

QUALITY ASSURANCE COMMITTEE 2017 ANNUAL REPORT

Committee Members:

Peggy Dreyer, RO, Chair
David Milne, Public Member, Vice-Chair
Rob Vezina, RO
Trudy Mauth, Public Member
Derick Summers, RO
Alain Chow, RO

Number of Meetings

In 2017, the Quality Assurance Committee held 3 in-person meetings and 5 webinar meetings.

2017 Competency Review and Evaluation (CRE) Process

In February 2017, 555 members received notice that they had been randomly selected to participate in this year's Competency Review and Evaluation (CRE) process. Of these, 277 members were selected to participate in Stream One and 278 members were selected to participate in Stream Two:

- Stream One – Members were required to submit their 2016 Professional Portfolio to the College by March 31, 2017.
- Stream Two – Members were required to submit their 2016 Professional Portfolio to the College by March 31, 2017 and participate in the Multi-Source Feedback (MSF) process by April 25, 2017.

In addition, 47 members were re-selected to participate in this year's CRE process. These members originally participated in last year's CRE process, and were re-selected to participate in this year's CRE process by the QA Committee due to a deficiency in the number of accredited hours in their 2015 Professional Portfolio.

QA department staff worked to review and assess all portfolios received by mid-July. All members who successfully completed the CRE process were notified by July 28, 2017. All members who had deficient portfolios were notified of their outstanding requirements by August 31, 2017.

All portfolios with deficiencies were considered by the QA Committee. The QA Committee reviewed all 170 deficient portfolios by October 19, 2017. When reviewing deficient portfolios, the QA Committee considered the amount of continuing education (both unaccredited and accredited hours) the member was missing, as well as the member's explanation or additional information. The QA Committee requested that members with deficient portfolios complete additional continuing education in 2017 and submit proof of completion to the College. In addition, the QA Committee has requested that members missing a substantial amount of continuing education submit their 2017 Professional Portfolio to the College for review by the QA Committee in 2018.

All members who had deficient portfolios were notified of the QA Committee's decision by November 24, 2017. Most members with deficient portfolios have completed the additional continuing education requested by the QA Committee. QA department staff continue to follow-up with the approximately 22 members with outstanding requirements. Any portfolios with outstanding requirements will be reviewed by the QA Committee at their meeting in February.

By-Law Recommendation - Proposed QA Fee for Peer and Practice Assessment and Proposed QA Fee for Deficient and Late Submitted Portfolios

In light of the costs involved with addressing portfolio submissions that are deficient and the current level of QA compliance, the QA Committee considered whether a fee was appropriate for 1) members who were non-compliant with the QA program, and 2) members who are directed to undergo a peer and practice assessment due to their non-compliance. The Committee also considered fees for members who submit their portfolio past the due date when selected by the QA Committee to demonstrate compliance.

Quality Assurance Program Fees

At its meeting on May 29, 2017, Council approved the QA Committee's recommendation regarding three new QA program fees. Effective January 1, 2018, the following QA program fees were added to the College's by-laws:

1. Peer and Practice Assessment fee of \$850 (plus HST): This fee will be applied when the QA Committee requires an optician to complete a peer assessment because they have not completed their professional portfolio requirements or have not fully engaged in the CRE process. Opticians who are required to complete a peer assessment because of their MSF results will not be required to pay the assessment fee.
2. Late fee of \$50 (plus HST): This fee will be applied to opticians who are asked to submit their professional portfolio and do so past the due date set by the QA Committee.

3. Deficient Portfolio fee of \$100 (plus HST): This fee will be applied to opticians whose professional portfolio requires review by the QA Committee because they have not completed the accredited continuing education requirements of the professional portfolio.

Quality Assurance Policies

In the beginning of 2017, the QA Committee reviewed and updated its internal policy manual to ensure that its current policies are reflected in the manual. The Committee noted the QA policies were originally approved by Council on October 1, 2012. At its meeting on May 29, 2017, Council approved the QA Committee's changes to its internal policy manual.

Quality Assurance Outreach

In 2017, QA department staff, along with the QA Committee Chair, attended four continuing education events to answer questions from members about the QA program.

Accreditations

The QA Committee continues to work via email to review accreditation requests submitted by continuing education course providers. In 2017, the QA Committee accredited 94 continuing education courses.

Peer Assessor Recruitment

In March 2017, a call was extended to all registered opticians with at least five years of practice experience for the role of peer assessor. The College was fortunate to receive a great response to the posting, with many members expressing interest. A number of members were selected for the assessor role, and have now received formal training from an external consultant. New assessors were paired with experienced assessors to complete their first peer assessment in the fall, and most new peer assessors have now completed their first peer assessment on their own.

Peer and Practice Assessments

In 2017, the College's Peer Assessors completed 12 peer and practice assessments.

Respectfully submitted,

Peggy Dreyer, RO, Chair
Laura Briard, Manager, Professional Programs