



CASLPO Forum

Toronto, May 28th 2015

Agenda

- Introductions
- CASLPO Updates
- Question Time
- Scenarios

Transparency



College of Audiologists and
Speech-Language Pathologists of Ontario
Ordre des audiologistes et
des orthophonistes de l'Ontario



Member Portal



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CASLPO Members
Help You Hear
& Communicate



CASLPO UPDATES

Transparency

Each College is asked to ensure that transparency is a priority objective in their strategic plans and to “take concrete steps to develop and establish measures that will continuously increase transparency in College processes and decision-making” and make more information available to all Ontarians, including members of the College.

The Hon. Dr. Eric Hoskins,
Minister of Health and Long Term Care



CASLPO UPDATES

Transparency

CASLPO's Response

- From January 1, 2015, Council meeting agendas, minutes and meeting background materials (unless of a confidential nature as set out in the RHPA Procedural Code) will be posted on the College's website.
- Consultation feedback on documents and a summary of the consultation steps, processes and expected timelines for decisions will be available on the website.

CASLPO UPDATES

Transparency

CASLPO's Response

- Consider adding additional information about members to the Public Register. Member consultation will take place
- Increased statistical information about complaints and reports will be in the Annual Report
- Surveys to determine if the College's registration policies and criteria are easy to interpret and apply will be developed

CASLPO UPDATES

Transparency

CASLPO's Response

- Aggregate data regarding Peer Assessment will be added to the Annual Report
- Documents will be adapted to a communicatively accessible format to ensure that members of the public living with a communication barrier can better understand regulation and their right to receive effective, quality service and to submit a complaint.

CASLPO UPDATES

Transparency

CASLPO's Response

- Enhanced public awareness and education activities, demonstrating how the public interest is protected through professional self-regulation.



Sexual Abuse Prevention Program



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CASLPO UPDATES

Sexual Abuse Prevention Program

On December 16, 2014, Dr. Eric Hoskins, the Minister of Health and Long-Term Care, appointed a task force to review legislation designed to prevent and deal with sexual abuse of patients by regulated health professionals.

The task force is led by human rights lawyer, Prof. Marilou McPhedran, and Educator and Registered Nurse, Sheila McDonald.

CASLPO UPDATES

Sexual Abuse Prevention Program

CASLPO's Response

CASLPO already has procedures and documents in place. These were outlined in the letter of response.

CASLPO UPDATES

Sexual Abuse Prevention Program

CASLPO's Response

Patient Relations Committee reviewed the following documents early in 2014:

- Sexual Abuse Prevention Program
- Position Statement on Professional Relationships and Boundaries.

CASLPO UPDATES

Sexual Abuse Prevention Program

CASLPO's Response

In September 2014, all College staff received intensive training, using an external resource, in the handling of complaints and reports of sexual abuse.

The goals were to raise awareness of sexual abuse issues and to develop the skills to be the first point of contact and to manage sensitively and effectively a concern regarding sexual abuse.



CASLPO UPDATES

Sexual Abuse Prevention Program

CASLPO's Response

The College maintains a \$10,000 reserve to fund a program to “provide funding for therapy and counselling for persons, who, while patients, were sexually abused by members.”

This ensures that the College is in compliance with Section 85.7 of the Health Professions Procedural Code of the *Regulated Health Professions Act, 1991*.



Further College Updates

CASLPO UPDATES

Registration:

- Improved online Registration Renewal process
- Revised Initial Practice Program
 - No longer specific amount of direct observation time (previously 16 hours)
 - Rather, the amount is determined by clinical judgement of mentor
 - No longer permit those that have done a CFY (ASHA) to reduce their IPP period by 50%

CASLPO UPDATES

Quality Assurance:

- Non-Clinical Self-Assessment Tool submission
 - 167 (5%) members completed the NC-SAT
- Revised criteria for Peer Assessment selection pool
 - New members who were Initial Practice Registrants are not in the selection pool for their first three years
 - Members who participate in Peer Assessment will not be randomly reselected for 10 years
- Revised Peer Assessment Manual

CASLPO UPDATES

Professional Practice

- Practice Standard and Guideline (PSG) on Developmental Stuttering
 - Standards not guidelines
 - Easier to read format
 - Standards to address risk of not observing dysfluency
 - Standards regarding knowledge of anxiety and impact
 - Standards regarding transfer
- Position Statements:
 - Consent for Screening and Assessment

CASLPO UPDATES

Documents under review:

- Professional Misconduct Regulation
- Proposed Advertising Regulation
- PPG/PSG for Cognitive Communication Disorders
- PSGs for the Prescription of Hearing Aids (children & adults)
- Position Statements:
 - Concurrent Intervention
 - Supervision of Support Personnel by SLPs
- Guide: Service Delivery to Culturally and Linguistically Diverse Populations

CASLPO UPDATES

Practice Advice

- Practice Advice articles from ex:press and previous editions of CASLPO Today are easily available on the new website
- There are over 20 articles including:
 - Billing Third Parties
 - Opening a Private Practice
 - Practicing Securely in an Insecure World

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Member Portal



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TECTION

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Public



Members



Applicants

Resources/Ressources

Should there be differences in documentation previously distributed to CASLPO members, it is up to the member to source the latest version posted on the CASLPO website.

Lorsque les documents distribués aux membres de l'Ordre ont été mis à jour ou modifiés, il incombe au membre d'obtenir la dernière version affichée dans le site Web de l'Ordre.

Acronym List
Liste d'acronymes et de sigles

Legislation, Regulations & By-Laws
Lois, règlements d'application et règlements administratifs

Practice Standards
Normes de pratique

Position Statements
Énoncés de position

Practice Guidelines
Lignes directrices de pratique

Practice Advice
Conseils sur la pratique

Did You Know?
Le saviez-vous?

Annual Reports
Rapports annuels

Newsletter
Bulletin

CASLPO UPDATES

Record Keeping

Inter-Professional Record Keeping Resource

<http://healthregcollaborativepractice.com/>



Question Time

The following slides show the questions sent in by members attending the Toronto CASLPO Forum.

Fulsome answers were given by staff and members expanded on the discussion.

Questions from Members

- How we can reduce the amount of time spent on paperwork in order to free up more time for direct and/or consultation-based client care.
- Please review minimum information required for charting, reports, and the acceptable use of templates, etc.

RECORDS

- Official record of events documenting your assessments, plans of care, interventions and clinical decisions and the patient's/client's progress

i.e. who did what, why, where, when and to whom

RECORDS

Purpose is to protect the public by ensuring minimum standards and supporting safe and ethical practice across all service settings

CASLPO

- Accessible
- Complete
- Correct
- Retained

Member

- Vehicle of reliable communication
- Clinical judgement
- Demonstrate accountability
- Risk management

RECORDS

- As a member you must adhere to record keeping (electronic or paper) and record retention requirements.

[Proposed Records Regulation](#) 2011

- Not all record systems fulfill these requirements (OSR), a separate records system may be necessary. This is still a health record, and all legislation, regulations and standards of practice apply.



Questions from Members

- Why can't we use testimonials in our advertising?

Questions from Members

Proposed Advertising Regulation (2013)

- 2. (1) An advertisement with respect to a member's practice must not contain:
 - g) a testimonial by a patient or client or former patient or client or any of their friends or relatives;

Questions from Members

- Why do we have to do the SAT and continuing education when members are on maternity leave? I see the importance while we are working, but when I am on mat leave I am not working.

-
- All Regulated Health Colleges are required to have a Quality Assurance Program that includes
 - Continuing education and professional development
 - Self, and Peer Assessment

 - All General and Academic members are required to participate in self-assessment and continuing education and professional development

Records Regulation

Non-Practising Certificates

- The following are non-exemptible registration requirements for a non-practising certificate of registration:
 - 1. The applicant must,
 - i. hold a general certificate of registration and be in good standing with the College, or

be eligible to be issued a general certificate of registration.
 - 2. The applicant must have completed a minimum of two years of practice within the scope of the profession. O. Reg. 21/12, s. 12.

Records Regulation

Non-Practising Certificates

Conditions

- 1. The member shall make an annual application for renewal of his or her non-practising certificate of registration.
- 2. The member shall not engage in the practice of audiology or speech-language pathology in Ontario. O. Reg. 21/12, s. 13.

Questions from Members

- I have had many patients ask me what is the "deal of the week?". They are being bombarded with marketing from other companies whose marketing involves large discounts.
- Most of the time, we are competitive in our pricing we just don't mark up to mark down. My patients are asking me why we don't market our pricing strategies.
- My understanding of the rules by which I am bound by the college, is I am not allowed to advertise pricing (especially incentive pricing).

Questions from Members

Proposed Advertising Regulation 2013

- An advertisement with respect to a member's practice must not contain:
 - a) anything that is false or misleading;

Questions from Members

Proposed Advertising Regulation 2013

- A communication by a member to a patient or client or prospective patient or client for the purposes of soliciting business shall be appropriate to the context and shall be respectful of patient or client choice, and not involve undue pressure and not promote unnecessary products or services.

Questions from Members

- The facility where I work has many older versions of assessment measures. Are these still valid to use in a standardized way? Or should I be reporting on them informally?

Self-Assessment Tool

- Indicator 2.3

I use intervention procedures based on current knowledge in the fields of audiology and/or SLP incorporating evidence based research and advances in technology.

Questions from Members

- Is it acceptable for detailed hearing assessments, which are used for hearing aid prescriptions, to be conducted by personnel who are not audiologists?

Questions from Members

- What do we do when a private SLP makes many recommendations in a report to the school and school board SLPs don't think that they are appropriate?

Questions from Members

- Revised Position Statement on Concurrent Information

Questions from Members

- What is CASLPO's perspective on hearing aid companies who sell only specific brands or specific brands at a much lower price than other brands?