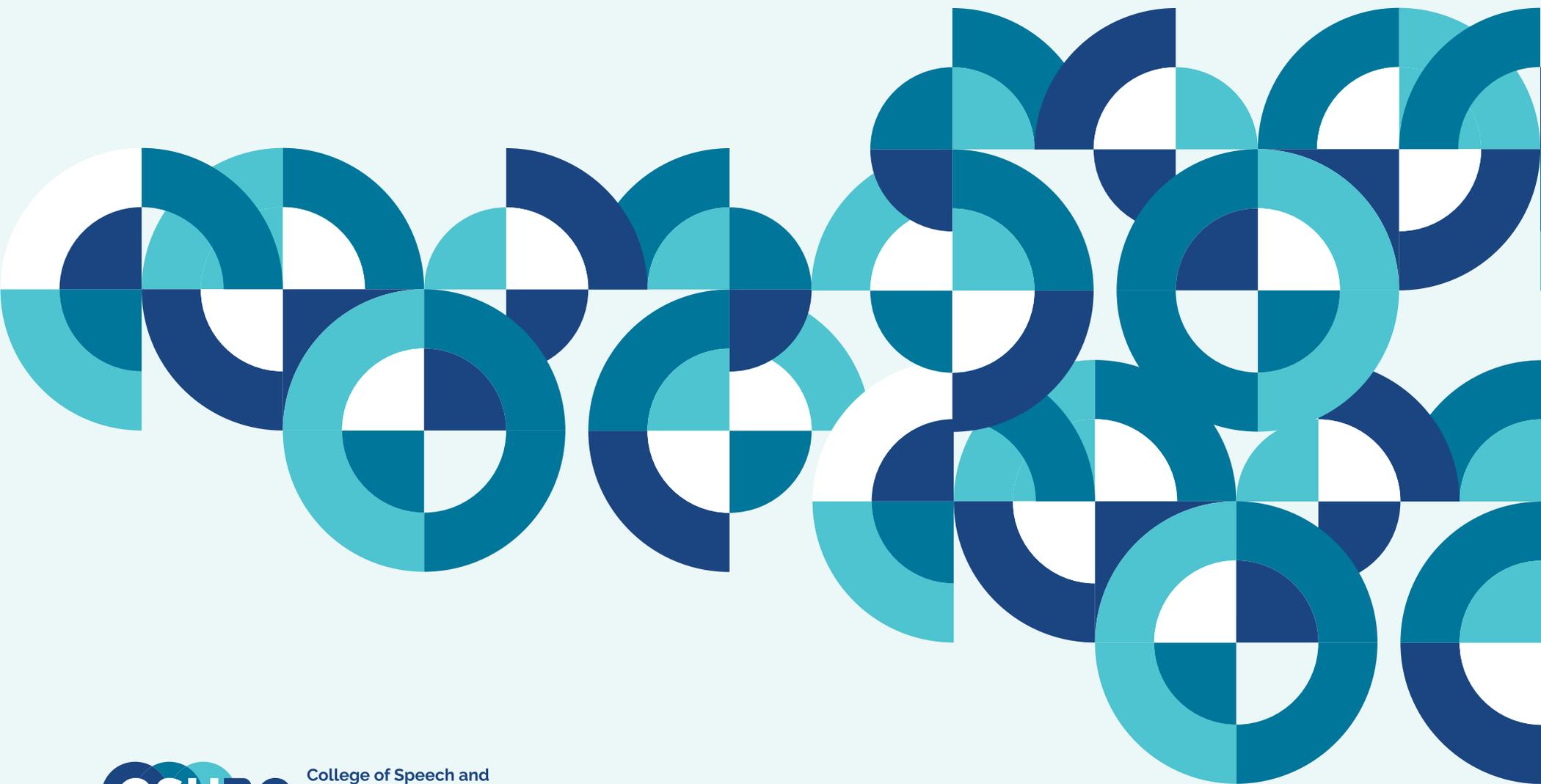


# 2018 Annual Report



College of Speech and  
Hearing Health Professionals  
of British Columbia

## Mission

Our mission is to serve the public by ensuring competent and ethical practice by our registrants. Our College is governed by the *Health Professions Act of BC*.

## Vision

All British Columbians receive the highest level of professional and ethical care from registered speech and hearing health professionals.

## Values

The College holds these three values to be fundamental:

### TRANSPARENCY

**We promote open communication and provide timely, clear, and appropriate responses in order to encourage public understanding of our policies, procedures, and decisions.**

### INTEGRITY

**We operate at all times in a manner that engenders honesty, trust, reliability, and ethical practices in order to contribute to the common good.**

### PROFESSIONALISM

**We advocate for high standards of professional competency and strive to ensure that best practices are employed by our registrants in their delivery of care to the people of British Columbia.**

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# Message from the Board Chair & Registrar

The past year marked another period of significant change for the College of Speech and Hearing Health Professionals of British Columbia, and we achieved or made progress on a number of important initiatives.

## CSHBC RESPONSE TO THE CAYTON REPORT

On April 11, 2019, BC's Ministry of Health released a much-anticipated report authored by Harry Cayton, the former Executive Director of the UK's Professional Standards Authority and an internationally recognized expert on professional regulation. **An Inquiry into the performance of the College of Dental Surgeons of British Columbia and the Health Professions Act** (the "Report") was the result of an inquiry initiated last spring by the BC Minister of Health. Part 1 of the Report addressed the performance of the College of Dental Surgeons of BC in relation to certain standards of good regulation; Part 2 provided recommendations about how the *Health Professions Act*, the statute that governs BC's health regulatory colleges, could be modernized and improved to better promote and enhance effective regulatory oversight.

As a regulator of three health professions – Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs) – our mandate is to mitigate risk, reduce harm, and protect the public by ensuring that applicants meet academic requirements, allegations of professional

misconduct and clinical incompetence are investigated and addressed with disciplinary actions when warranted, and registrant standards of professional and clinical practice are set and enforced.

Among the Report's many recommendations, Mr. Cayton asserts that colleges need a clear mandate to prioritize patient safety and the clinical competence and ethical conduct of registrants. He proposes that "it be the duty of a college at all times ... to protect the safety of patients, to prevent harm and promote the health and well-being of the public." A mandate of this nature, suggests Mr. Cayton, would ensure that regulatory colleges are focused primarily on safety, standards of clinical care, and the health needs of patients.

**CSHBC welcomes the findings and recommendations contained in the Report and is committed to ensuring that standards of governance and good regulation are fully integrated into the College's mandate and core functions.**

**Martin Ellefson**  
(LEFT)  
**Cameron Cowper**  
(RIGHT)



Given Mr. Cayton's report, and notwithstanding that self-regulation of health professions in BC is entering a period of change, the practices, procedures, and rules followed in the regulation of our three professions are unique and never static. Protecting the public interest, and maintaining the integrity and credibility of the professions, must be balanced with the registrant's ability to practice effectively. In our tenth year of existence, CSHBC now regulates more than 1,800 speech and hearing professionals through a regulatory framework that ensures practice standards are met and the public's trust in these professions is maintained.

## PRACTICE REVIEWS

The College conducted a preliminary pilot project for Phase 1 of our Quality Assurance & Professional Practice (QAPP) program's Practice Review module. The pilot for the hearing instrument dispensing profession was completed in 2017, and a high-level project summary and recommendations were shared with the pilot participants. In Phase 1 that was implemented in 2018 and 2019, all remaining RHIPs who provide clinical services were screened and, where required, assessed by an onsite practice >>

## Message from the Board Chair & Registrar

review with a qualified QAPP assessor. Going forward, all new RHIPs will be assessed within the first two years of practice.

In Fall 2019, CSHBC will proceed with Phase 2 of the Practice Review module for the speech-language pathology profession. As with Phase 1, this will begin with a pilot project involving a random sample of RSLPs, followed by the screening of all remaining RSLPs who provide clinical services. Phase 3, focusing on the audiology profession, will follow at a later date.

See [Practice Reviews: Moving the Grid Forward and Building Public Trust](#) on page 5.

### NATIONAL INITIATIVES

The College continues its active involvement with the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR). This past year, significant progress was achieved in our national harmonization and capacity-building project, funded by the federal government (Employment and Social Development Canada), for the audiology and speech-language pathology professions. Highlights included completion of, or revisions to:

- National competency profiles for audiology and speech-language pathology;
- National language proficiency standards (English and French);
- A national academic equivalency framework (now in a review cycle).

Significant progress has also been made toward the development of a national entry-to-practice licensing examination for audiology and speech-language pathology, in partnership with Speech-Language & Audiology Canada (SAC). Implementation of the licensing examination, aligned with the new competency profiles, is targeted for Fall 2020.

In addition, regulators of the hearing instrument dispensing profession in BC, Alberta, and Ontario – under the umbrella of the Hearing Instrument Practitioners Alliance of Canada (HIPAC) – submitted a joint proposal to the federal government (ESDC Canada) for funding to be used to harmonize standards across the regulated jurisdictions in Canada. Similar to CAASPR's initiatives, this would include the development of a national academic equivalency framework, a national language proficiency standard, and a national licensing examination. This work would build on the College's recent efforts to finalize a provincial competency profile for the dispensing profession; one that might be adopted more broadly. The BC profile received Board approval in June 2019. The partnership of dispensing regulators in BC, Alberta, and Ontario hopes to secure federal funding approval, and begin work later this year.

### BYLAW REVIEW

Our comprehensive bylaw review, the largest and most substantive in the College's history, has

been completed and is currently under review by the Ministry of Health. The College will post the amendment package for public review. The package includes, but is not limited to, a streamlining of Part 10 of the CSHBC Bylaws ("Certified Practice" replacing "Advanced Certification"), clarification of delegation parameters under Part 12, new legislation on attaining and maintaining a practice hours requirement, new registration classification terminology ("Full", "Conditional", and "Non-practicing" replacing "Active", "Conditional Active", and "Inactive"), and a new "Conditional" registration classification for the hearing instrument dispensing profession (replacing the applicant category of HIP Intern).

### REDESIGNED WEBSITE, PORTALS, AND LOGO

In August 2019, the College launched an entirely redesigned [website](#) that enables registrants, applicants, and the public to easily locate information about the College's programs, processes, and standards. The website has high usability and is mobile-friendly, enabling all content to be accessible on phones and other mobile devices. The site seamlessly integrates with the new registrant and applicant portals, a revamped public register, a complaint portal and form for submitting complaints about registrants and non-registrants, and the College's online courses portal. The launch coincides with the transition to a new corporate logo, abbreviation ("CSHBC" replacing "CSHHPBC"), domain name >>

## Message from the Board Chair & Registrar

("cshbc.ca" replacing "cshhpb.org"), and staff email addresses ("@cshbc.ca" replacing "@cshhpb.org").

### NEW DOUGLAS COLLEGE HIP PROGRAM

The Summer of 2019 also marked the first graduating class from Douglas College's new [Hearing Instrument Practitioner Diploma program](#) – the first BC-based program for HIP students. CSHBC registrants are part of the program's administration and faculty, and our College welcomes this first cohort of applicants applying for registration. CSHBC formally recognized and approved the Douglas College program in 2018, and Douglas College is represented on the Hearing Instrument Practitioner (HEAR) Program Advisory Committee going forward. We look forward to building a long and productive partnership with Douglas College.

## The Year Ahead

**As the College reaches its tenth anniversary milestone, the 2019-2020 fiscal year promises to be another busy and productive one and includes a number of ambitious goals and milestones.**

In early 2019, the College, together with its counterparts in Alberta (ACSLPA & CHAPA),

finalized and signed a Memorandum of Understanding on interjurisdictional practice, including all forms of virtual care. Work is now underway to implement the agreement, including bylaw amendments to create a new registration classification for interjurisdictional practice. A College standard for virtual care received Board approval in June 2019.

The inaugural CSHBC Annual Policy Forum (APF) was held in December 2018. Attendance far surpassed that of general meetings under the former Annual General Meeting (AGM) format. Registrants and members of the public joined Board members and College staff for engaging and interactive roundtable policy discussions, with the opportunity to provide feedback and input on a number of important issues. In response to registrant and public feedback, the date of the 2019 Annual Policy Forum has been moved from December to September 20, 2019 and will be hosted by a professional facilitator.

See [Inaugural CSHBC Annual Policy Forum a Success](#) on page 7.

The College will relocate our office to the new BC Regulatory Hub at 200 Granville Street in Vancouver. The hub will eventually house approximately 14 regulatory colleges. The hub concept brings with it both transformational change as well as enormous potential for shared services and collaboration.

### THANK YOU TO STAFF AND BOARD

The successful functioning of the College wouldn't happen without the work and dedication of our full-time and contract staff members – Christina Chen, Dave Finley, Amanda Lenk, Mardi Lowe, Shalin Sharma, and Chris Wong.

Thank you to Board and committee members for their tireless contributions. In September 2019, the Board will say goodbye to Susan Batstone, RSLP, the last of the College's founding Board members. Since its inception, the College has benefited tremendously from Susan's professionalism, integrity, and commitment to CSHBC's public protection mandate. Susan has served as Board Chair, CAASPR Board representative, Registration Committee Chair, sat on a number of core committees, and was instrumental in establishing the Human Resources Committee. Although we lament her departure from the Board, we hope she continues her good work on various College committees and working groups going forward. Susan has always been, and remains, a credit to both her profession and the College, and we wish her the very best in all her future endeavours.



**Martin Ellefson**, Public Representative, Board Chair



**Cameron Cowper**, Registrar & CEO

# Board of Directors

**Martin Ellefson**  
Public Representative  
Chair

**Jon Waterhouse** RHIP  
Vice-Chair

**Susan Batstone** RSLP

**J. Alexander Dutton**  
Public Representative  
(until June 5, 2019)

**Charles Fontaine** RAUD, RHIP

**Kevin Frew** RSLP

**Jamie Hack** RSLP

**Leigh Ingram** RAUD, RHIP

**Jack MacDermot**  
Public Representative  
(from February 28, 2019)

**Amy MacLean** RHIP

**Parveen Mangat**  
Public Representative  
(from February 9, 2019)

**Dan Miller**  
Public Representative

**Marilyn Noort** RSLP

**Patrick Wong**  
Public Representative  
(until December 31, 2018)

# Practice Reviews: Moving the Grid Forward and Building Public Trust

**THE NUMBERS TELL THE STORY.** Phase 1 of CSHBC's Practice Review module that focused on Registered Hearing Instrument Practitioners (RHIPs) determined that 48.5% of RHIPs were in full compliance with required practice standards. Practice Review assessors made minor recommendations for achieving compliance to the majority of remaining RHIPs and major recommendations to a small percentage of RHIPs.

**After successful remediation, close to 100% of RHIPs are now meeting standards.**



Mardi Lowe and Cameron Cowper

Mardi Lowe, CSHBC Director, Quality Assurance & Professional Practice, calls that rate of improvement a “showstopping” outcome. “Prior to this project, if a member of the public asked, ‘What assurance can you give me that most or all RHIPs are meeting the minimum expected standards?’, I would not have been able to answer that with confidence,” she says. “Looking now at the outcomes, I can say with great certainty – aside from a very small number who are in remediation – we moved the grid forward so that close to 100% of our active RHIPs are meeting the acceptable standards.”

It's exactly the type of outcome CSHBC aimed for when launching Practice Reviews in 2016. That year, the College identified gaps in CSHBC's **Quality Assurance & Professional Practice (QAPP) program**, including

the lack of practice reviews. After conducting research in BC, Canada, and internationally, the College developed a multi-phase plan for implementing the Practice Review module as part of the QAPP program for the three professions regulated by CSHBC: Registered Audiologists (RAUDs), RHIPs, and Registered Speech-Language Pathologists (RSLPs). The CSHBC Board approved the plan.

RHIPs were the first group chosen to take part in Practice Reviews because the profession has the College's smallest registrant numbers and a relatively homogeneous clinical context. The pilot project for Phase 1 (2016-2017) involved screening and conducting onsite reviews of a randomly selected sample population of RHIPs. Both were done to develop and validate a predictive screening >>

and assessment tool for RHIP Practice Reviews. "A critically important goal of the pilot phase was to make sure that the screening and assessment tool was highly predictive of what we were going to find out there in the field, and we achieved that goal," says Cameron Cowper, CSHBC Registrar & CEO.

Phase 1 (2018-2019) began with screening of all remaining RHIPs who weren't part of the pilot. Those who passed the screening stage fulfilled their obligations with the inaugural Practice Review. The other RHIPs were referred to a second stage: participating in onsite reviews. Outcomes of the reviews included: no recommendations for achieving compliance with standards, minor recommendations, and major recommendations.

The highest number of minor recommendations for achieving compliance related to:

- Records: documentation and consent
- Ear impressions
- Assessment
- Fitting and verification
- Sales agreements

The core function of Practice Reviews is to ensure registrants are meeting minimum standards, which are non-negotiable. "Everything that is

screened and assessed consists of elements that must be practiced," says Mr. Cowper. "We deal in musts, not may's. We're not cherry-picking things that are nice to have in terms of practice. We deal in the things that they must be complying with."

Registrants do not have to tell their supervisor or manager about the outcomes of Practice Reviews, which are not "punitive or disciplinary," emphasizes Ms. Lowe. "The only time it would cross over is if we have someone in need of remediation, and they either can't do it or they won't do it. Then it could be referred to the Inquiry Committee. Otherwise, Practice Reviews and the College's inquiry and discipline process are distinct."

**Phase 1, which was completed in July 2019, was "very successful," adds Mr. Cowper. "We've remediated a lot of competence deficiencies outside of the regular inquiry and discipline stream of the College."**

The Practice Review process has also positively impacted the nature of complaints received by the College. "Historically, although RHIPs represented the smallest percentage of the registrant base, they made up 90% of the complaint investigations

required by the College," says Mr. Cowper.

**"Since the implementation of Phase 1, the number of incoming complaint investigations naming a RHIP as the respondent has dropped to zero."**

CSHBC recruited RHIPs in good standing, who met specified qualifications, to serve as screeners and onsite assessors. A HIP Panel was also created to determine remediation plans for registrants that received major recommendations. "A happy by-product of this entire process has been an enormous stakeholder relations and engagement opportunity, where we have formed working relationships with many registrants," says Mr. Cowper. "They are now contributing to the College in a very meaningful and substantive way by serving as screeners, assessors, HIP Panel members, and CSHBC committee members."

Beginning in Fall 2019, Phase 2 will focus on RSLPs. As was the case with RHIPs, there will be a pilot phase where a randomly selected sample population of RSLPs will participate in both screening and onsite practice reviews to enable CSHBC to validate

a predictive screening tool for RSLPs. Phase 3 will focus on RAUDs and Phase 4 will involve registrants such as administrators and educators who do not see clients.

As Phase 1 has shown, the four phases of Practice Reviews will build public trust of speech and hearing health professionals and CSHBC. "It's been a phenomenal experience, and I think it's raised everybody's awareness that they have a professional responsibility to know and adhere to the standards," says Mr. Cowper. "Speaking on behalf of the Board and staff, I can say as a College, we are all proud of what we have accomplished so far and quite encouraged for the subsequent phases."



**For more information, see the Practice Reviews page on the new CSHBC website, which includes a video with detailed information on Practice Reviews.**

# Inaugural CSHBC Annual Policy Forum a Success



CSHBC staff and Board members who participated in the 2018 Annual Policy Forum: Mardi Lowe, Cameron Cowper, Jon Waterhouse, and Jamie Hack.

On December 7, 2018, a significant event took place in the history of the College of Speech and Hearing Health Professionals of British Columbia: the College held its inaugural Annual Policy Forum (APF). The first APF replaced the Annual General Meeting (AGM) and represented a significant change toward more dialogue between CSHBC, the public, and registrants.

For years, CSHBC held traditional AGMs. As stipulated in Part 4 of the College Bylaws, financial statements and reports from the Registrar and Board were presented at the AGMs, and any resolutions proposed at the meetings were non-binding on the Board. Attendance was typically low and it was an annual challenge to meet the mandatory minimum of registrants required for quorum.

As some BC health regulatory colleges departed from the conventional AGM approach, and the Alberta College of Speech-Language Pathologists and Audiologists switched to an annual meeting format now called [ACSLPA Symposium](#), CSHBC looked at ways

to reinvigorate the College's AGM. After researching and reflecting on potential formats, CSHBC created the Annual Policy Forum.

Registrants were invited to attend the forum, held at Hyatt Regency Vancouver, and given advance notice of policy topics that they would have the opportunity to ask questions about and provide feedback on. At the APF, there were six tables, with each one focused on a different discussion topic. Twelve CSHBC Board members and four staff facilitated discussion and answered questions at the tables. The College's 2017 Annual Report and Financial Statements were made available in advance. >>

**The result was a very successful event, with approximately 50 registrants in attendance – almost triple the number of registrants who attended past AGMs.**

“I was impressed with the dynamic discussion and the amount of real engagement,” says Cameron Cowper, CSHBC Registrar & CEO. “Registrants got to discuss things of importance to their profession with Board members and staff. And on the flip side, we got to test the temperature on various policy issues and get registrants’ immediate, real-time feedback on a number of initiatives.”

Mardi Lowe, CSHBC Director, Quality Assurance & Professional Practice, says the College’s objectives for the APF were fully met. “The objective of increased engagement was achieved,” she says. “Our other main objective was to get registrant input on key initiatives, and I think that goal was accomplished as well.”

The table that focused on the [Practice Review module](#) of CSHBC’s Quality Assurance & Professional Practice (QAPP) program attracted the most registrants and generated the liveliest discussion. Jon Waterhouse, a Registered Hearing Instrument Practitioner (RHIP), Vice-Chair of the CSHBC Board, and one of two Board

members who sat at the Practice Review table, says many questions about the module were answered. “People have been concerned with the Practice Reviews, feeling that it was intended to be a disciplinary piece rather than a supportive piece,” he says. “I think the discussion let people know that Practice Reviews enhance what they’re doing and their profession, and our answers at the policy forum table were received very positively.”

See [Practice Reviews: Moving the Grid Forward and Building Public Trust](#) on page 5.

The APF succeeded in revitalizing the College’s annual meeting, says Mr. Waterhouse. “In the past with the AGMs, they’ve been rather sterile, and this was an excellent opportunity for the registrants to gain an understanding of what the College does and why it does it. The Annual Policy Forum was really well-received overall because it encouraged direct interaction between registrants and CSHBC Board members and staff, and I think everybody left feeling positive, with the registrants feeling that their voices were heard.”

Jamie Hack, a Registered Speech-Language Pathologist (RSLP), Board member, and Chair of the Quality Assurance & Professional Practice Committee, sat at another popular table, titled “Certifications,

Authorizations, and Standards”. Most of the discussion revolved around [Certified Practice certificates](#) (formerly Advanced Certification). “We were talking at the table about different areas where the College might add more certificates,” says Mr. Hack. “I think the clinicians in attendance appreciated the opportunity to have input. Everybody was really engaged and shared a bit of their background and how it relates to Certified Practice. Those at the table shared a lot of really good, real world, clinical examples of how Certified Practice certificates affect their practice.”

The exchange of ideas was beneficial for both registrants and Board/staff members.

**“My read of the group was that a lot of people felt that it was good to have a reciprocal, two-way conversation around these topics, because they don’t often get the opportunity to do that,” says Mr. Hack. “It was good for us Board members to learn what’s going on in clinical practice to get a feel of what’s happening in the community.”**

Following the 2018 APF, the College collected feedback from registrants about how the event could be improved. Based on the feedback, CSHBC will incorporate new elements to the 2019 Annual Policy Forum, taking place September 20, 2019 at the Delta Vancouver Hotel. Among the changes:

A professional facilitator will host the 2019 APF.

Table discussions will be summarized and brought back to the larger group.

There will be opportunities to join the discussion at more than one table.

**“I think these changes will be well-received,” says Mr. Waterhouse. “I expect that there will be even more registrants attending and productive discussion.”**

# Registration Committee

Submitted by **Susan Batstone** RSLP, Registration Committee Chair

The Registration Committee, working together with the Registrar, is responsible for accepting, reviewing, and approving applications for the three professions regulated by CSHBC: audiology, hearing instrument dispensing, and speech-language pathology.

New applications that meet all of the requirements in the College Bylaws are approved by the Registrar, under the delegated authority of the Committee. The Committee and Registrar review all other applications based on 'substantial equivalency' to the academic and clinical requirements outlined in the Bylaws and consider requests for special consideration.

## YEAR IN REVIEW

In 2018/2019, the Canadian Alliance of Audiology and Speech-Language Pathology Regulators (CAASPR) continued its work on harmonization and capacity-building projects across the regulated jurisdictions in Canada. Supported by Committee efforts, significant progress has been made on a number of initiatives, including development of a national entry-to-practice licensing examination for audiology and speech-language pathology in partnership with Speech-Language & Audiology Canada (SAC). Implementation of the licensing examination is targeted for Fall 2020.

This first graduating class from Douglas College's new **Hearing Instrument Practitioner Diploma program** – the first BC-based program for HIP students – graduated in Summer 2019. The College

welcomes this first cohort of applicants applying for registration. CSHBC formally recognized and approved the Douglas College program in 2018, and Douglas College is represented on the Hearing Instrument Practitioner (HEAR) Program Advisory Committee going forward. We look forward to building a long and productive partnership with Douglas College.

Our comprehensive bylaw review, the largest and most substantive in the College's history, has been completed and is currently under review by the Ministry of Health. The College will post the amendment package for public review. The package includes new registration classification terminology ("Full", "Conditional", and "Non-practicing", replacing "Active", "Conditional Active", and "Inactive") and a new "Conditional" registration classification for the hearing instrument dispensing profession (replacing the applicant category of HIP Intern).

This Committee recognizes and appreciates College staff for their tireless efforts in processing applications for registration, and ensuring applicants and registrants have a positive experience when dealing with our College.

## COMMITTEE MEMBERS

**Susan Batstone** RSLP, Chair

**Jane Baynham**, Public Representative

**Christy Faraher-Amidon** RSLP

**Leigh Ingram** RAUD, RHIP

**Amy MacLean** RHIP

**Jack MacDermot**, Public Representative

**Kathy Pereira** RAUD, RHIP

**Martin Sattler** RHIP

**Vacant**, Public Representative

## EXAMINATION ADVISORY COMMITTEE

**Suzanne Kornhass** RAUD, RHIP, Chair

**Rahim Ghanbari** RAUD, RHIP

**Leigh Ingram** RAUD, RHIP

**Maryam Merali** RHIP

**Joan Richardson** RAUD, RHIP

**Martin Sattler** RHIP

## EX-OFFICIO

**Martin Ellefson**, Public Representative,  
Board Chair

**Cameron Cowper**, Registrar & CEO

**Christina Chen**, Manager,  
Registration & Administration

# Registration Statistics Fiscal Year 2018/2019

## New Registrations

**150** new registrations granted to  
**137** new registrants



- 104 Speech-Language Pathology (SLP)
- 28 Hearing Instrument Dispensing (HID)
- 18 Audiology (AUD)

## Total Registrations

	April 1 2010	March 31 2019	% Change
AUD	218	299	+ 37%
HID	339	521	+ 54%
SLP	867	1,304	+ 50%
<b>TOTALS</b>	<b>1,424</b>	<b>2,124</b>	<b>+ 49%</b>

Annual average percentage increase of total registrations from 2010 to 2019: **5%**

## Total Registrants

	April 1 2010	March 31 2019	% Change
RAUD	41	43	+ 5%
RHIP	163	265	+63%
RSLP	862	1,300	+ 51%
RAUD, RHIP	172	251	+ 46%
RAUD, RSLP	1	0	- 100%
RAUD, RHIP, RSLP	4	5	+ 25%
<b>TOTALS</b>	<b>1,243</b>	<b>1,864</b>	<b>+ 50%</b>

Annual average percentage increase of total registrants from 2010 to 2019: **5%**

# Quality Assurance & Professional Practice Committee

Submitted by **Jamie Hack** RSLP, Quality Assurance & Professional Practice Committee Chair

The Quality Assurance & Professional Practice (QAPP) Committee has several key roles within CSHBC, including the development and monitoring of a Quality Assurance Program, as provided for under the *Health Professions Act (HPA)*.

The QAPP committee and its two advisory committees are integrally involved in setting standards of practice and related documents, supporting registrants in attaining and maintaining practice competence, developing and implementing the College's QAPP program, and ensuring public trust of the professions we regulate.

## CONTINUING COMPETENCY CREDITS

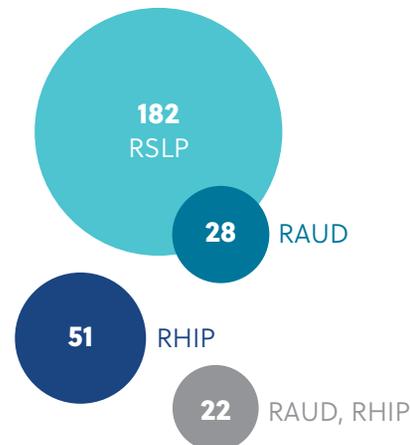
The three-year cycle for registrants to submit their required **Continuing Competency Credits (CCCs)** ended December 31, 2018, with a grace period available until March 31, 2019. At the December 31 deadline, 283 registrants had not recorded adequate credits. Forty-three registrants had extenuating circumstances, and 240 registrants had to submit CCC deficiency plans, indicating when and how they would attain and report the outstanding credits. The College individually reviewed each plan. Satisfactory and completed plans were required in advance of the March 31, 2019 registration renewal deadline. One case was referred to the Inquiry Committee for review and investigation. It is a professional responsibility to complete the required CCCs and to report them on time. Going forward, a deficiency plan fee will be applied to any registrant who is in arrears at the December 31, 2021 CCC deadline.

## STANDARDS OF PRACTICE

In 2018/2019, CSHBC added a new **standard on Virtual Care**. The standard outlines the requirements for providing virtual clinical services. In addition, the standard pertaining to what clinical activities either may or must not be delegated to Communication Health Assistants (CHAs) support personnel was revised, and a standard that outlines aspects of the education, training, and competence of CHAs was also added.

## Registrants with CCC Deficiencies

As at March 31, 2019



## PRACTICE HOURS REQUIREMENT

While registrants must attain 45 CCCs over three years, that is only one part of attaining and maintaining clinical competency in practice. The policy regarding **practice hours** has been developed and will be implemented when the pending Bylaw amendments are brought into force. This means that over a three-year cycle, registrants will need to report their required practice hours for one or more professions. The word 'practice' is not limited to clinical work with clients. 'Practicing the profession' has a much broader meaning where 'practice' is defined as:

*any professional role, whether remunerated or not, in which the registrant uses their knowledge, skills, and abilities as an audiologist, hearing instrument practitioner, and/or speech-language pathologist. Practice includes the provision of clinical care as well as working in management, administration, education, research, advisory, regulatory, and policy development roles and any other roles that impact on safe, effective delivery of services in the profession and/or use of professional skills.*

(Adapted from the Medical Board of Australia, Registration standard, October 2016)

## Quality Assurance & Professional Practice Committee

### CERTIFIED PRACTICE

**Certified Practice** (formerly "Advanced Certification") certificates are mandated by the Ministry of Health for Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs) to remain independent and autonomous in their practice of activities that are of higher risk to clients.

#### Currently, the available CP certificates include:

##### **Certificate A**

Vestibular Assessment and Management

##### **Certificate B**

Cochlear Implant Management

##### **Certificate C**

Cerumen Management

##### **Certificate D**

Hearing Instrument Dispensing for Children 12-16 Years

##### **Certificate E\***

Endoscopy for Voice Disorders

##### **Certificate F\***

Endoscopy for Swallowing Disorders

##### **Certificate G**

Voice Restoration

##### **Certificate H**

Tracheotomy Management

##### **Certificate I**

Videofluoroscopy for adults

##### **Certificate J**

Videofluoroscopy for paediatrics

##### **Certificate K**

Management of Airway Secretions  
(Oropharyngeal and Tracheal Suctioning)

### Number of Certified Practice Certificate Holders – 479 Total

As at March 31, 2019

Certificate A 21

Certificate B 19

Certificate C 113

Certificate D 2

Certificate E\* 7

Certificate F\* 52

Certificate G 14

Certificate H 85

Certificate I 150

Certificate J 15

Certificate K 1

\* Certificates E and F are being combined into one certificate: Certificate E: Flexible Endoscopic Evaluation of Voice and Swallowing (FEEVS) for Adults.

## PRACTICE REVIEWS

Practice competence is about how registrants apply knowledge and skills in real-life clinical situations. It involves performing a variety of activities that range greatly in their degree of risk of harm to the public and may change over time as new evidence and research becomes available. The College chose to implement the first phase of the [Practice Review module](#) with registrants who hold an active hearing instrument dispensing license. Each registrant who missed any required elements from the College standards during screening was scheduled for an onsite practice review with a qualified QAPP Assessor. As of March 31, 2019, most of the College's RHIPs had been screened and, if necessary, reviewed.

Three hundred and fifty RHIPs were eligible for screening. Of those, 216 participated in an onsite practice review. Of those reviewed, 51% had single registration as a RHIP and 49% were dually registered as a RAUD, RHIP (one registrant was tri-registered). Most of the reviews resulted in minor recommendations that required remediation.

There were also 25 registrants with major concerns, which required more substantive intervention and in some cases mentorship.

**To date, the compliance to established standards has shifted from less than 50% compliance to almost 100%. Most of the minor and major cases have been resolved.**

## Number of Minor Recommendations by Category – 646 Total

131

Records: Documentation and Consent

111

Ear Impressions

91

Assessment

87

Fitting and Verification

72

Sales Agreements

51

Follow-up and Reassessment

38

Clinic Environment

34

Equipment Calibration

31

Client Safety Infection Control

## Quality Assurance & Professional Practice Committee

### The Year Ahead

#### CONTINUING COMPETENCY CREDITS

In 2019/2020, there will be changes to Continuing Competency Credit (CCC) requirements for registrants who hold more than one registration to practice. There will be 45 credits required for the first professional registration. For each subsequent registration, an additional 15 credits that are directly related to the additional registration will be required, for a total of 60 credits. In an instance where a registrant holds three registrations and has three reserved titles, then the total credits required will be 75 over three years. For the current cycle (2019-2022), the credit requirements will be prorated depending on the policy implementation date. A deficiency plan fee will be assessed to registrants who are required to submit a CCC deficiency plan at the end of a three-year cycle.

#### STANDARDS OF PRACTICE

Planning is underway to develop a clinical practice guideline as a companion guide to the standard on education, training, and competence of CHAs. Work is also in the planning stages for the standards of practice required for clinical topics such as autism and tinnitus.

#### PRACTICE HOURS REQUIREMENT

The practice hours requirement will be 750 hours over three years for the first reserved title held,

and additional practice hours will be required for additional registration. CSHBC will provide more information about this requirement as it becomes available.

#### CERTIFIED PRACTICE

Revised Bylaws will simplify information on Certified Practice. Based on the input of an expert working group, Certificates E and F are being combined into one comprehensive certificate for RSLPs who are performing endoscopy. A free transition course will be offered in conjunction with Speech & Hearing BC's conference in October 2019. The transition will be complete, and the new certification program in place, by March 2020.

#### PRACTICE REVIEWS

As soon as all reviews and remediations are complete, the data and outcomes for the RHIP Practice Reviews will be finalized and shared with the public and registrants. Going forward, all new RHIPs will be required to participate in a Practice Review within their first two years of practice in BC.

Phase 2 of the Practice Review module will involve all RSLPs. It is expected that a pilot group will be run in the Fall of 2019. Once a screening tool has been tested and validated with a pilot group, the remainder of RSLPs will become involved in the process.

See [Practice Reviews: Moving the Grid Forward and Building Public Trust](#) on page 5.

#### COMMITTEE MEMBERS

Jamie Hack RSLP, Chair  
DeAnn Adams, Public Representative  
Susan Batstone RSLP  
Karin Bernauer, Public Representative  
Leigh Ingram RAUD, RHIP  
Sue Murphy, Public Representative  
Louise Parton RHIP (Retired)  
Susan Thacker RAUD, RHIP  
Jon Waterhouse RHIP

#### CERTIFIED PRACTICE ADVISORY COMMITTEE

Caroline Chow RSLP  
Dr. Eytan David MD, FRCS  
Tracy Marshall RSLP  
Maryam Merali RHIP  
Kathy Pereira RAUD, RHIP  
Martin Sattler RHIP  
Bobbie Williams RAUD, RHIP

#### COMMUNICATION HEALTH ASSISTANT ADVISORY COMMITTEE

Deirdre Collins RSLP  
Dreena Davies RAUD, RHIP  
Jamie Hack RSLP  
Alyse McNair CHA  
Ashley McNolty CHA  
Maryam Merali RHIP  
Martin Sattler RHIP  
Cheryl Lane Slobodian RAUD, RHIP  
Riddhi Thaker RSLP  
Krystal Tie-So CHA

#### EX-OFFICIO

Martin Ellefson, Public Representative, Board Chair  
Cameron Cowper, Registrar & CEO  
Mardi Lowe, Director, QAPP  
Amanda Lenk, Assistant Director, QAPP  
Shalin Sharma, Program Coordinator, QAPP

# Inquiry Committee

Submitted by **Dan Miller**, Public Representative, Inquiry Committee Chair

The Inquiry Committee (IC) investigates written complaints concerning the competency and/or unethical practice of registrants. Members of the public as well as other registrants may submit written complaints.

The IC may also investigate a matter on its own motion where it determines that it is in the public interest to do so. The 12-member Committee is comprised of representatives from all three professions regulated by CSHBC, and one-third of the committee are public representatives.

To expedite matters in a timely and efficient manner, the IC established three profession-specific panels representing each of the professions. Each panel must have at least two health professionals in the same profession as the respondent in the matter, and one public representative. The panels may exercise the same powers, duties, and functions of the Committee, and panel meetings are typically attended by legal counsel.

IC members participate in annual training, generally facilitated by College legal counsel.

## YEAR IN REVIEW

In December 2018, the Committee met as a whole to review the status of a major investigation and to consider whether to direct the Registrar to issue a citation to a discipline hearing. The Committee also met as profession-specific panels 34 times.

Comparing case volumes from the 2018/2019 fiscal year with the current year, the College has seen a sharp decline in the number of complaints naming an RHIP as the respondent in the matter, as well as a sharp increase in the number of complaints naming an RSLP as the respondent. The former may be due, at least in part, to the implementation of the College's Quality Assurance & Professional Practice (QAPP) Practice Review module, phase one of which was applied to the hearing instrument dispensing profession. As more data from the module outcomes becomes available, the College will conduct analysis to identify any evidence-based correlations.

No decisions were appealed to the Health Professions Review Board (HPRB) in 2018/2019.

**Thank you to all the members of this Committee for their dedication, professionalism, and time commitment.**

The work of the Inquiry Committee demands a considerable amount of time spent reviewing complex case files, grappling with difficult issues and evidence, approving dispositions, ensuring that standards are maintained and enforced, and safeguarding the College's public protection mandate.

## COMMITTEE MEMBERS

Dan Miller, Public Representative, Chair  
Karen Derry RSLP  
Susan Edwards RSLP  
Charles Fontaine RAUD, RHIP  
Christine Harrison RAUD  
Lesley Lee RAUD, RHIP  
Jack MacDermot, Public Representative  
Amy MacLean RHIP  
Marilyn Noort RSLP  
Richard Walker, Public Representative  
Dave Williams, Public Representative  
Vacant RHIP

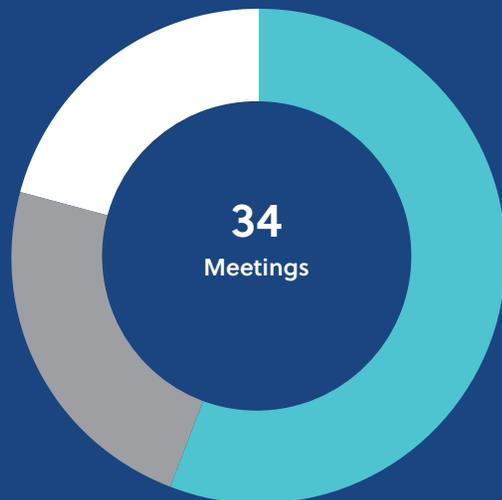
## EX-OFFICIO

Martin Ellefson, Public Representative, Board Chair  
Cameron Cowper, Registrar & CEO



# Inquiry Statistics Fiscal Year 2018/2019

## Breakdown of Profession-specific Panel Meetings



- 19 **Speech-Language Pathology**
- 8 **Audiology**
- 7 **Hearing Instrument Dispensing**

## New Inquiry Cases

### Inquiry Caseload

RSLP respondent	12
RHIP respondent	6
RAUD respondent	4
Non-registrant respondent	6



- 11 **From registrants**
- 10 **From public**
- 7 **Own motion**

## Closed Inquiry Cases

### Inquiry Caseload

RSLP respondent	5
RAUD respondent	4
RHIP respondent	3
Non-registrant respondent	4



- 6 **From registrants**
- 6 **From public**
- 4 **Own motion**

# Inquiry Statistics Fiscal Year 2018/2019

## How Inquiry Cases Were Resolved

5

Resolved under section 33(6)(a) of the *Health Professions Act*:  
No further action

7

Resolved under section 33(6)(b) of the *Health Professions Act*:  
Informal agreement by consent

2

Resolved under section 33(6)(c) of the *Health Professions Act*:  
Formal undertaking & consent agreement

1

Letter of Caution  
*Non-registrant*

1

Settlement Agreement  
*Non-registrant*

No cases were resolved under section 33(6)(d) of the *Health Professions Act* (Citation to a discipline hearing) in 2018/2019.

## Time to Disposition by Case Opened Date

0-6  
Months

1 2017/2018

22 2018/2019

6-12  
Months

5 2017/2018

2 2018/2019

12-18  
Months

2 2017/2018

18-24  
Months

1 2017/2018

## Discipline Committee

Submitted by **Kevin Frew** RSLP, Discipline Committee Chair

The Discipline Committee hears and makes determinations on matters set for hearing by citation issued by the Registrar, under the direction of the Inquiry Committee or the College Board.

### YEAR IN REVIEW

No citations were submitted to the Committee in 2018/2019.

### COMMITTEE MEMBERS

Kevin Frew RSLP, Chair  
Suzanne Kornhass RAUD, RHIP  
Thelma O'Grady, Public Representative  
David Roberts RHIP  
Doug Steventon, Public Representative

### EX-OFFICIO

Martin Ellefson, Public Representative,  
Board Chair  
Cameron Cowper, Registrar & CEO

## Governance Committee

Submitted by **Charles Fontaine** RAUD, RHIP, Governance Committee Chair

The primary mandate of the Governance Committee is to recommend appointments to College committees for Board approval.

In addition, the Committee supports the Board regarding Board development, Board and committee member competency profiles and evaluation tools, orientations and mentoring, and the development and recommendation of draft governance policy documents for Board approval.

### YEAR IN REVIEW

The Committee met seven times in 2018/2019. In October 2018, the Committee finalized a **Board Competency & Experience Matrix**, which was approved by the Board on December 7, 2019. The Committee is currently developing similar matrices for the core committees of Inquiry, Quality Assurance & Professional Practice, and Registration. Competency and experience matrices help ensure nominees and appointments are more merit based and aligned with the required skill sets.

Bylaw amendments to formally establish the Committee have been finalized and are currently under review by the Ministry of Health.

### COMMITTEE MEMBERS

Charles Fontaine RAUD, RHIP, Chair  
Jamie Hack RSLP  
Amy MacLean RHIP  
Parveen Mangat, Public Representative  
Dan Miller, Public Representative

### EX-OFFICIO

Martin Ellefson, Public Representative,  
Board Chair  
Cameron Cowper, Registrar & CEO

# Human Resources Committee

Submitted by **Susan Batstone** RSLP, Human Resources Committee Chair

The primary mandate of the Human Resources Committee is to manage the Board's employment relationship with the Registrar, including matters such as negotiating and establishing terms and conditions of employment and position descriptions, and conducting salary and performance reviews and evaluations.

In addition, the Committee supports the Board in the development and review of a preferred Registrar & CEO competency framework and evaluation tool, succession planning, staff grievance policy, safe/harassment-free workplace environment advocacy, and risk management strategies in human resources planning, policies, procedures, and compensation philosophy.

## YEAR IN REVIEW

The Committee met three times in 2018/2019. In November 2018, the Committee completed a performance evaluation for the Registrar & CEO – the evaluation received Board approval on December 7, 2018.

Bylaw amendments to formally establish the Committee have been finalized and are currently under review by the Ministry of Health.

## COMMITTEE MEMBERS

Susan Batstone RSLP, Chair  
Leigh Ingram RAUD, RHIP  
Parveen Mangat, Public Representative  
Dan Miller, Public Representative  
Jon Waterhouse RHIP

## EX-OFFICIO

Martin Ellefson, Public Representative,  
Board Chair  
Cameron Cowper, Registrar & CEO

# Finance & Audit Committee

Submitted by **Amy MacLean** RHIP, Finance & Audit Committee Chair

The primary mandate of the Finance & Audit Committee is to develop and oversee systems for the financial administration of the College.

## YEAR IN REVIEW

The Finance & Audit Committee met quarterly during 2018/2019. At each meeting, the Committee reviewed the year-to-date financial statements, comparing actual revenues and expenditures to budget estimates for the fiscal year ending March 31, 2019. The actuals were within budget, reflecting a deficit as projected.

Under the direction of the Committee, staff continue to develop risk management strategies. This includes the creation and/or revision of a number of Finance & Audit policies, ensuring

more robust and comprehensive financial controls are in place.

The Committee approved the annual financial statements as at March 31, 2019, reviewed and prepared by KPMG. Complete **financial statements** are available on the College website.

Thank you to all the members of this Committee for their commitment and hard work. The Finance & Audit Committee's work requires thoroughness and attention to detail to ensure the College's financial stewardship and fiduciary responsibilities are well managed.

## COMMITTEE MEMBERS

Amy MacLean RHIP, Chair  
Dan Miller, Public Representative  
Louise Parton RHIP (Retired)  
Jon Waterhouse RHIP

## EX-OFFICIO

Martin Ellefson, Public Representative,  
Board Chair  
Cameron Cowper, Registrar & CEO

# Revenue & Expenses Fiscal Year 2018/2019



- 1.1%**  
Certified Practice  
Certificate Fees/  
Late Renewal Fees/  
Other
- 2.9%**  
Interest Income
- 3.0%**  
Application Fees
- 5.5%**  
Registration Fees
- 87.5%**  
Renewal Fees



- 1.1%**  
Amortization
- 1.2%**  
Registration
- 11.6%**  
Inquiry
- 13.8%**  
Finance & Audit
- 16.5%**  
Board
- 23.3%**  
Quality Assurance &  
Professional Practice
- 32.5%**  
Wages



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