



College of Audiologists and  
Speech-Language Pathologists of Ontario

Ordre des Audiologistes et  
des Orthophonistes de l'Ontario

# SHORT GUIDE TO THE QUALITY ASSURANCE PROGRAM

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<a href="http://www.caslpo.com">www.caslpo.com</a>	

## WHY DO WE HAVE A QUALITY ASSURANCE PROGRAM?

As with all self-regulated health professions, a quality assurance program is mandatory. *The Regulated Health Professions Act, 1991* requires the College to have in place a quality assurance program that consists of:

- Continuing education and professional development
- Self, peer and practice assessment
- A mechanism for the College to monitor participation and compliance

## WHO DECIDES THE DETAILS OF THIS PROGRAM?

You do! Well, at least indirectly, because the Council of the College is made up of members of the profession that you elect, along with members of the public appointed by the government of Ontario and academic members. The Council verifies for the government and the public that members of the College are complying with relevant legislation and regulations.

## WHAT IS CASLPO'S QUALITY ASSURANCE PROGRAM?

The Quality Assurance Program involves 4 facets: the Self-Assessment Tool (SAT), Learning Goals and Continuous Learning Activity Credits (CLACs), the Peer Assessment Program and CASLPO's Practice Standards.

### 1) SELF ASSESSMENT TOOL (SAT):

You will find the online SAT on CASLPO's website. The online SAT Guide will direct you to complete the SAT including your [Practice Description](#) and evaluate if you meet the five [Professional Practice Standards](#), which are:

- Management Practice
- Clinical Practice
- Patient/Client Centered Practice
- Communication
- Professional Accountability

### 2) LEARNING GOALS & CONTINUOUS LEARNING ACTIVITY CREDITS (CLACS):

This is your continuing education and professional development portion of the Quality Assurance Program. Learning Goals and CLACs are documented on the online SAT.

Every member must develop three Learning Goals that reflect their current clinical, academic or administrative setting. The Learning Goals must also include a rationale for participating in continuous learning.

Learning Goals can be developed from specific indicators in the Professional Practice Standards (see the 5 standards listed above), but they can also be unrelated to the indicators.

To further assist members in ensuring that their Learning Goals meet the criteria, CASLPO has developed a Learning Goal template, which is built into the SAT Online.

Standard wording to refer to the learning activity:	Standard wording to state the purpose of learning:
To learn more about.....	In order to.....
To acquire knowledge of.....	To provide.....
To further knowledge of.....	To ensure.....
To keep current with....	To improve....
The information to be learned would then be defined.	A statement relating the learning to the practice would then be added.

Each member collects 15 CLACs each year; one hour of learning equals one CLAC. The CLACs help you to meet your Learning Goals. There are two categories, **Group Learning** and **Independent Learning**. If you have an opportunity to attend a learning event that is not related to one of your Learning Goals, you can develop an additional Learning Goal in order to capture those CLACs.

Later you can access your SAT and evaluate whether your learning has helped you to meet your goal and if it has had an impact on your practice. You will find the pull-down menus on your Learning Goal's page.

### WHEN DO I SUBMIT MY SELF-ASSESSMENT TOOL?

You are expected to complete the Self-Assessment Tool **every year**. You will be given access on January 1<sup>st</sup> and must submit it online by January 31<sup>st</sup> of each year. The SATs will not be individually evaluated. It is designed to be a tool for self-assessment and as such not subjected to evaluation by anybody other than you.

### WHO SUBMITS THEIR SELF-ASSESSMENT TOOL?

All General and Academic members of CASLPO submit their online SAT on or before 31<sup>st</sup> January of every year. Non-practicing and Initial Practice Registrants do not have to complete and submit their SAT.

### 3) PEER ASSESSMENT PROGRAM:

A number of members are randomly selected each year to participate in the Peer Assessment process. The goal of Peer Assessment is to be a positive learning process. Our Peer Assessors are experienced practicing clinicians and come to the process with a strong sense of what is practical and reasonable. They may be your best 'mentor'.

The large majority of the membership is found to be meeting the standards in all areas. In the instances where the member is identified as needing work to meet the standard, the Quality Assurance Committee will request further information and/or action.

There are 4 phases to the Peer Assessment process:

1. You submit your SAT and evidence for each Professional Practice Standard indicator showing that you 'Meet the Standard'.
2. You are then paired up with a Peer Assessor (based on your clinical population, location, etc.), who reviews your evidence and arranges a site visit. You have the opportunity to veto one peer assessor, if you so choose.
3. A site visit takes approximately  $\frac{3}{4}$  of a day, and involves a review of ten patient/client files, a discussion around practice issues as well as a review of any onsite evidence. The Peer Assessor reviews your Learning Goals and CLACs you have collected.
4. The Peer Assessor then submits a report on the details of your self-assessment, your evidence of compliance, Learning Goals and CLACs, and the information discussed at the site visit. You have the opportunity to read and respond to this report prior to submission to the Quality Assurance Committee. The Committee looks at all the information gathered, including your response if you submit one, and determines if you have the requisite knowledge, skills and judgement for your clinical practice, or if you would benefit from of follow-up actions. The Committee meets approximately six times per year so feedback to the member may take several months.

### 4) PRACTICE STANDARDS

Practice standards set out the professional expectations of audiologists and SLPs. They are the minimum knowledge, skills and judgement needed to practice safely and provide quality service to the public. Practice standards can be found in documents such as legislation, regulations, CASLPO published Practice Standards and Guidelines, Position Statements and other documents. Practice standards can also be unwritten, comprised of those generally accepted practices, principles, and techniques adopted by consensus by members of the profession. Members must take the time to read written standards and identify unwritten standards and apply them to their profession and area of practice.

In addition, there is a wealth of practical information available in [CASLPO Today](#).

## QUESTIONS OR COMMENTS?

Please contact: Alexandra Carling-Rowland, Director of Professional Practice and Quality Assurance.

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