

QUALITY ASSURANCE COMMITTEE REPORT

October 2017

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

Since May 2017, the Quality Assurance Committee has held one webinar meeting and one in-person meeting.

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.

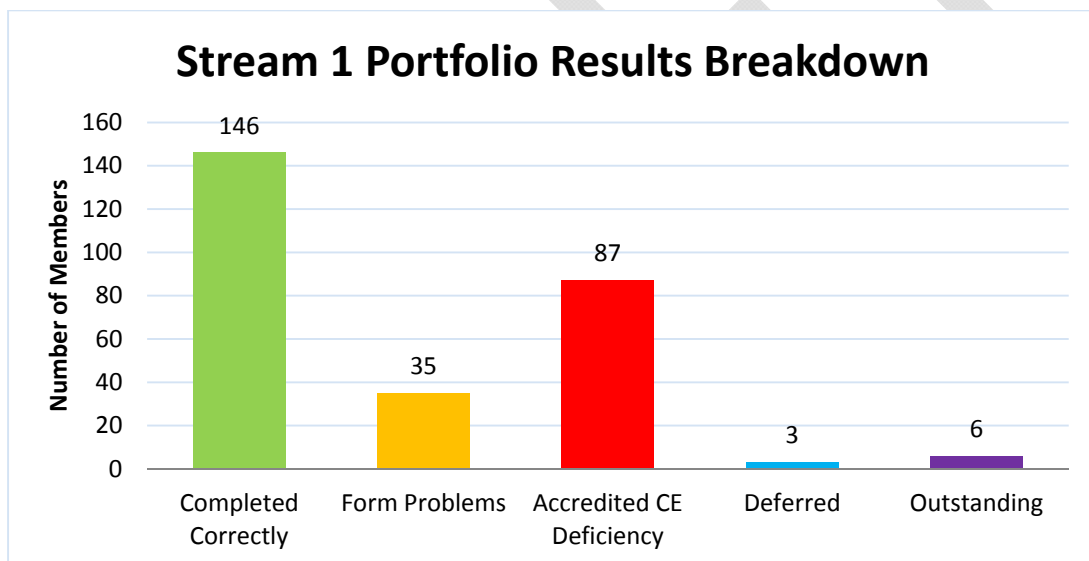
On July 14, 2017 QA department staff completed the assessment of all Professional Portfolios and MSF results received. All members who successfully completed the CRE were notified by July 28, 2017. All members who had deficient portfolios were notified of their outstanding requirements by August 31, 2017.

All members who have submitted portfolios with deficiencies will be considered by the QA Committee. To-date, the Committee has considered 31 deficient submissions. It is anticipated that the Committee will review the remaining 140 deficient submissions by the end of October.

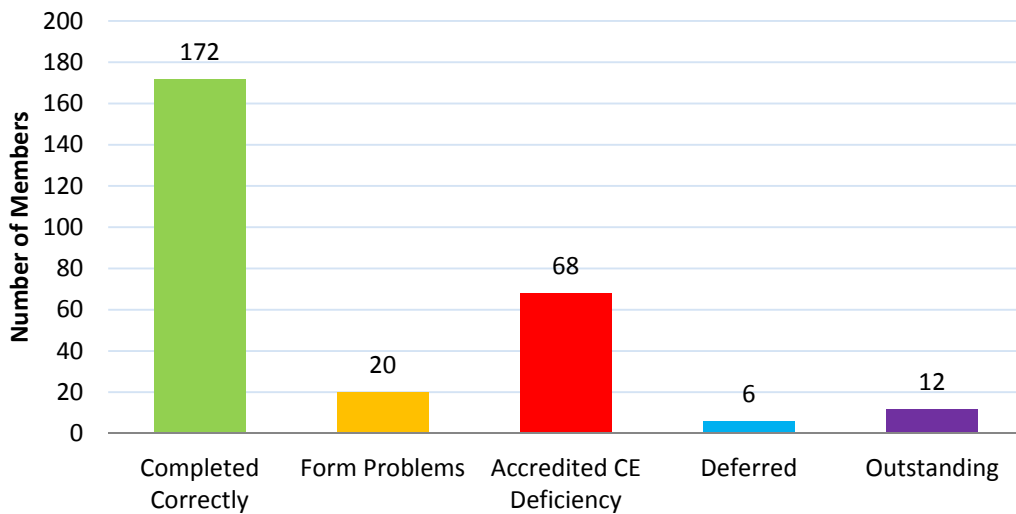
Statistics

The charts below provide information about member outcomes with respect to Professional Portfolio submission.

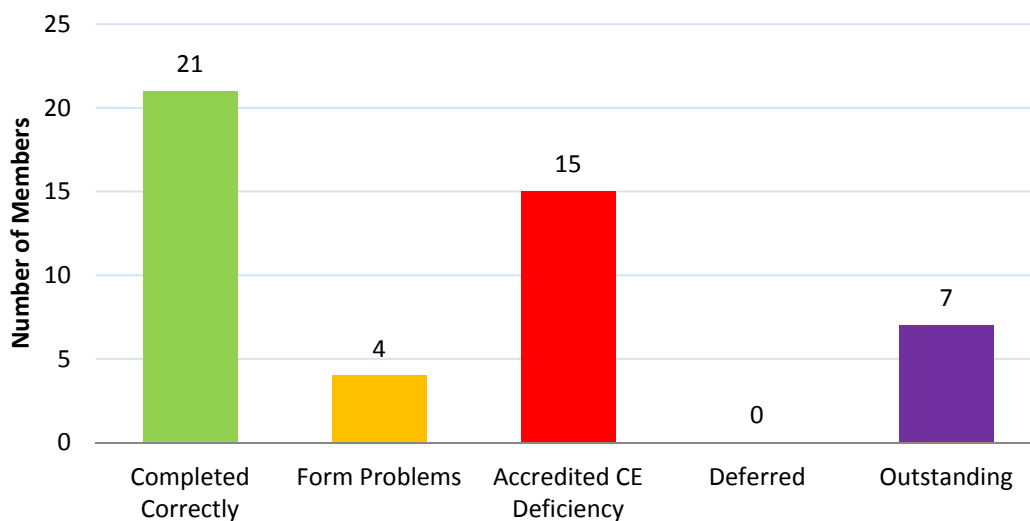
Members who have “completed correctly” have successfully completed the portfolio requirements. Members with “form problems” did not complete the portfolio forms correctly or did not complete the required number of self-directed activities. Members with “accredited CE deficiency” did not complete the accredited continuing education requirements.



Stream 2 Portfolio Results Breakdown



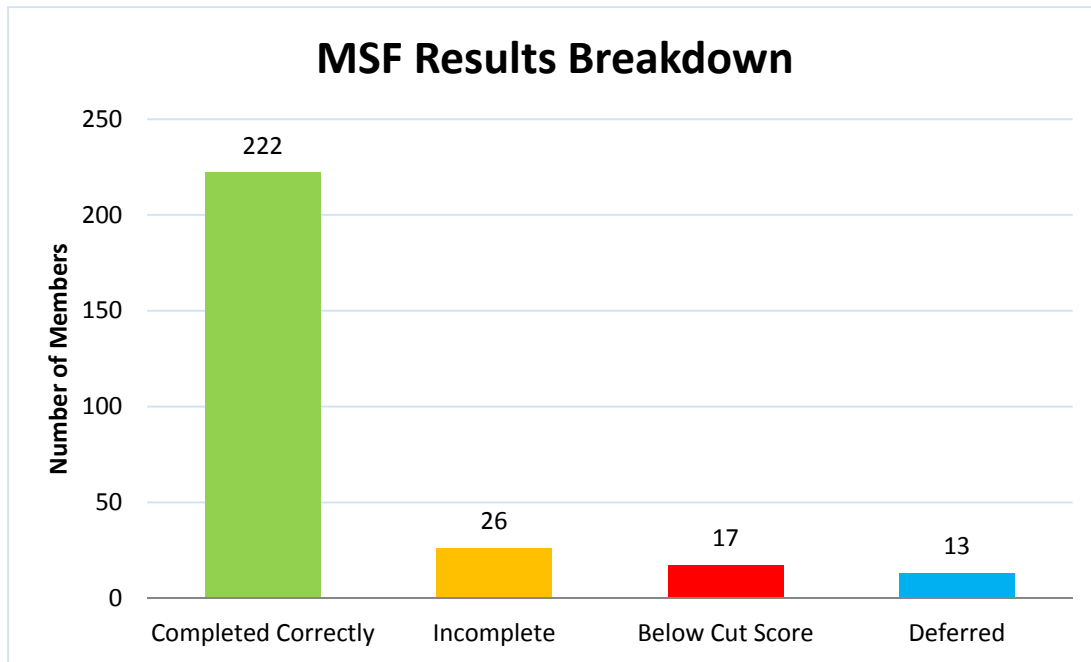
Re-selection Portfolio Results Breakdown



The chart below provides information about member outcomes with respect to multi-source feedback (MSF) participation.

Members who have “completed correctly” have successfully completed the MSF requirements. Members who are “incomplete” failed to complete the MSF

requirements. Members who are “below cut score” had MSF results which were below the established threshold of the QA Committee.



Quality Assurance Outreach

QA department staff, along with the QA Committee chair, plan to attend two upcoming continuing education events in October to answer questions from members about the QA program and present an overview of the QA program requirements.

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 will be 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.

Accreditations

The QA Committee continues to work via email to review accreditation requests submitted by continuing education course providers. Since May 2017, the Quality Assurance Committee has accredited 28 new continuing education courses.

Peer and Practice Assessments

To date, the College's Peer Assessors have completed six peer and practice assessments this year.

Respectfully submitted,

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