low to moderate effort** related to: Domain 1 – Governance; Domain 2 – Resources; Domain 4 – Information Mgmt; Domain 7 – Measurement, reporting and improvement with an enhanced focus on preparing for governance reform, stewardship, planning, risk awareness/assessment/mitigation activities and resources for Council and decision makers.

Deliverable:

- a) Specifics to be added.

2B) Technology Infrastructure Enhancements to Support Regulatory Functions

To improve administrative efficiency, reduce organizational risk, and enhance member service, the CHO will complete:

- a) Implementation of a new membership database with enhanced data collection for regulatory functions, including registration, complaints, and quality assurance.
- b) **NEW:** Start mitigation efforts to review and enhance (as necessary) levels of cybersecurity.

Deliverable:

1. Implementation of the new membership database.
2. Start mitigation efforts to review and enhance (as necessary) levels of cybersecurity.

2C) Financial

Maintain financial continuity of the College.

The CHO will maintain/grow the cash reserves by X%.

Deliverable:

1. To maintain ongoing financial stability and continuity of operations of the College.
2. Preserve cash reserves at 2021 year end levels by the end of the F21/22 fiscal year, completed by Q4.



Key Result Area 3: CHO to Achieve Growth

(Growth = Profession, Supporting Institutions, CHO Membership Levels)

The College strives and to achieve the growth of its membership along with keeping the organization and registrant base strong and viable. In addition to delivering its legislative and legal mandate, it practices good governance. The College endeavors to work with other Colleges and system partners, where appropriate, to help execute its mandate in an effective, efficient and/or coordinated manner to ensure it is responsive to changing public expectations. Embedded in these activities, is the added intent to improve patient access to quality care and advance the College's ability to protect the public. [CPMF D7 Std 15.1]

KRA 3

3A) Membership Levels

The CHO will encourage and attract new registrants and optimize the retention of current registrants.

Deliverable:

1. The CHO will achieve a membership level which will ensure sustainability of the College by the fiscal year end.

