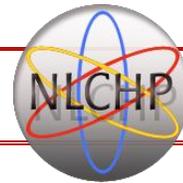


# Making Connections



January 2015

Message from the Council Chair

Vol. 3, Winter 2015

The NLCHP has reached a very important milestone. During the fall, Council spent time reflecting on what has been accomplished and what must be accomplished over the next three (3) years as set out in the legislation- the *Health Professions Act*. We are pleased to report that one of the outcomes was the first strategic plan for the NLCHP. A copy is available for viewing on the NLCHP web site: [www.nlchp.ca](http://www.nlchp.ca) under the heading: *Education/Resource*.

In the NLCHP strategic plan it states the NLCHP Mission is "...to ensure that our registrants are competent health professionals providing quality care/service to the people of the province." One of the key responsibilities of the NLCHP, as set out in legislation, is to develop and operationalize a Quality Assurance Program to ensure that registrants meet the standards of practice for their respective profession, and the expectations for the public.

The last communique on continuing education (CE) and professional development (PD) described some of the tools and criteria used to maintain competence in the respective health professions. In this edition we will provide registrants with information on the work of the Quality Assurance (QA) Committee and on new mandatory CE requirements for all registrants in 2015. If you require additional information or clarification of the content of this communication please feel free to contact staff at the NLCHP office.

Colin Power BSc, MLT

## Ensuring Competency

One of the responsibilities of registrants, as identified in the last edition of Making Connections is to maintain competence in their profession. Research tells us that the learning and translation of learning into a health professional's practice are enhanced when health professionals engage in the practice of self-reflection, and when feedback about the health professional's work is provided.

In developing the Quality Assurance (QA) Program for the NLCHP, the QA Committee will build on the principles of assessment and use a continuous quality improvement (CQI) approach to assessing competency of registrants. The goal of the NLCHP-QA Program is to address areas where deficiencies, or opportunities for improvement in a registrant's practice are noted, and to initiate corrective action before harm would come to patients or clients.

An important element in improving one's practice is identifying area(s) for focus in both education and skills development. The public expects, and health professionals aspire to provide the best possible up-to-date care for their clients. In order to meet this expectation the registrant must continually review and reflect on their practice.

An assessment (regardless of whether the assessment is a self-assessment or by a third party) is a tool utilized to identify opportunities for improvement. Following a period of reflection, a process of planning for the desired change, implementing the change, carrying out a repeat assessment and reflection is conducted to ensure that you have achieved the desired results, this is often called the continuing quality improvement cycle (CQI) approach to care and service improvement.

### **The NLCHP-QA Program**

The key to any assessment process is the feedback provided to the registrant. Feedback is intended to foster individual reflection on the issue and the development of a learning plan to address issues identified or areas noted for improvements. Providing constructive feedback allows the registrant to increase their knowledge and reflect on how this knowledge can be applied. This has a positive effect on the registrant and their practice and in turn improves the practice and care provided to clients.

The QA Committee in conjunction with the Colleges has identified Four (4) areas of focus for the development of the NLCHP-QA Program. These include:

**Focus Area 1-** Audit of registrant compliance with the CE/PD requirements established by the health professional colleges (Implemented in Fall 2013);

**Focus Area 2-** Audit of registrant common standard(s) of practice for health professionals (Currently being developed);

**Focus Area 3-** Audit of registrant discipline- specific standards;

**Focus Area 4-** Review/Assessment of a registrant's practice.

### **New Requirements**

Given that quality assurance is a relatively new concept within the regulatory environment and for registrants, the NLCHP will implement a staged approach to implementation of each element in its QA program. The first stage will ensure that education (building awareness and understanding) is actioned. Following the education process where possible, tools to allow the registrant to carry out their own self-assessment and reflections will be developed. Subsequent to the opportunity for self-assessment, the NLCHP will then commence a process of random audit.

Consistent with the approach of education, self-assessment and reflection followed by audit, the NLCHP and the Colleges have identified that in 2015 there will be a number of areas of education that MUST be completed by all registrants. As part of the Continuing Education programs for each of the Colleges, all registrants will be required in 2015 to complete the following mandatory education programs focused on provincial legislation:

- 1) **Jurisprudence education for your profession.** The on-line module is available on the NLCHP web site: [www.nlchp.ca](http://www.nlchp.ca) under the tab *Education/Resources*;
  
- 2) **Newfoundland and Labrador Personal Health Information Act education.** The on-line modules: Custodian-Direct Contact with Personal Health Information, and Direct Contact with Personal Health Information, are accessible on the NLCHP web site [www.nlchp.ca](http://www.nlchp.ca) under the tab *Education/Resources*.

It has been determined that privacy and confidentiality are important considerations for all professions and of particular concern for the general public. During this next year the QA Committee will concentrate on articulating policies, standards and guidelines as well as the development of self-assessment tools for registrants in Focus area 2: Audit of registrant common standards of practice in the area of privacy and confidentiality.

The NLCHP believes developing and operationalizing a robust QA program aimed to ensure that registrants are competent health professionals is critical to fulfilling its legislative mandate. In future editions of Making Connections, Council will update registrants on the progress and expectations of registrants under the NLCHP-QA program.

## NLCHP STRATEGIC PLAN 2015-2017

### NLCHP Mission....

We ensure that our registrants are competent health professionals **providing quality care/service to the people of the province.**

## Questions to Consider....

1. Will PHIA and Jurisprudence modules be part of the current college CE requirements?

Yes.

2. How many CE credits can I claim for completion of the PHIA and Jurisprudence modules?

The Jurisprudence module has been assigned 2 CE credits and each of the PHIA education modules is assigned 1 CE credit. You are able to claim 4 CE for completion of the three (3) modules.

3. How will the NLCHP determine if I have completed the mandatory education requirements?

Both courses offer a certificate of completion that must be printed and maintained in your continuing education documentation for the calendar year of 2015.

4. Will new registrants be required to have the on-line modules for initial registration?

Yes. Commencing January 2015 new registrants will have to verify that they have completed the coursework within 90 days of their application, and include the certificate of completion for each component with their registration application.

5. Will I be required to complete the modules if I am on leave?

These components are now considered mandatory for registration and renewal registration and will be given the same consideration as any other required documentation to be included with application for both General and Non-Practicing Status regardless of hours worked in the 2015 registration year.

## Contact Information

**The Newfoundland and Labrador  
Council of Health Professionals (NLCHP)**

[www.nlchp.ca](http://www.nlchp.ca)

[secretary@nlchp.ca](mailto:secretary@nlchp.ca)

[contact@nlchp.ca](mailto:contact@nlchp.ca)

## **The Colleges:**

### **College of Chinese Medicine Practitioners and Acupuncturists**

#### **Newfoundland and Labrador**

47 Leslie Street St. John's NL

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[www.ctcmanl.ca](http://www.ctcmanl.ca)

Ethne Munden, Chair

### **College of Audiologists and Speech-Language Pathologists**

#### **Newfoundland and Labrador**

Suite 435, Unit 50 Hamlyn Road Plaza

St. John's, NL

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[www.caslpnl.ca](http://www.caslpnl.ca)

Chris Murphy, Chair

#### **Newfoundland and Labrador**

### **College of Dental Hygienists Inc**

390 Topsail Road

P.O. Box 39008

St. John's NL

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[www.nlcdh.com](http://www.nlcdh.com)

Dan Mercer, Chair

#### **Newfoundland & Labrador**

### **College of Respiratory Therapists**

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[www.nlcrt.ca](http://www.nlcrt.ca)

Bonnie O'Leary, Chair

### **Newfoundland & Labrador College for Medical Laboratory Sciences**

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## *HEALTH PROFESSIONS ACT, 2010*

- Support the quality and safety of Health Services;
- Enhance public protection;
- Improve patient safety;
- Strengthen the regulatory system;
- Facilitate patient-centered, interprofessional collaboration and care.

[www.nlcmls.ca](http://www.nlcmls.ca)

Curtis Martin, Chair