

# Briefing Note

**TO:** Council

**FROM:** Quality Assurance Committee

**DATE:** January 28, 2019

**SUBJECT:** 8.0 2019 Competency Review and Evaluation (CRE) Process Selection Criteria

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**Purpose:**

To consider the Quality Assurance Committee's recommendation regarding changes to the random selection criteria for the 2019 Competency Review and Evaluation (CRE) process.

**Background:**

The College's current Quality Assurance Program was developed in 2014 and the first CRE process occurred in 2015. When the current CRE process was adopted, Council asked the QA Committee to ensure that all opticians participate in the CRE process within the first five years.

Since 2015, each year, 20% of opticians have been randomly selected according to the stratified random selection criteria. Since 2015, a total of 1940 opticians have been randomly selected for the CRE process. As of today's date, there are a total of 2749 opticians who meet the CRE selection criteria.

As such, there are approximately 809 opticians (28%) left to be randomly selected for the CRE process.

**Current Information:**

At its meeting on December 11, 2018, the Committee considered adjusting the selection process for the 2019 CRE to ensure that all 809 opticians who have not yet participated in the CRE process are selected. The Committee noted that in 2018, 550 opticians were selected for the CRE. The Committee identified that the additional work involved in reviewing the portfolios of approximately 275 more opticians would give rise to the following implications:

*1. Budget Implications – Portfolio Assessment*

Given the high volume of portfolios to assess in a short period of time, a temporary summer staff person is hired, which has been essential to ensuring that the portfolios are reviewed and

members are advised of the outcome in a timely manner.

In order to meet the goal of reviewing 809 portfolios during 2019 CRE, hiring an additional temporary summer staff person would be required. The estimated cost of an additional temporary summer staff person is \$10,000 to \$15,000. **Note that this cost was not accounted for in the College's approved budget for 2019.**

## *2. Budget Implications – Multi-Source Feedback process*

Currently, 50% of members randomly selected to participate in the CRE are required to submit their Professional Portfolio to the College. The other 50% of members are randomly selected to participate in the Multi-Source Feedback (MSF) process and submit their Professional Portfolio to the College.

If 50% of the 809 opticians were to undergo the MSF in the 2019 CRE, the cost of running the MSF process will significantly increase. Currently, the cost of conducting the MSF process for approximately 275 members is \$28,000. The estimated cost of an additional 130 members completing the MSF process would total \$43,000 (an increase of \$15,000). **Note that this cost was not accounted for in the College's approved budget for 2019.**

Instead of having 405 members participate in the MSF process, the Committee considered capping the number of opticians participating in the MSF process at 300. It is important to note that in 2019, the Committee will be reviewing the MSF tool to ensure that it continues to be effective in achieving the QA program objectives.

## *3. Budget Implications – Committee Review*

On average, 35% of all members participating in the CRE process have deficiencies which need to be reviewed by the Quality Assurance Committee. For the past two selection years, this has meant that the Committee has reviewed approximately 200 files. If 809 opticians were selected for the CRE, the Committee anticipates it would review approximately 250 files, which would result in at least one additional teleconference meeting. The estimated cost of one teleconference meeting is \$900. **Note that this cost was not accounted for in the College's approved budget for 2019.**

## *Summary of Budget Implications*

If all members who have not yet completed the CRE process were to be included in the 2019 selection criteria, and 50% were to be included in the MSF process, the total budget increase would be \$25,900 to \$30,900. If all members who have not yet completed the CRE process were to be included in the 2019 selection criteria, but the number of members participating in the MSF process were to be capped at 300, the total budget increase would be \$10,900 to \$15,900.

**For Consideration:**

Council is asked to review the above information and consider whether the selection process for the 2019 CRE should be adjusted in order to ensure all eligible opticians have participated in the Competency Review and Evaluation by the end of 2019.

**Recommendations:**

The Quality Assurance Committee recommends that Council approve adjusting the selection process for the 2019 Competency Review and Evaluation process to ensure that all opticians who have not previously been selected, are selected to complete the CRE. The Committee further recommends capping the number of opticians participating in the Multi-Source Feedback (MSF) process at 300 to reduce an increase in MSF cost.