

# 2021 Annual Report



College of Speech and  
Hearing Health Professionals  
of British Columbia

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ABOUT

# CSHBC

CSHBC exists to maintain the public's trust in the three professions we regulate.

## Who we are

**AS A HEALTH PROFESSION REGULATOR**, our legal obligation is to protect the public through the regulation of three distinct professions: audiology, hearing instrument dispensing, and speech-language pathology.

Regulation allows CSHBC to set standards for audiologists, hearing instrument practitioners, and speech-language pathologists. CSHBC standards ensure the public receives safe, competent, and ethical care.

The College ensures that the public's confidence in speech and hearing care in British Columbia is maintained. Our [Public Register](#) must inspire public confidence as a compendium of competent practitioners armed with a clear understanding of their scope and standards. We honour the trust that the public delegates to us and aspire to instill confidence in their interactions with speech and hearing health professionals.

Regulation helps protect the public by ensuring CSHBC registrants provide care that is safe, competent, and ethical, and meets the standards set by the College.

## What we do

**WE ENGENDER PUBLIC TRUST.** We believe British Columbians are entitled to exceptional speech and hearing health care. We see the designation of audiologists, hearing instrument practitioners, and speech-language pathologists as a commitment that each of our registrants is competent, trustworthy, and ready to support those in need of speech and hearing health services.

We adapt and respond to change. We recognize gaps in competency and address them through meaningful engagement across the professions. We support anti-sexism, anti-racism, decolonization, and reconciliation in progressive and constructive ways.

We define the standards for safe, competent, and ethical practice. We assess domestic program accreditation and course curricula both domestically and internationally, develop certification programs, and establish requirements for registration with CSHBC. We address complaints about audiologists, hearing instrument practitioners, and speech-language pathologists, and work closely with educators, regulators, government, and other partners to ensure the Standards of Practice remain current, culturally safe, and client-centred in a world where public needs are constantly evolving.

We rigorously safeguard CSHBC standards over the lifespan of registrants' professional careers – protecting the public, but also protecting the reputation and credibility of CSHBC registration and the safe, competent, and ethical care that registration stands for.

We ensure accountability and consequences for not meeting CSHBC's standards. We deliver regulation justly, impartially, and transparently.



Jack MacDermot



Cameron Cowper

#### LAND ACKNOWLEDGEMENT

The College of Speech and Hearing Health Professionals of British Columbia (CSHBC) works on the traditional, ancestral, and unceded territory of the Coast Salish Peoples, represented today by the Musqueam, Squamish, and Tsleil-Waututh Nations.

#### MESSAGE FROM THE

# Board Chair & Registrar

The reporting period for this annual report ended March 31, 2022, marking a little over two years since the World Health Organization declared COVID-19 a pandemic and BC's Minister of Public Safety and Solicitor General declared a provincial state of emergency under BC's *Emergency Program Act*.

Similar to previous annual reports, the 2021 Annual Report is both a year in review as well as a look ahead to the coming fiscal year. This year's Annual Report includes feature stories on the College's entry-to-practice examinations (page 15), the Quality Assurance & Professional Practice (QAPP) Program's Practice Reviews (page 25), the College's new staff roles for Professional Practice Advisors (page 22), and founding Board member and current CSHBC staff member Mardi Lowe, RSLP (page 7).

#### COVID-19 pandemic

**In 2021/2022, the challenges of regulating three professions, during the COVID-19 pandemic with most staff still working remotely, continued to loom large for the Board, committee members, and staff.**

In March 2022, a new Order of the Provincial Health Officer (PHO) was issued to prevent or reduce the risk of the transmission of infection with SARS-CoV-2 by health professionals. The *Health Professionals COVID-19 Vaccination Status Information and Preventive Measures Order* requires CSHBC to record the COVID-19 vaccination status of all its registrants, and to disclose to the PHO or medical health officer, on request, registrant information regarding vaccination status in aggregate. In May 2022, the PHO released data on the vaccination status of regulated health professionals. According to the data, as of April 25, 2022, 91.9% of Registered Audiologists (RAUDs)/ Registered Hearing Instrument Practitioners (RHIPs) and 92.9% of Registered Speech-Language Pathologists (RSLPs) are vaccinated (received a minimum of two doses of a COVID-19 vaccine) or have a medical exemption. >

## MESSAGE FROM THE BOARD CHAIR & REGISTRAR

### Indigenous cultural safety & humility

In June 2021, CSHBC was appalled and deeply saddened to learn of the discovery of the remains of 215 children in a mass grave on the site of the former Kamloops Indian Residential School. CSHBC declared its solidarity with the Tk'emlúps te Secwépemc First Nations and all Indigenous people in BC as they continue to be faced with the trauma caused by the residential school system.

While this discovery is specifically linked to Canada's residential school system, the report of Dr. Mary Ellen Turpel-Lafond, entitled *In Plain Sight*, found widespread systemic racism against Indigenous people in the BC health care system.

**As the regulator of audiologists, hearing instrument practitioners, and speech-language pathologists in BC, the College remains committed to the work of improving safety for Indigenous people when accessing healthcare in BC, and we continue to look to our Indigenous leaders in this ongoing process.**

We hope the revelations in Kamloops and elsewhere in Canada lead to increased awareness of the necessity for reconciliation and decolonization across the country.

On July 27, 2021, registrars from 11 health regulatory colleges in BC, including CSHBC, gathered with an Indigenous leader, knowledge carrier, and witnesses to sign a [Joint Statement of Apology and Commitments to Action](#) in response to the *In Plain Sight* report. The signing ceremony was held at Spanish Banks in Vancouver on the unceded, ancestral, and traditional territories of the Musqueam, Squamish, and Tsleil-Waututh peoples.

On September 30, 2021, CSHBC recognized the first National Day for Truth and Reconciliation. The day honours the lost children and survivors of residential schools, their families, and communities. The September 30 date is also observed by CSHBC staff as Orange Shirt Day, promoting recognition of the colonial legacy of residential schools and commitment to the ongoing process of reconciliation.

Finally, since June 2022, CSHBC has been collaborating with the BC College of Nurses & Midwives (BCCNM) and the College of Physicians and Surgeons of BC (CPSBC) to adapt their new standards on Indigenous cultural safety and humility to the speech and hearing professions. The new standard, to be released in Fall 2022, will apply to audiologists, hearing instrument practitioners, and speech-language pathologists in British Columbia.

### Fee increases for registration renewal

As the pandemic has evolved, so too has the College, in ways related to the pandemic and not. In 2021, the College implemented a second fee increase since its inception in 2009. The fee increases passed by the Board in 2019 (the first in its 11-year history) and 2021 were required to address more than a decade of inadequate resourcing for the College. CSHBC understands and is sensitive to the fact that fee increases are challenging for registrants and applicants. The decision to raise fees is not taken lightly and is the result of careful consideration. A majority of CSHBC Board members are also registrants and are therefore also affected by the fee increases.

In 2021, the College's Board, supported by recommendations of the Finance & Audit Committee (FAC), determined that additional fee increases were required to move the College closer to achieving an appropriate, stabilized revenue target for a regulatory body that regulates three professions and 10 certification programs. This decision was based on a 2021 assessment of the College's true business operating costs, which calculated the required revenues to eliminate future deficit positions and maintain its contingency reserves.

>

## MESSAGE FROM THE BOARD CHAIR & REGISTRAR

The College is a not-for-profit entity created under BC's *Health Professions Act* and must operate on a cost recovery basis to fulfill its regulatory role, overseeing the professions of audiology, hearing instrument dispensing, and speech-language pathology on behalf of the public.

In early 2017, the College began a five-year period of significant organizational transformation, to eliminate gaps in capacity across all business activities, and to properly regulate its professions and certification programs in the public interest.

**After five years of continuous organizational transformation, the College has vastly improved its regulatory capacity and is close to establishing a stabilized, long-term revenue target. The most recent fee changes, approved by the BC Ministry of Health in October 2021, brought the College closer to the revenue target required to meet its mandate at law.**

Despite responsible, incremental staff recruitment over the past several years, CSHBC remains relatively understaffed as compared to similarly sized provincial and national regulators, which typically regulate only one or two rather than

three professions, and no certification programs (the latter are mandated by the Ministry of Health, not the College).

The Board notes that a fee adjustment may be required in 2022/2023 to meet the College's stabilized, long-term revenue target, not including smaller incremental changes to address cost of living increases and inflation over time.

Alignment of the College's required regulatory capacity, revenue, and fee structure will ensure the College's short- and long-term financial viability, protect its contingency reserves, and eliminate the risk of future deficit positions.

### **Modernization of health regulation and a new *Health Professions Act*.**

On August 27, 2020, the Steering Committee on Modernization of Health Professional Regulation released recommendations for broad changes to the province's health profession regulatory system. The recommendations to modernize the provincial health profession regulatory framework have wide-ranging implications for health regulation in BC.

The Steering Committee recommendations focus on cultural safety and humility, governance – for example, having equal numbers of registrant and public members on regulatory college boards and eliminating board elections – reducing the number of regulatory colleges from 20

to six, creating a new oversight body, as well as a new discipline process that would create clear separation between the investigation and discipline stages of complaints, and increase transparency by requiring increased public notification when action is taken in response to a complaint made about a healthcare professional.

To reduce the number of regulatory colleges, the Steering Committee recommends that the BC health profession regulatory system include a new Regulatory College of Allied Health and Care Professionals amalgamating seven colleges, including CSHBC.

This new college would also regulate previously unregulated diagnostic and therapeutic professions: clinical perfusionists, medical laboratory technologists, radiation therapists, respiratory therapists.

The recommendations will also require amendments to the *Health Professions Act*, currently targeted for introduction in the fall of 2022.

Pending further developments, the process for full implementation of the Committee's recommendations will likely take a considerable amount of time, into 2023 and beyond. In the interim, regulation of CSHBC registrants will continue unchanged for some time. The College will provide further updates as more information becomes available. >

## MESSAGE FROM THE BOARD CHAIR & REGISTRAR

### Public Engagement Forum 2021/2022, BC-PAN, and CSHBC Board

The fourth annual CSHBC Public Engagement Forum (PEF) was held on February 2, 2022, by video-conference. Following presentations by College staff on important policy topics, Board members responded to a series of registrant questions.

Although annual general meetings are unlikely to continue under the amended *Health Professions Act*, CSHBC joined the BC Public Advisory Network (BC-PAN) in August 2022 in an effort to more meaningfully engage with the public we exist to protect. BC-PAN was formed to help BC's health regulatory colleges seek public input on important issues related to health regulation.

BC-PAN public advisors are members of the public who have varying levels of experience with the health care system. They represent different demographics in the population, such as gender, age, ethnicity, and geographic location. The role of the public advisors is to provide feedback on important regulatory issues.

The Board serves British Columbians by regulating audiologists, hearing instrument practitioners, and speech-language pathologists and acting in accordance with the law and the public trust placed in them to ensure the College fulfills its mandate under the *Health Professions Act*. Thank you to all members of the Board for their commitment and dedication.



**Jack MacDermot**  
Public Representative  
Board Chair



**Cameron Cowper**  
Registrar & Chief Executive Officer



BOARD OF  
**Directors**

**Karen Derry**, RSLP

**Nathan Doidge**, Public Representative

**Charles Fontaine**, RAUD, RHIP

**Kevin Frew**, RSLP  
(until September 30, 2021)

**Jamie Hack**, RSLP

**Christine Harrison**, RAUD

**Kris Hewitt**, RHIP

**Leigh Ingram**, RAUD, RHIP  
(until September 30, 2021)

**Tom Kim**, Public Representative  
(from March 4, 2022)

**Jack MacDermot**, Public Representative, Chair

**Amy MacLean**, RHIP  
(until September 30, 2021)

**Dan Miller**, Public Representative  
(until December 31, 2021)

**Marilyn Noort**, RSLP

**Thelma O'Grady**, Public Representative

**Chelsea Van Tol**, RSLP  
(from October 1, 2021)

**Jon Waterhouse**, RHIP, Vice-Chair



## FEATURE

# Mardi Lowe, RSLP

## A pioneer in multi-profession regulation across the speech and hearing health professions

In the early 2000s, Mardi Lowe, speech-language pathologist (SLP), began serving on a working group appointed by the BC Government to lay the groundwork for provincial regulation of audiologists and speech-language pathologists in BC. Then the parameters changed. The working group's terms of reference expanded to encompass planning for joint regulation of audiologists, hearing instrument practitioners, and speech-language pathologists.

**This was a significant development that would shape the regulation of speech and hearing health professionals for years to come.**

It was challenging work to bring together three professions – including audiology and speech-language pathology, which had been unregulated, and hearing instrument dispensing, which was regulated under the *Hearing Aid Act* by the Board of Hearing Aid Dealers and Consultants – under a new regulatory framework. But Mardi and her working group colleagues persevered because it was critically important work. As an SLP and Manager, Rehabilitation Services, based at Surrey Memorial Hospital in Fraser Health, she saw first-hand why consistent regulation was needed across the professions. “What was really obvious was the variability in knowledge, skills, and abilities,” recalls Mardi. “It was not the same site to site, hospital to hospital. It was very different.” >

## MARDI LOWE, RSLP

The hard work paid off. On December 15, 2008, the audiology, hearing instrument dispensing, and speech-language pathology professions were designated under the *Health Professions Act*. The College of Speech and Hearing Health Professionals of British Columbia (CSHBC) was established the following year. Now licensed as a Registered Speech-Language Pathologist (RSLP), and by then Director, Professional Practice & Integration at Fraser Health, Mardi served as co-Chair of the College's founding Board. In 2013, she became a part-time consultant to the College's two-person staff complement, in the role of Director, QAPP, tasked with developing CSHBC's Quality Assurance & Professional Practice (QAPP) Program.

**Fast forward to 2022. Mardi is retiring after a distinguished career as an RSLP, senior practice leader, and CSHBC consultant director who has contributed an enormous amount to the College and regulation of the three speech and hearing professions. It's important to recognize Mardi's deep knowledge, strategic vision, generosity as a mentor, and other qualities that have led to many significant accomplishments.**

Mardi's journey in speech and hearing began when she earned a Bachelor of Science in communication disorders from Western University in London, Ontario, and a Masters in speech-language pathology from Western Washington University in Bellingham. Later, she received a diploma in Departmental Management through the Canadian Hospitals Association.

Her first professional positions as an SLP in BC were with Abbotsford Public Health and the New Westminster School District. Then she began her long tenure with Fraser Health, starting as a clinical practice leader in speech-language pathology at Surrey Memorial Hospital. In 1994, she hired a young SLP, Cathy Silversides. It was Cathy's first job after earning her Masters in speech-language pathology from the University of British Columbia. She remembers how helpful Mardi's mentorship was to her as an SLP finding her footing. "Mardi always had her door open, and she was always available to answer questions," says Cathy. "Mardi has been an inspiration to me. She's always been very passionate about ensuring patients receive excellent care, and also very passionate about supporting her staff."

As Mardi took on and succeeded in progressively more senior roles with Fraser Health, she developed the expertise that led to her selection for the working group on regulation of speech and hearing health professionals. After the

decision was made to have one college regulate three professions, it still took years of intense work to plan what regulation would look like and obtain buy-in from the professions.

Mardi sums up a major challenge at the time: "Whether we could pull this together with three professions who were not necessarily enthralled with being in the same regulatory college." She explains how the working group and others met the challenge: "It involved hearing and addressing the professions' concerns, which took an incredible amount of discussion and negotiation."

**In August 2020, the Steering Committee on Modernization of Health Professional Regulation released recommendations for broad changes to the province's health profession regulatory system. The recommendations included reducing the number of regulatory colleges from 20 to six. The Committee recommended that one of the colleges be a new Regulatory College of Allied Health and Care Professionals amalgamating seven colleges, including CSHBC. >**

## MARDI LOWE, RSLP

“Twelve years ago, the efforts of Mardi and others, along with the College’s establishment, pioneered and proved the concept of multi-profession regulation that is now being discussed on a broader scale,” says Cameron Cowper, CSHBC Registrar and CEO.

He emphasizes that Mardi has been unique in providing guidance about how to effectively regulate multiple professions under one regulatory umbrella. “A particular value she added was that although she was trained as a speech-language pathologist, she brought incredible objectivity and knowledge about all three professions equally. Public service is a vocation. It has been an honour to serve alongside Mardi, and her contributions have been enormous. She is a credit to the College and the professions it regulates in the public interest.”

Mardi led development of the College’s QAPP Program, beginning with the introduction of [Continuing Competency Credits](#), and gradually adding [Practice Hours](#), [Practice Reviews](#), and [Professional Practice Information](#). Communication has been key in successfully launching each module. “People always get nervous of a new requirement, and I think reaching out far and wide in all three professions – talking to people, answering their questions – has been critical.”

Looking back, highlights during Mardi’s time as Director, QAPP, include: seeing complaints against

Registered Hearing Instrument Practitioners (RHIPs) drop from 90% of CSHBC investigations to almost zero after implementing Practice Reviews, and remaining very low post-implementation (see Practice Reviews feature on page 25); and completing extensive revisions of the CSHBC HID Practical Exam (see entry-to-practice examinations feature on page 15).

**“I think the last five years of growth and change have been very significant,” says Mardi, who strongly believes that the QAPP components have helped enable protection of the public to be “light years” from where it was when she began her career as an SLP.**

As for the SLP who Mardi hired 28 years ago, Cathy Silversides, RSLP, after a long career working in the field with health authorities throughout BC and more recently as a Professional Practice Advisor (PPA) with CSHBC (see PPA feature on page 22), is now Director, QAPP. True to form, Mardi, as Senior Practice Advisor, is transferring information and insight right up until she retires. It’s a fitting succession plan that will greatly benefit both the College and speech and hearing health professionals in BC.

# Registration Committee

Submitted by **Thelma O'Grady**, Public Representative, Registration Committee Chair

CSHBC is responsible for setting requirements that must be met before an individual can begin and continue to practise one or more of the three professions regulated by CSHBC in BC: audiology, hearing instrument dispensing, and speech-language pathology.

The CSHBC Registration Committee, together with the Registrar, accepts, reviews, and approves applications for registration. New applications that clearly meet all the registration requirements set out in the CSHBC Bylaws and defined by CSHBC policy are approved by the Registrar, under the delegated authority of the Committee. All other non-standard applications, including those submitted by internationally educated applicants, are reviewed by the Committee, which reviews each file based on registration requirements set out in the CSHBC Bylaws, and may approve the application, determine the need for further information, or ask for a hearing to meet with the applicant and gather further evidence.

In addition, the Committee, working together with the Registrar and the Certified Practice Advisory Committee (CPAC), accepts, reviews, and approves applications for Certified Practice (CP) certificates as required under the [Speech and](#)

[Hearing Health Professionals Regulation](#) and [Part 10 of the CSHBC Bylaws](#). CP certificates are another form of registration/licensure and 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 high risk to clients. New applications that clearly meet all the requirements set out in the CSHBC Bylaws and defined by CSHBC policy are approved by the Registrar, under the delegated authority of the Committee. Non-standard applications are reviewed by the Registration Committee.

Supported by the Examination Advisory Committee (EAC), the Registration Committee is also responsible for reviewing and approving the entry-to-practice examinations that applicants must pass before they are eligible for Full registration with CSHBC.

## YEAR IN REVIEW

In March 2022, Registration & Certification staff were required to implement a new Order of the Provincial Health Officer (PHO) that was issued to prevent or reduce the risk of the transmission of infection with SARS-CoV-2 by health professionals. The *Health Professionals COVID-19 Vaccination Status Information and Preventive Measures Order* requires College staff to record the COVID-19 vaccination status of all CSHBC registrants, and to disclose to the PHO or medical health officer, on request, registrant information regarding vaccination status in aggregate. In May 2022, the PHO released data on the vaccination status of regulated health professionals. As of April 25, 2022, 91.9% of Registered Audiologists (RAUDs)/Registered Hearing Instrument Practitioners (RHIPs) and 92.9% of Registered Speech-Language Pathologists (RSLPs) are vaccinated (received a minimum of two doses of a COVID-19 vaccine) or have a medical exemption. >



## REGISTRATION COMMITTEE

In early 2022, CSHBC conducted a review of the regulatory status of hearing instrument practitioners (HIPs) in other Canadian provinces and territories. The review considered, whether for the purposes of assessing eligibility under labour mobility legislation, HIPs are regulated in other jurisdictions, and examined their scope of practice, as well as whether audiologists (AUDs) have a scope of practice that includes hearing instrument dispensing in these jurisdictions. A final report was submitted to the College's Registration Committee, asking the Committee to consider the report's recommendations. On March 9, 2022, based on the recommendations in the report, the Committee formally recognized the province of Nova Scotia as a regulated HIP jurisdiction as it relates to applications under the *Labour Mobility Act* and rescinded recognition of the province of Ontario as a regulated HIP jurisdiction. There was no change to the status of Alberta, Saskatchewan, Manitoba, Newfoundland & Labrador, and Quebec as regulated HIP jurisdictions recognized by the Committee. CSHBC continues to accept labour mobility applications for hearing instrument dispensing registration from those jurisdictions.

In 2021, a year after the College approved the Praxis Exams as entry-to-practice examinations for the professions of audiology and speech-language pathology, CSHBC and its Alberta counterpart conducted a general review of applicants' scores on the Exams.

**The review examined the passing scores and rates of all BC and Alberta candidates in the first year of offering the Exams, to determine whether the Canadian benchmarks that the College had established were viable, and the data confirmed that they were.**

Also in 2021, CSHBC began offering candidates the option of taking the Canadian Entry-to-Practice (CETP) Exams, administered by Speech-Language & Audiology Canada (SAC), for the professions of audiology and speech-language pathology. A one-year review of CSHBC's use of the CETP Exams will also be conducted.

Finally, in 2019, CSHBC established a working group to comprehensively review and update the CSHBC HID Practical Exam. The new revised Exam was launched in January 2022. For more information about the College's entry-to-practice examinations, see the feature on page 15.

During the 2020/2021 registration year, CSHBC said farewell to Committee member Jane Baynham, Public Representative. Ms. Baynham was a founding Board member and has been a committee member since the College was established in 2009. CSHBC is very grateful for her contributions and commitment to public service,

and she will be missed. With Ms. Baynham's departure, CSHBC was fortunate to welcome new Committee members Hannah Lindy, Public Representative, Jerome Marburg, Public Representative, and Anna Van Maanen, RAUD, RHIP.

The Committee's work requires thoroughness and attention to detail to ensure the College's registration standards are maintained. Thank you to all members of the Committee for their commitment and dedication. This Committee also recognizes and appreciates CSHBC staff, working remotely from home during the COVID-19 pandemic, for their tireless efforts in processing applications for registration, and ensuring applicants and registrants continue to have a positive experience when dealing with our College.

### Committee Members

**Jane Baynham**, Public Representative  
(until June 30, 2021)

**Paige Griffiths**, RSLP

**Kris Hewitt**, RHIP

**Leigh Ingram**, RAUD, RHIP

**Hannah Lindy**, Public Representative

**Jerome Marburg**, Public Representative

**Simon McVaugh-Smock**, RSLP

**Thelma O'Grady**, Public Representative, **Chair**

**Martin Sattler**, RHIP

**Anna Van Maanen**, RAUD, RHIP

# Registration & Certification Statistics

FISCAL YEAR 2021/2022

## New Registrations

**200** new registrations granted to  
**175** new registrants



- 118 Speech-Language Pathology (SLP)
- 53 Hearing Instrument Dispensing (HID)
- 29 Audiology (AUD)

## 2021/2022 Total Registrations (1 Year)

|              | April 1<br>2021 | March 31<br>2022 | %<br>Change |
|--------------|-----------------|------------------|-------------|
| AUD          | 302             | 324              | 7%          |
| HID          | 516             | 549              | 6%          |
| SLP          | 1,405           | 1,459            | 4%          |
| <b>TOTAL</b> | <b>2,223</b>    | <b>2,332</b>     | <b>5%</b>   |

## 2010-2022 Total Registrations (12 Years)

|              | April 1<br>2010 | March 31<br>2022 | %<br>Change |
|--------------|-----------------|------------------|-------------|
| AUD          | 218             | 324              | 49%         |
| HID          | 339             | 549              | 62%         |
| SLP          | 867             | 1,459            | 68%         |
| <b>TOTAL</b> | <b>1,424</b>    | <b>2,332</b>     | <b>64%</b>  |

# Registration & Certification Statistics FISCAL YEAR 2021/2022

## 2021/2022 Total Registrants (1 Year)

|                  | April 1<br>2021 | March 31<br>2022 | %<br>Change |
|------------------|-----------------|------------------|-------------|
| RAUD             | 47              | 53               | 13%         |
| RHIP             | 262             | 279              | 6%          |
| RSLP             | 1,401           | 1,455            | 4%          |
| RAUD, RHIP       | 251             | 267              | 6%          |
| RAUD, RSLP       | 1               | 1                | 0%          |
| RAUD, RHIP, RSLP | 3               | 3                | 0%          |
| <b>TOTAL</b>     | <b>1,965</b>    | <b>2,058</b>     | <b>5%</b>   |

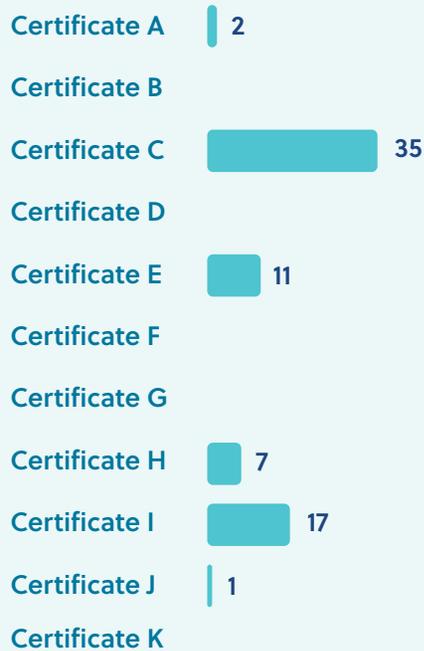
## 2010-2022 Total Registrants (12 Years)

|                  | April 1<br>2010 | March 31<br>2022 | %<br>Change |
|------------------|-----------------|------------------|-------------|
| RAUD             | 41              | 53               | 7%          |
| RHIP             | 163             | 279              | 71%         |
| RSLP             | 862             | 1,455            | 69%         |
| RAUD, RHIP       | 172             | 267              | 55%         |
| RAUD, RSLP       | 1               | 1                | 0%          |
| RAUD, RHIP, RSLP | 4               | 3                | -25%        |
| <b>TOTAL</b>     | <b>1,243</b>    | <b>2,058</b>     | <b>66%</b>  |

# Registration & Certification Statistics FISCAL YEAR 2021/2022

## Total Certifications Granted (1 Year)

As at March 31, 2022



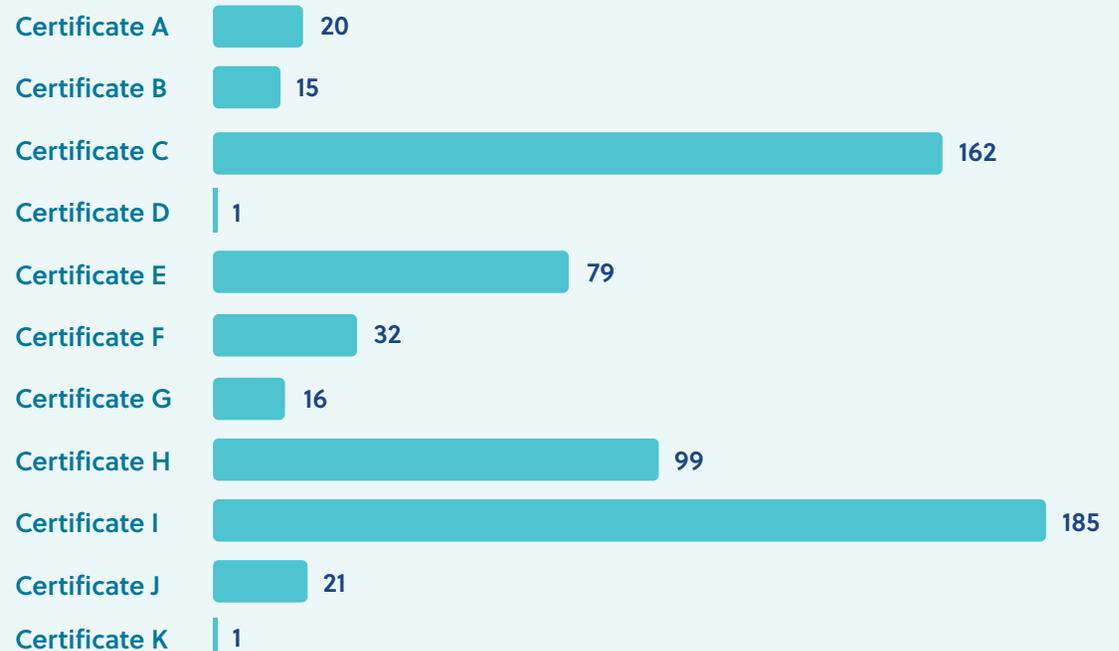

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**TOTAL**      **73**

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## Total Certifications Held

As at March 31, 2022




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**TOTAL**      **631**

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FEATURE

# Entry-to-Practice Examinations

Assessing competency at entry-to-practice with valid tools that continue to evolve

To assess competency of applicants to become registered speech and hearing professionals, CSHBC takes a diverse and comprehensive approach. With the College's entry-to-practice (ETP) examinations, one size doesn't fit all.

**The College's suite of ETP exams includes a required written, knowledge-based exam and a required performance-based practical exam for one profession, and two options for a required written, competency-based exam for the two other professions CSHBC regulates.**

"From a regulatory perspective, they're valid tools for thoroughly assessing entry-to-practice level competency," says Cameron Cowper, Registrar & CEO.

As illustrated by the recent major revision of the CSHBC Hearing Instrument Dispensing (HID) Practical Exam, and ongoing research on ETP exams conducted for the College, CSHBC also continually assesses the effectiveness of exams approved by the College's Registration Committee. "We're always looking to improve how we assess competency at entry-to-practice," says Mr. Cowper. >

## Exams approved by the Committee that are available for applicants to take include the following:

### Audiology

Entry-to-practice examinations currently approved by CSHBC as part of the pathway to become a Registered Audiologist (RAUD) are:

- The Praxis Examinations for audiology (Praxis Exam 5343), administered by Educational Testing Service (ETS); and
- The Canadian Entry-to-Practice (CETP) Examinations for audiology, administered by Speech-Language & Audiology Canada (SAC).

Applicants have a choice of taking either the Praxis or CETP Exam, and they must pass one of the exams to be granted Full registration.

For the first decade of its existence, and prior to the existence of national competency profiles, CSHBC contracted SAC to provide certification exams for audiology and speech-language pathology, which applicants were required to pass as a condition of licensure. When the exams were retired in 2020, CSHBC and regulatory colleges in some other Canadian jurisdictions decided the new CETP Exams weren't ready to meet regulatory needs, particularly during the COVID-19 pandemic. After extensive research and testing, CSHBC chose to offer the Praxis Exams for audiology and speech-language pathology.

To accommodate the fact that a small number of questions in the exams were US-centric, a score setting exercise was conducted to set benchmarks for Canadian test markers. In 2021, a year after the College began offering the Praxis Exams, CSHBC and its Alberta counterpart conducted a general review of applicants' scores in the exams. "The review examined the passing scores and rates of all BC and Alberta candidates in the first year of offering the exams, to determine whether the Canadian benchmarks that we had established were viable, and we learned that they were," says Mr. Cowper.

## Among the benefits of offering Praxis Exams has been receiving extensive support from ETS, including setting up a CSHBC Portal for exam candidates.

Also in 2021, CSHBC began offering candidates the option of taking the CETP Exam, as the College determined that the necessary policies on accommodations, appeals, and other exam aspects were now in place. A one-year review of CSHBC's use of the CETP Exam will be conducted.

### Hearing instrument dispensing

Entry-to-practice examinations currently approved by CSHBC as part of the pathway

to become a Registered Hearing Instrument Practitioner (RHIP) are:

- The International Licensing Examination for Hearing Healthcare Professionals (the ILE Written Exam), administered by the International Hearing Society (IHS); and
- CSHBC HID Practical Exam.

Applicants to become an RHIP must first pass the ILE Written Exam and then pass the CSHBC HID Practical Exam. This requirement also applies to audiology graduates applying to become dually registered RAUD, RHIPs.

In 2019, CSHBC established a clinical working group to comprehensively review and update the HID Practical Exam. "It went through a large-scale revision for the first time in the College's history," says Mr. Cowper. "In keeping with practice trends, it needed to be modernized," says Mardi Lowe, Senior Practice Advisor and former Director, Quality Assurance & Professional Practice.

Some elements of the exam were removed, other elements were added, and the entire exam was fully reviewed. "It's now an integrated exam, as opposed to a sectioned, siloed exam," says Maryam Merali, Professional Practice Advisor, Hearing Instrument Dispensing, who served on the clinical working group. Mr. Cowper also emphasizes that the new exam "has vastly improved controls for conflict, impartiality, and bias." >

## FEATURE | ENTRY-TO-PRACTICE EXAMINATIONS

By December 2021, CSHBC was ready to trial the updated exam, and it was launched in January 2022. The exam's first spring intake was in May 2022, and it will be offered in fall 2022. Moving forward, the exam will be offered bi-annually, in spring and fall.

**As part of the rollout of the revised exam, CSHBC provided training and orientation for invigilators and examiners. The College also changed the exam venue to Douglas College's Coquitlam campus, which offers an improved testing environment.**

### Speech-language pathology

Entry-to-practice examinations currently approved by CSHBC as part of the pathway to become a Registered Speech-Language Pathologist (RSLP) are:

- The Praxis Examinations for speech-language pathology (Praxis Exam 5331), administered by ETS; and
- The Canadian Entry-to-Practice (CEPT) Examinations for speech-language pathology, administered by SAC.

Applicants have a choice of taking either the Praxis or CETP Exam, and they must pass one of the exams to be granted Full registration.

The history of CSHBC's approval of Praxis Exams and the CETP Exam, listed above in the Audiology section, also applies to speech-language pathology.

### Research

CSHBC, led by the Examination Advisory Committee and Registration Committee, has worked with a psychometrician on conducting best practices research on entry-to-practice exams. "While we're confident that the exams, across all three professions, do what they need to do, the College continues to examine best practices in terms of the tools for assessing competency at entry-to-practice," says Mr. Cowper. "It's an ongoing priority."

### For more information

See the [Entry-to-Practice Examinations](#) section on the CSHBC website.

# Quality Assurance & Professional Practice Committee

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

The Quality Assurance & Professional Practice (QAPP) Committee and its two advisory committees – the Certified Practice Advisory Committee (CPAC) and the Communication Health Assistant Advisory Committee (CHAAC) – have key roles with CSHBC, including:

- **Setting, updating, and revising the Standards of Practice, including certification programs for Certified Practice certificates and related clinical documents such as clinical practice guidelines.**
- **Developing, implementing, and monitoring the QAPP program, as provided for under the *Health Professions Act (HPA)*.**

The QAPP program has four modules. Each module has a unique focus for helping registrants attain and maintain clinical competence and ensuring the public trust in speech and hearing care. The modules include:

1. **Practice Reviews** – conducting performance-based reviews of adherence to CSHBC professional and clinical standards within the clinical setting.
2. **Practice Hours** – focusing specifically on practice recency to ensure registrants have practiced the profession(s) in which they are registered.
3. **Continuing Competency Credits** – ensuring registrants are current in their professional knowledge.
4. **Professional Practice Information** – providing professional practice information to registrants to ensure adherence to regulatory requirements, and to provide guidance on how practice standards and related documents can be implemented in practice.

## YEAR IN REVIEW

### Professional Practice Information & Professional Practice Advisors

The volume of practice consultations, on a variety of clinical and professional practice topics, has continued to steadily increase over the past five years. In response to the significant increase in enquiries, the concept of formalizing a service for providing professional practice information through Professional Practice Advisors (PPAs) was developed. In July 2021, PPAs – who are registrants in the three professions regulated by CSHBC – began providing services to registrants and the public at large.

Confidential professional practice information and guidance is available to all registrants at any time. This service is proactive and preventative in nature and enhances the College's QAPP Program by addressing regulatory practice issues and responding to registrant enquiries and questions, as well as questions from members of the public about registrant practice. Information may be provided by email, phone, or virtually, depending on the complexity of the issue. >



## QUALITY ASSURANCE & PROFESSIONAL PRACTICE COMMITTEE

**The role of a PPA is to provide registrants, and members of the public, with information about practice standards and policies. They cannot provide legal advice and cannot provide an opinion about any specific client/patient or case.**

The benefits of the service include, but are not limited to:

- Reducing preventable practice errors and patient/client risk
- Providing clarity on Standards of Practice and Clinical Decision Support Tools (CDSTs)
- Ensuring registrants comply with mandatory professional and clinical Standards of Practice
- Supporting registrants in meeting their annual quality assurance requirements
- Ensuring CSHBC remains current in awareness of practice trends that may necessitate change in College Standards of Practice, policies, and other documents

Some key topics covered during professional practice consultations have included:

- Scope of practice
- Documentation and records management

- How to meet the Practice Hours requirement
- Continuing Competency Credits (CCCs)
- Certified Practice (CP) certificates
- Registrant Code of Ethics and conflict of interest
- Hearing aid fitting and dispensing

See the feature on Professional Practice Advisors on page 22.

### Three-Year Reporting Cycle

CSHBC's most recent three-year cycle for reporting Practice Hours and CCCs concluded on December 31, 2021. This marked the completion of the first cycle requiring registrants to report Practice Hours. Most CSHBC registrants met the requirements for these two modules of the College's Quality Assurance & Professional Practice (QAPP) Program.

For a full three-year cycle, 750 Practice Hours are required for a registrant's primary registration. Because amended Bylaws pertaining to Practice Hours did not come into force until June 2020, CSHBC pro-rated the requirement to 360 Practice Hours for a primary registration. This was required in a pro-rated reporting period from July 1, 2020, to December 31, 2021.

The majority of registrants were able to meet this requirement. There were 234 registrants who were deficient in Practice Hours as of December 31, 2021. The majority of these cases involved registrants who did not report completed Practice Hours on time, and they were resolved.

Primary reasons for Practice Hours deficiencies in the previous cycle that registrants submitted included disruptions caused by COVID-19, maternity leave, sick leave, and other reasons. CSHBC approved exceptions for 48 registrants, allowing them to report 360 hours over the entire three-year cycle. The number of exceptions represented 2% of total registrants.

There were 134 registrants who were deficient in CCCs as of December 31, 2021. The majority of these cases involved registrants who did not report completed CCCs on time, and they were resolved.

As a condition of registration renewal, registrants unable to meet Practice Hours and/or CCC requirements are required to submit a Practice Hours and/or CCC deficiency plan and pay a deficiency plan fee. Deficiency plans will be approved by the College prior to the end of the registration year on March 31. In the deficiency plan, registrants are asked to provide information about why there is a deficiency and how it will be remediated. >

### Practice Reviews

Although it was anticipated that Registered Hearing Instrument Practitioners (RHIPs) who were new as of 2019 would be reviewed in 2021, due to the ongoing COVID-19 restrictions, this group of reviews was placed on hold. Phase 2 of the Practice Review module for the speech-language pathology profession, which was to be piloted with a sample population of Registered Speech-Language Pathologists (RSLPs) in 2020, were also delayed in 2021 due to COVID-19 restrictions.

See the feature on Practice Reviews on page 25.

### Standards of Practice, Policies, & Clinical Practice Guidelines

There were several revisions and newly created standards, policies, and clinical practice guidelines approved in 2021/2022, including:

- Updates to reflect the changes in the *Criminal Code of Canada* were made to the *Medical Assistance in Dying* policy, supported by a legal review.
- Revisions were made to the professional standard *Attaining & Maintaining Practice Competence*.

- The professional standard *Certified Practice & Above Entry Level Practice* was revised to reflect that assessment of applications for substantial equivalency were not supported in legislation.
- The new clinical practice standard *Provision of Clinical Services (Terms & Definitions)* was developed to resolve inconsistent, vague, or ill-defined use of terms.
- The new clinical practice guideline *Communication Health Assistants (Verifying Education, Training, & Competence)* was approved to support several Communication Health Assistant (CHA)-related standards, including *Communication Health Assistants (Delegation & Assignment)*, *Communication Health Assistants (Education, Training, & Competence)*, *Documentation & Records Management*, and *Supervision*.

### Certified Practice

A second part was added to Certificate J in 2021, which will allow for paediatric videofluoroscopy for velopharyngeal insufficiency. Registrants will now be able to choose to complete video-fluoroscopy for swallowing, velopharyngeal insufficiency, or both.

## THE YEAR AHEAD

### Professional Practice Information

QAPP staff will continue to provide confidential professional practice information and guidance to CSHBC's registrants and the public.

### Certified Practice

QAPP staff continue to field practice questions from registrants, assist with application reviews, and focus on ensuring that the knowledge, skills, and competencies expected in the CSHBC certification programs are valid and applicable according to current, best practices.

*Certificate G Tracheoesophageal Voice Prosthesis Assessment & Management* will be reviewed to consider significant changes to terminology in the literature, equipment, and clinical practice since this Certified Practice (CP) program was first developed more than five years ago.

### Continuing Competency Credits

The current reporting cycle for Continuing Competency Credits (CCCs) began on January 1, 2022. The range of professional education activities that can be counted, and any maximum applicable, can be found in the *Attaining &* >



## QUALITY ASSURANCE & PROFESSIONAL PRACTICE COMMITTEE

*Maintaining Practice Competence* Standard of Practice and on the [Continuing Competency Credits page on the CSHBC website](#). Registrants who hold CP certificates must record, under the valid certificate, a minimum of four CCCs to be able to renew that certificate.

Registered Audiologists (RAUDs), Registered Hearing Instrument Practitioners (RHIPs), and Registered Speech-Language Pathologists (RSLPs) who were registered as of January 1, 2022, must report 45 CCCs by December 31, 2024. For this reporting cycle (January 1, 2022 – December 31, 2024), registrants are also required to report required CCCs for any additional registrations.

### Practice Hours

In conjunction with reporting CCCs by December 31, 2021, the first prorated reporting cycle for Practice Hours concluded December 31, 2021. The new Practice Hours module brought BC in alignment with the majority of speech and hearing regulators nationally. Under the new module for the first prorated reporting cycle, registrants were required to report 360 practice hours for their primary profession. “Practice” is not limited to clinical work with clients and has a much broader meaning. The [Practice Hours](#)

[page on the CSHBC website](#) provides additional information about Practice Hours descriptions. For this reporting cycle (January 1, 2022 – December 31, 2024), CSHBC intends to expand the requirement to include Practice Hours for additional registrations.

### Practice Reviews

RHIPs who were new as of 2019 will be reviewed in 2022, barring any COVID-19 related public health guideline restrictions. Similarly, the launch of the Phase 2 RSLP pilot is anticipated to begin in 2022.

### Committee Members

**DeAnn Adams**, Public Representative

**Susan Batstone**, RSLP

**Karin Bernauer**, Public Representative

**Jamie Hack**, RSLP, Chair

**Leigh Ingram**, RAUD, RHIP

**Amy McLean**, RHIP  
(from December 2021)

**Sue Murphy**, Public Representative

**Louise Parton**, RHIP (Retired)

**Susan Thacker**, RAUD, RHIP  
(until October 2021)

**Jon Waterhouse**, RHIP

### Certified Practice Advisory Committee

**Caroline Chow**, RSLP

**Dr. Eytan David**, MD

**Kris Hewitt**, RHIP

**Leigh Ingram**, RAUD, RHIP

**Tracy Marshall**, RSLP, Chair

**Krista McDermott**, RSLP

**Martin Sattler**, RHIP

**Amy Trusler**, RAUD, RHIP

**Katarina Vavrovicova**, RAUD, RHIP

### Communication Health Assistant Advisory Committee

**Sarah Barnes**, RAUD, RHIP

**Deirdre Coleman**, RSLP

**Dreena Davies**, RAUD, RHIP

**Alyse McNair**, CHA

**Ashley McNolty**, CHA

**Maryam Merali**, RHIP  
(until October 2021)

**Martin Sattler**, RHIP, Chair

**Riddhi Thaker**, RSLP

**Krystal Tie-So**, CHA



## FEATURE

# Professional Practice Advisors

Providing clarity on regulatory requirements

**In 2021, CSHBC took significant steps to enhance registrant access to professional practice information that provides guidance on adherence to regulatory requirements. That's when the College expanded its [Quality Assurance & Professional Practice \(QAPP\) Program](#) staff by adding three part-time Professional Practice Advisors (PPAs).**

Making the staff additions has been a game-changer for both registrants and the College.

CSHBC has been providing professional practice information since the College was established in 2010, but did so for many years with a very small staff. Creating the new roles has greatly augmented CSHBC's capacity to respond to profession-specific enquiries as well as practice issues that affect all three professions regulated by the College: audiology, hearing instrument dispensing, and speech-language pathology.

The following scenarios, based on actual interactions CSHBC has had with registrants, are examples that illustrate how the PPAs – along with other QAPP staff – have helped BC registered speech and hearing health professionals >



**Cathy Silversides, RSLP**

understand how Standards of Practice, clinical policies, clinical practice guidelines and protocols, and related documents can be implemented in practice.

**Scenario 1**

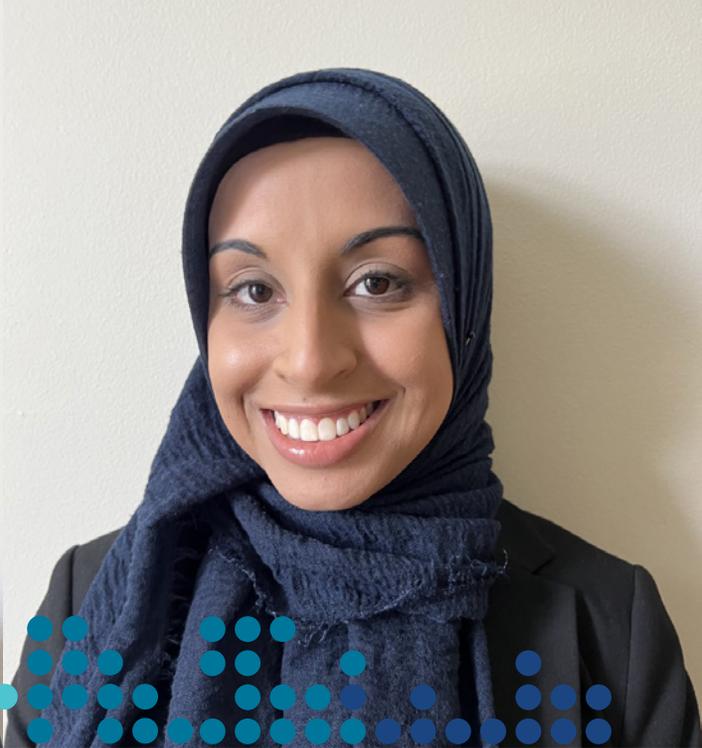
A Registered Speech-Language Pathologist (RSLP) based in a school district contacts CSHBC to request guidance on how to obtain and document informed consent from parents for provision of care to school-aged children. Soon other RSLPs in the school district request similar information. CSHBC offers to provide a group session for the RSLPs, which expands to 10 practitioners.



**Kathy Pereira, RAUD, RHIP**

“We were able to go over consent, documentation, and other topics in the session, which was also recorded for other RSLPs who couldn’t attend,” says Cathy Silversides, Director, Quality Assurance & Professional Practice and former Professional Practice Advisor, Speech-Language Pathology. “There was really good, free-flowing conversation that provided clarity to the registrants on requirements and that was also valuable to us because it provided us with information about issues faced by front-line health care providers.”

In response to questions from other registrants, in individual and group sessions, PPAs have answered questions about topics such as Practice Hours, Continuing Competency Credits, and



**Maryam Merali, RHIP**

Certified Practice.” Giving the reasoning behind why a particular certification is in place has really helped registrants understand what they can and cannot provide the client,” says Ms. Silversides about answering questions on Certified Practice. “It all really comes back to making sure that they’re providing safe, ethical, and appropriate care to their clients.”

**Scenario 2 (which took place when extensive COVID-19 restrictions were in place)**

A Registered Hearing Instrument Practitioner (RHIP) contacts CSHBC to ask for guidance on situations being encountered in the field. The RHIP has clients who are unable to leave their >

homes for hearing tests and hearing aid fittings. Some clients haven't had hearing tests for several years, but they clearly need hearing aids. COVID-19 restrictions in place limit access for the RHIP to the clients' homes. The registrant asks: what options do RHIPs and clients have in these instances?

**PPAs cannot provide an opinion about any specific client/patient or case or provide legal advice. But they can assist registrants in interpreting standards, policies, guidelines, and protocols.**

Which is what Maryam Merali, Professional Practice Advisor, Hearing Instrument Dispensing has done when answering questions like these from RHIPs. Registrants often contact CSHBC in advance of seeing clients. "There are a number of cases where they've pre-emptively asked for support," says Ms. Merali.

Adding the PPAs as human resources for registrants has been timely during the COVID-19 pandemic. "Registrants have really needed guidance on how to interpret the standards in less-than-ideal conditions," says Mardi Lowe, Senior Practice Advisor and former Director, Quality Assurance & Professional Practice.

**Scenario 3**

A Registered Audiologist (RAUD) contacts CSHBC with a general question about scope of practice. Discussion reveals that the registrant's question is more complex and multi-faceted than it initially appeared. "Often a question is so layered, that it takes time to peel it all back to what they're actually asking," says Kathy Pereira, Professional Practice Advisor, Audiology.

Feedback from registrants about the Professional Practice Information service has been very positive. "The clearest indicator of how the service has been received is the uptake from registrants in consulting with PPAs, which has just gone straight up," says Ms. Lowe.

Aside from providing information to registrants, the PPAs also have other key responsibilities. These include contributing to CSHBC projects, such as developing Standards of Practice, serving on clinical working groups, and communicating to College staff and the Board of Directors about current practice among frontline clinicians. While providing consultations, the PPAs sometimes learn about aspects of CSHBC regulatory requirements that may need to be revised. "It's helpful having conversations with clinicians who are providing direct clinical client care, and then relating it back to how that may have implications for our clinical practice guidelines and standards," says Ms. Silversides.

**CSHBC QAPP STAFF**

**Cathy Silversides**, RSLP  
Director, Quality Assurance  
& Professional Practice

**Mardi Lowe**, RSLP  
Senior Practice Advisor

**Kathy Pereira**, RAUD, RHIP  
Professional Practice Advisor,  
Audiology

**Maryam Merali**, RHIP  
Professional Practice Advisor,  
Hearing Instrument Dispensing

**Shalin Sharma**  
Program Coordinator

To request QAPP professional practice information, or to learn more about the service provided by PPAs, contact the College at [qualityassurance@cshbc.ca](mailto:qualityassurance@cshbc.ca).

As PPAs are part-time CSHBC staff members, please allow five business days for a response.

Although PPAs take notes, their discussions are confidential, and they will not disclose who you are and what was discussed unless the information discloses a danger to the public or sexual abuse. If that occurs, the PPA will end the conversation and must report the information to the Registrar. As registrants, PPAs are bound by [duties to report under the Health Professions Act](#) and must disclose to the registrant their reporting obligations and must copy the registrant on any related report.



## FEATURE

# Practice Reviews

Enabling registrants to know where they are with standards compliance

Practice Reviews have come a long way since CSHBC introduced them in 2016. They've become a key component of the College's Quality Assurance and Professional Practice (QAPP) Program. Registrant perception of Practice Reviews has also evolved from uncertainty and apprehension to a clear understanding and recognition of their value.

Practice Reviews are a measure of practice competence within the clinical setting. They're based on CSHBC Standards of Practice and related Clinical Decision Support Tools (CDSTs). Practice Reviews assess whether registrants are adhering to standards and the CDSTs in their practice. Only aspects of standards that are prescriptive (i.e., 'must dos') rather than permissive ('may dos') are included in the process.

"Practice Reviews are about real-time application of a registrant's knowledge, skills, and abilities," says Mardi Lowe, Senior Practice Advisor and former Director, Quality Assurance & Professional Practice.

The Practice Review process consists of screening of registrants, referring those who didn't pass the screening to onsite Practice Reviews, and recommendations for remediation. All onsite Practice Reviews are strictly confidential and between the College and the registrant. Employers may not participate, observe, or receive outcome results from onsite Practice Reviews. Registrants are required to meet any planned remediation activities within the timeline established with the Practice Review Assessor and/or a profession-specific Practice Review Panel.

The QAPP Program has been designed so each component supports practice competency in different ways. Practice Reviews and Practice hours, for example, are both unique measures of practice competence. "Those two components are not synonymous," says Ms. Lowe. "A registrant could be working thousands of hours but might not be doing things right."

Continuing Competency Credits (CCCs) are knowledge based. *Are you keeping current with*

*the current literature and practice developments?*  
Practice hours require attaining a minimum number of hours in the practice of your profession. *Are you recent and current in your practice?*  
Practice Reviews are about real-time application of those skills and abilities. *Are you doing what you know you should do in your practice?*

**"The QAPP Program in total is meant to support practice competence," says Cameron Cowper, Registrar and CEO. "We come at it from several different directions, not just one. One measure alone or in isolation does not guarantee competence, so Practice Reviews are but one element of the College's QAPP Program designed to ensure registrants maintain their competencies over the lifespan of their entire professional career." >**

## FEATURE | PRACTICE REVIEWS

Each of the three professions regulated by CSHBC are at different places in the evolution of the Practice Review module:

### Hearing Instrument Dispensing (Phase 1)

Registered Hearing Instrument Practitioners (RHIPs) registered in or before 2017, and in clinical practice, were reviewed with a validated screening tool. Registrants who did not pass the screening were seen for an onsite Practice Review. All remediation plans for this group have been completed.

Practice Reviews of all RHIPs registered in or before 2018 were also completed. Practice Reviews of RHIPs who registered in 2019 were delayed due to the COVID-19 pandemic, and those reviews will resume in the near future.

Although additional data would be required to prove correlation, conducting Practice Reviews with RHIPs likely had an enormous impact on complaints received by the College. Although RHIPs represent the smallest percentage of the registrant base, historically they made up 90% of CSHBC complaint investigations. With the implementation of Practice Reviews, complaint investigations of RHIPs initially dropped to zero, and have remained relatively low post implementation.

The experience of introducing Practice Reviews with RHIPs exemplified how registrant perceptions about the quality assurance measure changed.

“When the College introduced Practice Reviews, the common misconception or fear was this was going to be about, ‘You fail, you lose your license,’ says Cameron Cowper, Registrar and CEO. “No registrant, not a single one, had their license revoked because of a Practice Review. Registrants realized that this is about seeing where you are with practice competency, in terms of compliance with standards, and where there are deficiencies, how to get them remediated. They came away from it feeling confident they know where they are in terms of standards compliance.”

### Another thing that changed: before the Practice Reviews, RHIPs were reluctant to contact the College to ask for professional practice information.

“Since the reviews, RHIP requests for assistance have gone way up, tenfold what they used to be,” says Ms. Lowe.

See the feature on Professional Practice Advisors on page 22.

### Speech-Language Pathology (Phase 2)

The Practice Review process for Registered Speech-Language Pathologists (RSLPs) will begin in the near future, beginning with a pilot project of 40 RSLPs who were randomly selected in 2020. The pilot group will be screened and

receive an onsite Practice Review. CSHBC is currently recruiting assessors to conduct onsite RSLP Practice Reviews. The pilot will include RSLPs who deliver care to preschool, school-aged, and adult clients. This process will enable CSHBC to validate the screening tool. Following the pilot, all new RSLPs will be reviewed within their first two years of practice, and other RSLPs will be randomly selected for Practice Reviews.

“The College, from the Board down, is very proud of what we accomplished in Phase 1 of Practice Reviews and is confident it will have the same success in Phase 2,” says Mr. Cowper.

### Audiology (Phase 3)

The Practice Review process for Registered Audiologists (RAUDs) is under development. Further information will be made available.

The timeline for conducting Practice Reviews with the three professions may change, subject to the COVID-19 situation in BC.

For Practice Reviews in all three of the professions, the role of screeners, assessors, and Practice Review panel members is crucial. “The success of this endeavour is closely connected to the talent pool of screeners, assessors, and panel members,” says Mr. Cowper. “They have received a lot of positive feedback on the implementation of Practice Reviews from registrants.”

# Inquiry Committee

Submitted by **Richard Walker**, 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 attended by legal counsel.

The IC also investigates and takes action against non-registrants for allegations of unlawful practice and/or unlawful use of a reserved title. “Audiologist”, “hearing instrument practitioner”, “speech-language pathologist”, and “speech therapist” are all protected titles. Only individuals who are CSHBC registrants have the right and privilege to use these titles in the province of BC.

IC members participate in annual training, generally facilitated by the College’s general counsel.

## YEAR IN REVIEW

Typically, the Inquiry Committee meets as profession-specific panels, and in 2021/2022, it did not meet as a full Committee. The Committee met as profession-specific panels 23 times.

Post implementation of the Quality Assurance & Professional Practice (QAPP) Program’s Practice Review module for the dispensing profession, CSHBC initially saw a sharp decline in the number of complaints naming an RHIP as the respondent in the matter. While continuing to remain relatively low, that number rose slightly in 2021/2022.

In 2021/2022, there was also a dramatic increase in the number of former registrants, primarily former RSLPs, who were investigated for unlawful practice and/or unlawful use of a reserved title after having failed to renew their licenses to practice and/or certificates required to perform

higher risk activities as mandated by the Ministry of Health. The College takes allegations of unlawful practice and/or unlawful use of a reserved title very seriously. Such allegations trigger a series of non-discretionary requirements under the *Health Professions Act*, the *Speech and Hearing Health Professionals Regulation*, and the *CSHBC Bylaws*. Such investigations result in a significant cost and administrative burden to the College.

No decisions were appealed to the Health Professions Review Board (HPRB) in 2021/2022.

The IC’s work 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. Thank you to all Committee members for their dedication, professionalism, and time commitment.

# Investigation Statistics

FISCAL YEAR 2021/2022

## Inquiry Committee Members

- Blaine Bomak, RHIP**  
(until December 31, 2021)
- Mahmoud Chibani, RHIP**  
(until July 31, 2022)
- Karen Derry, RSLP**
- Charles Fontaine, RAUD, RHIP**
- Kevin Frew, RSLP**
- Christine Harrison, RAUD**  
(until October 1, 2021)
- Danielle Lafleur, RAUD, RHIP**  
(from September 1, 2021)
- Lesley Lee, RAUD, RHIP**
- Jack MacDermot**  
Public Representative  
(until October 1, 2021)
- Dan Miller**  
Public Representative
- Marilyn Noort, RSLP**
- Richard Walker,**  
Public Representative, **Chair**
- Dave Williams**  
Public Representative

## Breakdown of Profession-specific Panel Meetings



- 12 Speech-Language Pathology**
- 9 Hearing Instrument Dispensing**
- 2 Audiology**

## 31 New Investigations

- 12** RSLP respondent
  - 6** RHIP respondent
  - 10** RAUD, RHIP respondent
  - 3** Non-registrant respondent
  - 4** From registrants
  - 9** From public
  - 18** Own motion
- 
- 31 TOTAL**

## 46 Closed Inquiry Cases

- 27** RSLP respondent
  - 6** RHIP respondent
  - 10** RAUD, RHIP respondent
  - 3** Non-registrant respondent
  - 4** From registrants
  - 13** From public
  - 29** Own motion
- 
- 46 TOTAL**

# Investigation Statistics

FISCAL YEAR 2021/2022

## How Inquiry Cases Were Resolved

7

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

29

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

8

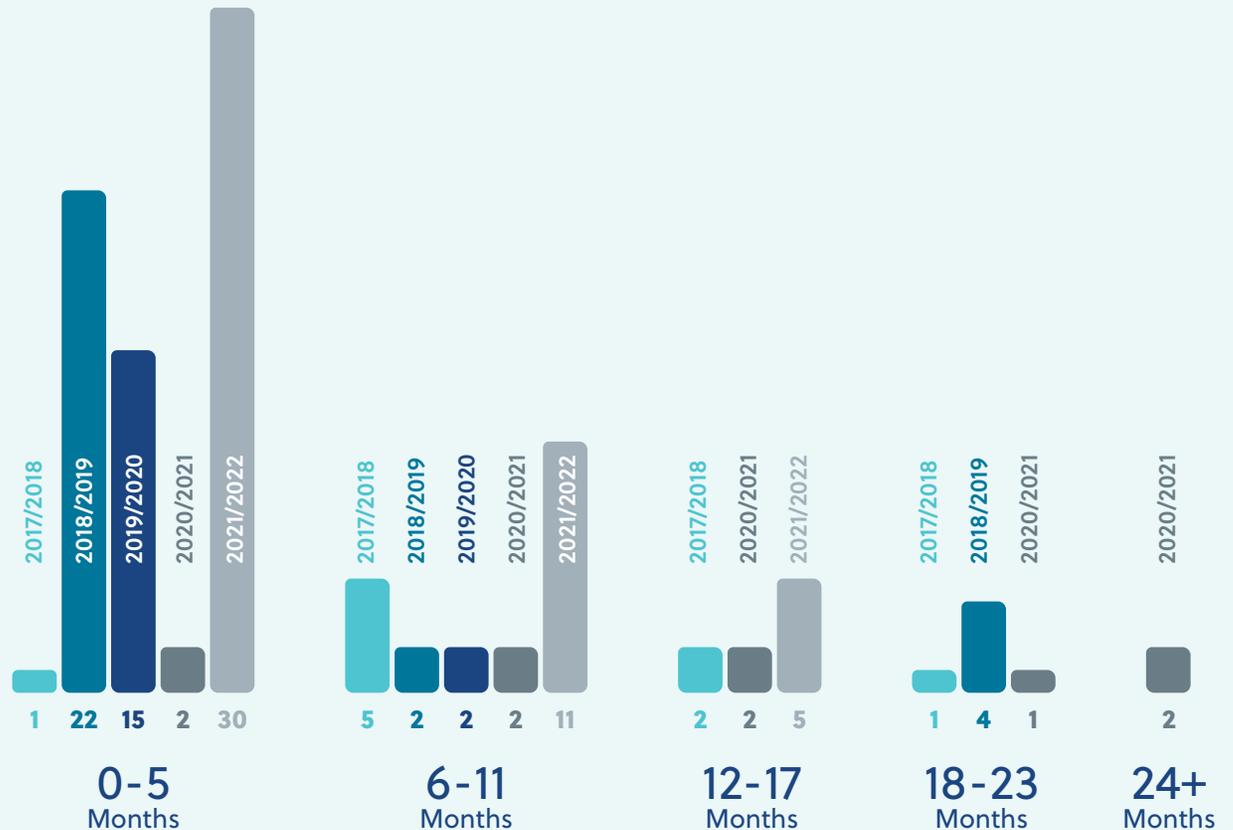
Resolved under section 33(6)(c) of the *Health Professions Act*:  
Formal undertaking & consent agreement

2

Letter of Caution / No Further Action *Non-registrant*

No cases were resolved under section 33(6)(d) of the *Health Professions Act*: Citation to a discipline hearing or Settlement Agreement *Non-registrant* in 2021/2022.

## Time to Disposition



# Investigation Statistics

FISCAL YEAR 2021/2022

## 2021/2022 Time to Close\*

0-6  
Months

1

6-12  
Months

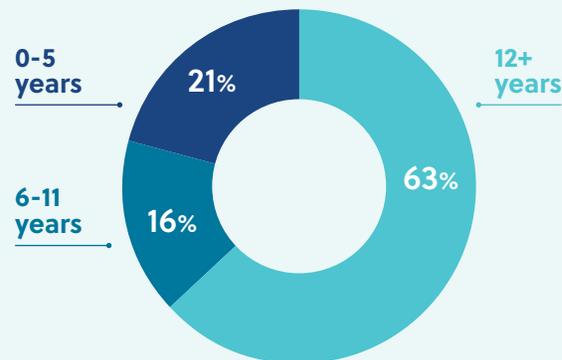
1

12-18  
Months

4

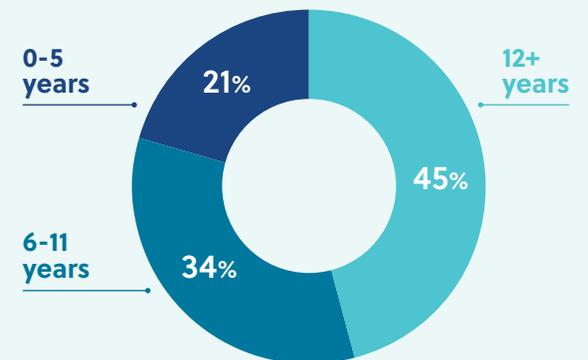
## Investigations by Respondent Years of Practice

April 1, 2016 – March 31, 2022



## Registrant Base by Years of Practice

As at March 31, 2022



\* Case files that remained open after the Notice of Disposition and until the terms of an undertaking and consent agreement were completed by the respondent.

# Discipline Committee

Submitted by **Jocelyn Stanton**, Public Representative, Acting 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 2021/2021.

Discipline hearings, although infrequent, demand a considerable amount of time spent adjudicating complex matters, hearing submissions on difficult issues, weighing evidence, and rendering dispositions and orders. By ensuring that standards are maintained and enforced, the Committee safeguards the College's public protection mandate. Thank you to all Committee members for their dedication, professionalism, and time commitment.

## Committee Members

**Wendy Duke**, RSLP

**David Roberts**, RHIP

**Jocelyn Stanton**, Public Representative, Acting Chair

**Doug Steventon**, Public Representative

# Governance Advisory Committee

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

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

In addition, the Committee develops and recommends to the Board: best practices and effective approaches to Board development and orientation; performance reviews and evaluations for the Registrar & CEO, Board Chair and Vice-Chair, Board members, committee chairs, and committee members; and preferred Board and committee member competency frameworks and evaluation tools.

## YEAR IN REVIEW

The Committee met five times in 2021/2022, resulting in a number of regulatory and advisory committee appointment recommendations.

In support of Committee and staff recruitment efforts, the Committee continues to finalize competency and experience matrices for all regulatory committees provided with statutory decision-making authority under the *Health Professions Act*. Matrices for the Board, the Quality Assurance & Professional Practice Committee, and the Registration Committee received Board approval in 2018, 2021, and 2022 respectively. Competency and experience matrices help ensure nominees and appointments are aligned with the skill sets required for each committee to fulfill its mandate.

## Committee Members

**Charles Fontaine**, RAUD, RHIP, Chair

**Jamie Hack**, RSLP

**Rachel Ling**, Public Representative

**Dan Miller**, Public Representative

**Jon Waterhouse**, RHIP



# Finance & Audit Committee

Submitted by **Dan Miller**, Public Representative, Finance & Audit Committee Chair

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

## YEAR IN REVIEW

The Finance & Audit Committee met quarterly during 2021/2022. 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, 2022.

On June 18, 2021, recognizing the rapid and successful evolution of the College, as well as the prospect of amalgamation with other health profession regulatory colleges, the Board passed a motion to transition from an annual unaudited review of its financial statements to a full audit for the 2021/2022 fiscal year. Consequently, this year marks the first fully audited financial statements in the College's history. The fiscal year ended with a smaller deficit than anticipated and the College's liquidity position remains relatively stable; however, Committee recommendations to the Board in respect of appropriate revenue targets are required to reduce or eliminate the risk of future deficit positions and additional

draws on the College's contingency reserves, which are now below recommended levels.

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 and audit policies, ensuring more robust and comprehensive financial controls are in place.

The annual financial statements for the fiscal year ending March 31, 2022, reviewed and prepared by KPMG, received Board approval on July 27, 2022. Complete financial statements are available on the [CSHBC website](#).

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. Thank you to all members of the Committee for their commitment and hard work.

## Committee Members

**Charles Fontaine**, RAUD, RHIP

**Dan Miller**, Public Representative, **Chair**

**Martin Sattler**, RHIP

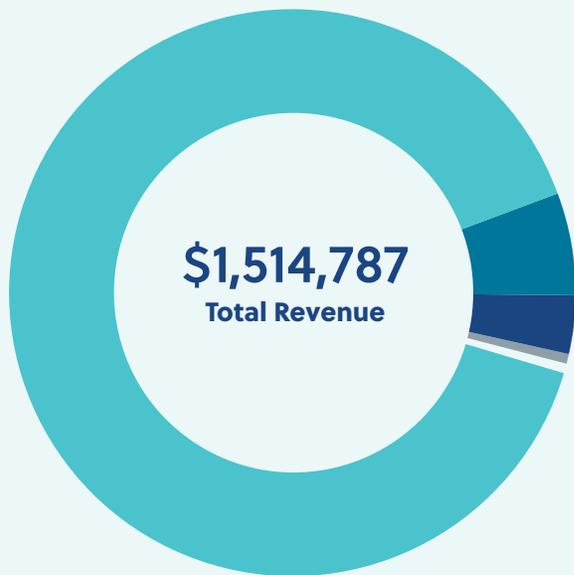
**Shelby Thiessen**, Public Representative

**Jon Waterhouse**, RHIP

**Chelsea Van Tol**, RSLP  
(from June 17, 2022)

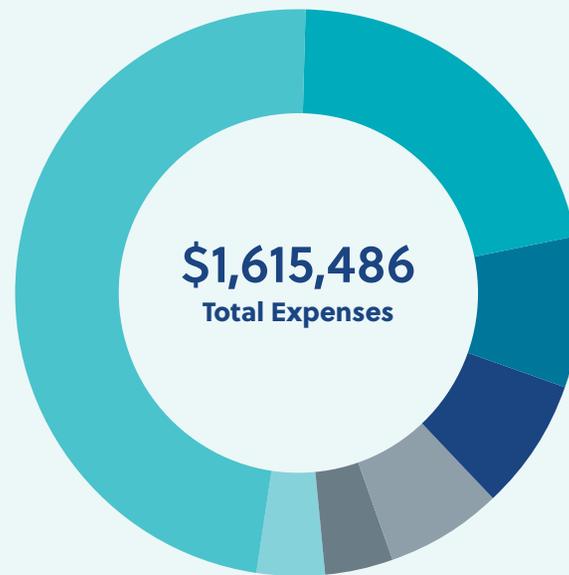
# Revenue & Expenses

FISCAL YEAR 2021/2022



- 90.44%**  
Renewal Fees
- 5.75%**  
Registration Fees
- 3.56%**  
Application Fees
- 0.57%**  
Interest Income
- 0.32%**  
Certified Practice  
Certificate Fees/  
Late Renewal Fees/  
Other<sup>1</sup>

<sup>1</sup> This amount reflects the cost of administering the CSHBC HID Practical Exam, which does not currently operate on a cost recovery basis and is subsidized.



- 48.26%**  
Wages
- 21.35%**  
Finance &  
Administration
- 8.65%**  
Board & Governance
- 7.49%**  
Quality Assurance &  
Professional Practice
- 6.73%**  
Inquiry & Discipline
- 3.84%**  
Registration
- 3.68%**  
Amortization

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