

Perspectives

July 2013 | www.collegept.org



Annual Report 2012–2013

Case of the Month—Support Personnel
Discipline Hearing Summaries
Interview with an Assessor
Great New Resources

A Year of Change

Letter

from the President



It has been a busy year at the College, one of transition, great progress and new successes. Part of the transition has been a change in leadership. In addition to my appointment as President in June 2012, we've welcomed a new Registrar, Shenda Tanchak. Shenda brings tremendous experience, knowledge and drive to the College and is already building on the College's established foundation. As a team, we are focused on strengthening our relationships with and improving the way the College works with physiotherapists.

I've had the privilege of travelling throughout Ontario to engage with physiotherapists through a series of presentations. There's so much excitement about where the physiotherapy profession is headed, especially with our expanded scope of practice. It is clear that our health care partners and government recognize that physiotherapists can make a larger contribution to the health care system.

The College remains committed to ensuring physiotherapists provide high-quality, safe and ethical care to patients. As a self-regulated

profession, it is our accountability to uphold the reputation of physiotherapy and we do so by ensuring the public is protected at all times.

I would like to thank Council, which is made up of members of the public appointed by government, elected physiotherapists and members of academia. Our Council members give tremendous amounts of time, effort and energy to uphold their duty of public protection.

The 2012–2013 Annual Report is submitted to the Minister of Health and Long-Term Care as proof of the College's ability to fulfill its mandate.

I would like to extend a heartfelt thanks to the College staff, Non-Council Committee members, Physiotherapist Partners Network volunteers, assessors and our partners for their dedication and hard work over the past year.

John Spirou
President

College of Physiotherapists of Ontario

Moving Forward

Letter

from the Registrar



The last year has seen many changes and has been tremendously productive for the College.

Over the summer, Council began discussing its new strategic plan and by the fall it was refined and approved. Our strategic goals over the next three years are clear, focused and deliverable. The plan is available on our website and is accompanied by an excellent video presentation. Accomplishing these goals may require significant changes—from how we communicate, to registration requirements, to introducing new standards and regulations.

Throughout this change, we will be coming to you to ask for your feedback. The more you speak up, the more our standards, regulations and guidelines will reflect the expectations of registered physiotherapists. So please stay tuned and don't be shy about sharing your opinion as it adds tremendous value to the work of the College.

Connecting the College with physiotherapists is of vital importance and we are making use of a broad range of channels and opportunities. We are decreasing the email traffic,

and instead focusing on improving the website, including developing some fantastic videos and introducing social media. We are reducing email clutter by only sending you the most important messages and we hope that the messages that we are communicating are interesting and useful enough to keep you coming back for more.

This year's annual report demonstrates how this has been accomplished—we have moved from a pilot project assessing rostered physiotherapists' practices (you did great, by the way!) to incorporating this into our regular quality management activity. We dealt with several discipline hearings and a surge of complaints and reports in which inappropriate billing practices has emerged as a highly concerning theme—which takes me right back to the strategic goal of protecting the integrity of the title physiotherapist.

We have also seen an amazing elimination of the backlog in applications by internationally educated PTs (at the Canadian Alliance of Physiotherapy Regulators) and continued refinement in our own registration practices.

Over the last few months the government funding changes have affected the practice profile of many physiotherapists. At the time of writing, implementation is less than a month away. I am excited by the promise that many more patients will have the opportunity to access publicly funded physiotherapy care under the new funding model. The College will strive to continue to provide you with guidance and advice as you manage the transition.

It has been a great first year for me. I have been so impressed by physiotherapists' commitment to their patients and by the warm reception I have received. I look forward to the coming year.

A handwritten signature in black ink that reads "Stanchak".

Shenda Tanchak
Registrar and CEO
College of Physiotherapists of Ontario

Strategic Plan for 2013–2016

The Direction forward

..... Protection of Title

1

Improve protection of the integrity of the title physiotherapist and the College registration number.

..... Support Personnel

2

Improve oversight of physiotherapists' use of support personnel.

..... College Expectations

3

Ensure that College expectations respond to the evolving practice environment.

Every three years Council and staff look at where we were, where we are and where we need to be.

Council approved three goals for the College to focus its energy and efforts on over the coming three years.

Check out the online version of the College's 2013–2016 strategic plan—we think you'll like it.

Go to www.collegept.org > **About Us** > **Strategic Plan** and learn more about the kinds of activities we'll be introducing to achieve our goals.



July

CASE

of the Month

This case study is the first in a series dealing with challenging practice issues. All names that appear are fictitious to protect the identity of the physiotherapists involved.

For more information read the **Standard for Professional Practice: Physiotherapists Working with Physiotherapist Support Personnel** and supporting **Guide**.

Call to the College from Team Member Leads to Wake-up Call for Local Physio

Use of Support Personnel a Growing Concern

There are phone calls. And then there are wake-up calls. One day last summer, Marcel Beajok got both.

A registered physiotherapist with the College of Physiotherapists of Ontario since 1988, Marcel recalls he was sitting at his kitchen table, talking with his wife about their children's plans to graduate from local universities in the spring when the phone rang.

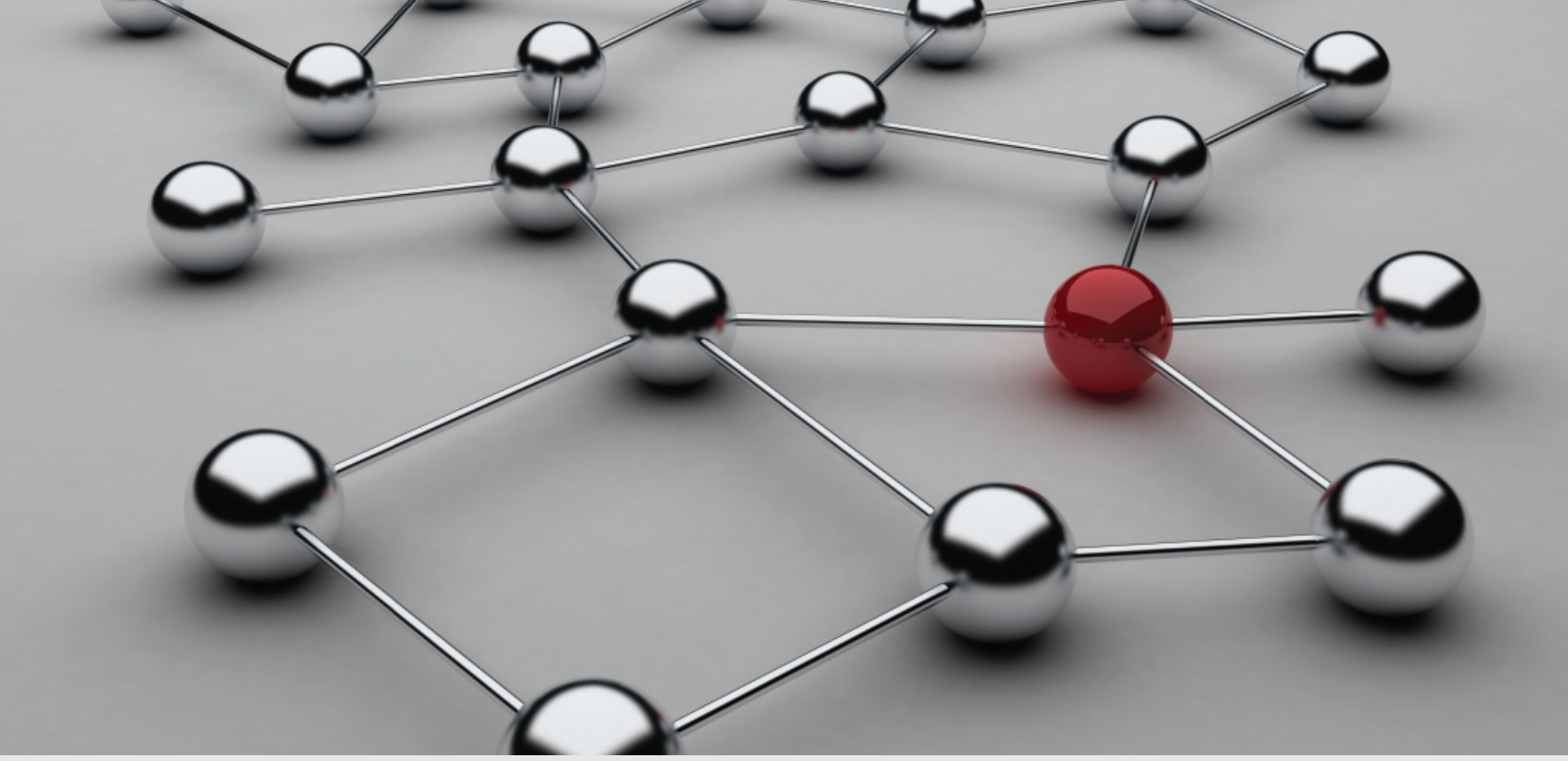
"It was the College," says Marcel. "They told me someone had reported that they had concerns about the work I had assigned to a physiotherapist support person on my team at the Beauford Long-Term Care Facility and that it was serious. I was surprised and embarrassed, but deep down I knew it was coming and that it was time to fess up."

For several years prior to receiving the call from the College, Marcel had been playing both ends against the middle. With two children in university, both of them living away from home, he had been trying to make ends meet by taking on extra work, but it was more than he could manage on his own.

During his extended absences from Beauford to attend to matters at other clinics, Marcel assigned more and more work to David Onslow, a support person and recent graduate from a local College. Weeks would go by without Marcel seeing his patients or talking to David.

Mr. Onslow finally decided to contact the College when he felt that Marcel was potentially putting everyone on his team at Beauford at risk.

"I felt it was unprofessional not to conduct re-assessments, to take charts with him when he left, but most of all to not communicate with me and the rest of the team," said Mr. Onslow. "It wasn't fair to the patients. As a new grad, assigning me to situations I knew were questionable was really stressful. I'm not a whistle-blower by any means, but I simply wasn't prepared or experienced enough to deal with the situations I found myself in."



Otherwise level-headed and meticulous when it came to maintaining his records and upgrading his credentials, Marcel admits to getting in over his head. “In hindsight, I know my decision was crazy. But I thought I could manage it and I told myself it was just temporary. It was a way to help my children succeed, that’s the way I saw it.”

“As a new grad, assigning me to situations I knew were questionable was really stressful. I simply wasn’t prepared or experienced enough to deal with the situations I found myself in.”

In 2011, the Inquiries, Complaints and Reports Committee (ICRC) at the College reviewed Marcel’s case. The facts were clear. Marcel had certainly failed to meet the expectations in the standards. They deliberated at length about the appropriate College response. In light of his previous excellent track-record, the Committee decided to require Marcel to participate in a Specified Continuing Education and Remediation Program (SCERP) and to attend the College to be cautioned in person by the ICRC. In addition, the ICRC required Marcel to complete a review of the relevant College standards, guides and e-learning modules, and to pay for, and complete, courses in record keeping, business practices and ethics. The College is also overseeing onsite practice assessments and practice enhancement coaching with Marcel until 2014.

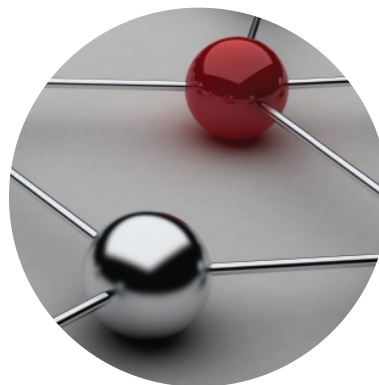
“I messed up and I completely understand why the College took the position it did,” said Marcel. “I was so focused on putting my interests first that I lost sight of the reason why I became a physio in the first place, which was to help my clients. My behaviour was unbecoming for a profession that I have so much respect for.”

At the time of writing, Marcel continues to work at the Beauford Long-Term Care Facility and is in his second year of practice enhancement coaching.

July

CASE

of the Month



The facts

According to Practice Advisor, Shelley Martin, close to 75 per cent of the calls the College receives every year are from physiotherapists looking for advice in their day-to-day work.

“PTs call because they want to do the right thing,” says Ms. Martin. “They call because they have encountered a situation that makes them uncomfortable. They are looking for guidance about what’s acceptable and for information about what their options are so they can make an informed decision.”

For several years, the College has been tracking the types of practice issues, including those related to the use of physiotherapy support personnel.

19%

of all Calls Received in 2012

Use of Support Personnel

In 2012, the use of support personnel—and the challenges it creates in everyday practice—accounted for approximately 19 per cent of all calls received, making it the second highest-ranking issue for registrants calling the College. The use of support personnel was also one of the top reasons for non-physiotherapists to contact the College last year.

“PTs call because they want to do the right thing,” says Ms. Martin. “They call because they have encountered a situation that makes them uncomfortable. They’re looking for guidance about what’s acceptable and for information about what their options are so they can make an informed decision.”

Support Personnel



Did You Know?

- You are totally accountable for the quality of all work done by support personnel and for maintaining the safety of your patients.
- Supervising SPs is one of the top five Practice Advisor questions and complaints made by the public about PTs to the College.

Reread the **Standard and Guide** and do our **e-learning module** to make sure you fully understand what you are accountable for.

Take action, educate yourself and keep your patients safe!

Common Complaints



Did You Know?

The **most common complaints** that the College receives are about:

- record keeping
- supervision of support personnel
- communications
- fees and billing



We have a short video you might find helpful.

Safeguarding

Your Professional Identity

Misuse of health professionals' registration numbers is a concern. How significant an issue is not truly understood. But, projects like Health Claims for Auto Insurance's (HCAI) Professional Credential Tracker project are gathering important data and raising awareness within the health care environment—it's great to see!

Here at the College, **we are committed to ensuring that the title physiotherapist and physiotherapists' registration numbers are used appropriately in every instance**—we consider this crucial to protecting the integrity of the title—so much so that we made it one of our strategic goals for the coming years. We plan to tackle this issue by taking steps to raise awareness and affect change.

What can you do now?

- If you don't manage your own billing, be careful about who you give permission to use your name and registration number.
- Regularly monitor or audit invoices that include your name and number.
- Talk to your employer about your professional obligations as a registered PT—show them the **Standard for Record Keeping and Standard for Fees and Billing** as a start.
- If you or your employer use signature stamps and electronic signatures, make certain your signature is not being used by anyone other than you, or someone that has your permission.
- Before leaving a place of employment, talk to your employer to ensure your number and signature will no longer be used for billing.

- If you think your number is being misused, report it and take action. Contact the Insurance Bureau of Canada. www.ibc.ca or 1-800-387-2880
- Contact the College Practice Advisor with any questions at practiceadvice@collegept.org or 416-591-3828/1-800-583-5885 ext. 241.

Were you aware that?

- You are responsible for all billings submitted under your name and registration number.
- If there is any misuse, misconduct or errors committed using your number, even if you personally are not responsible for these errors, you may be held accountable.
- Under the law, the College does NOT have the power to regulate clinics or non-physiotherapist employers, only PTs as individuals. That means that if a non-PT is misusing a PT's name or number, the College has no power over this person.

Contact the Insurance Bureau of Canada immediately. www.ibc.ca or 1-800-387-2880.

Contact Information

Did You Know?

You are required to inform the College of any changes to your contact or employment information **within 30 days?**

It's a requirement of being registered. Call, email or do it online right away.

registration@collegept.org



New Video

YouTube

Watch our new video on keeping your registration number safe.

Professional Credential Tracker

Project Wrap Up

Thanks to the 354 physios who volunteered to take part in the Professional Credential Tracker Project. The College partnered with Health Claims for Auto Insurance (HCAI) in a pilot project looking at how PTs credentials are being used. PTs names and registration numbers were compared to the database of motor vehicle insurance claims to look for discrepancies in the use of names and registration numbers.

We were pleased to be able to run reports for all PTs who volunteered. Ten PT registration numbers were linked to a name different than their own, most as a result of a typographical error which was corrected. HCAI is analyzing the data and will use the results as they move forward with their project.



Helpful Resources

www.chcaa.org

- Canadian Health Care Anti-Fraud Association website and whitepaper at www.chcaa.org

www.fsco.gov.on.ca

- Financial Services Commission of Ontario website, online brochure and anti-fraud report at www.fsco.gov.on.ca

www.bbb.org

- Better Business Bureau at www.bbb.org

www.opp.ca

- OPP Anti-Rackets Squad at www.opp.ca or 1-705-329-6437

Interview with Assessor & Coach

Building Stronger Physiotherapists through Assessments



Deb Fuchek loves physiotherapy. That's evident as she talks about her practice and her patients. She's still as passionate about her chosen profession as she was 21 years ago when she began her career. In fact, her passion propelled her to become a practice assessor and practice coach at the College when the program launched more than nine years ago.

"I saw an ad posted for a practice assessor and I knew it was the right opportunity for me," says Fuchek. "I wanted to make a difference in this great profession and I knew becoming an assessor was the way to do it."

To become a practice assessor, Deb needed to undergo a practice assessment herself.

"I felt great after my assessment. It was affirming to me as a practitioner and it made me want to bring that same feeling to other practitioners meeting with a peer assessor," says Fuchek.

Deb explains the key to a successful assessment is preparation. The first step is to reach out to your assessor and establish a connection.

"Communicate with your assessor prior to the assessment. Have phone conversations with him or her and establish a rapport," she says. "Ask as many questions as you'd like; you'll feel more comfortable when you finally meet face to face."

Do some reading beforehand too.

"After you receive the email letting you know you've been randomly selected, read all the practice assessment materials available on the College website. You can write down your answers ahead of time and bring them to the assessment with you," says Fuchek.

As for what happens during the assessment, Deb explains that while each is unique, the fundamentals are the same.

"We go through the portfolio together, discuss involvement in ongoing learning, talk about PISA, record keeping and practice issues," says Fuchek. "Then we go over your fee schedule, infection control practices, equipment maintenance and then I'll review six charts. Out of those six, I select four and we'll discuss the clinical reasoning behind the care you gave."

Deb stresses that assessors do not make final decisions about the assessment. "The best way to explain it is that I'm the fact finder, not the decider."

For PTs that have gaps identified, Deb also enjoys working one-on-one with them as a practice coach.

She assists PTs in reaching College standards in areas that need work.

"I felt great after my assessment. It was affirming to me as a practitioner and it made me want to bring that same feeling to other practitioners meeting with a peer assessor," says Fuchek.

Together, goals are set and a plan is mapped out to reach them. Deb stresses that coaching is flexible and can be done a number of ways.

"We meet every few weeks, but those meetings don't have to be face to face," she explains. "I've done successful coaching using Skype, email, phone and even traditional mail. It's about what works best for the physio."

While she understands some PTs worry prior to assessment, Deb emphasises almost all see the assessment as a positive experience when it's complete.

"The last person I assessed said it was a wonderful learning experience for him. It validated his skills and expertise and demystified the College."

Interview with a PT

“I would encourage all physiotherapists to see practice assessments and practice coaching as a learning experience,” says Austin Youngson from his clinic in Sault Ste. Marie. “I have been enriched by having one done. It was a fantastic experience.”

Austin Youngson, who founded Lake Superior Physiotherapy 15 years ago, completed a practice assessment last fall. He found his assessor to be organized, knowledgeable and easy to talk to.

“My assessor really helped me feel relaxed about the process,” explains Youngson. “And it was very much a collaborative effort. Together, we went over proper portfolio preparation and the importance of self-reflection in the written form.”

After identifying areas for growth, Youngson, with the help of his practice coach, Deb Fuchek, came up with a plan to tackle the issues that were highlighted during his assessment.

“Deb was an enormous help. She assisted me to organize my thoughts and have a clear sense of direction, which made it easier to tackle issues. It also helped me thoroughly understand the process of putting together a complete portfolio,” says Youngson.

In the end, Youngson says he is glad he experienced an assessment and coaching because it gave him the chance to critically assess himself, learn about what areas he needed improvement and affirm his strengths and skills as a PT.

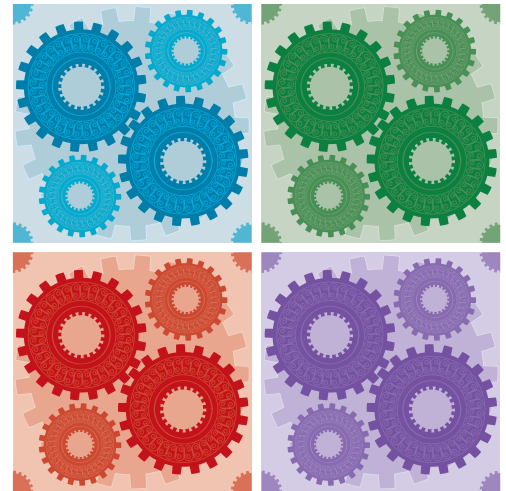
“It was a lot of work but it was well worth it. I learned a lot and I’m happy I got the chance to participate in it.”

For more information on practice assessments, go to www.collegept.org > Practice Assessments or contact Fiona Campbell at fcampbell@collegept.org or call 416-591-3828/1-800-583-5885 ext. 224.



IPC eTOOL

Collaboration Made Easy



Make use of this free federation of Health Regulatory Colleges of Ontario (FHRCO) eTool

When working as part of a large health care team have you ever wondered where your role ends and where another health care professional's role begins?

The new Interprofessional Collaboration (IPC) eTool lets physiotherapists coordinate care and take into account expanding and overlapping scopes and authorities among health care professions.

The eTool provides a framework that outlines roles, responsibilities and scopes of practice for every regulated health professional in Ontario. It gives you the option to plan, identify risks, streamline workflow, encourage discussions, facilitate problem solving and empower team members to take on new roles.

Putting the Tool to Work for You

With three useful features—the web-based tool has customizable checklists, Frequently Asked Questions and a comprehensive table of all of the scopes of practice and controlled acts with links to relevant College policies and standards. It assists but does not direct team members in their decision making, by providing the information necessary to make informed decisions in one handy place.

Checklists

The checklists help to lay out workflow and are built on common patient-centred milestones, with drop down menus that allow you to add personalized milestones to suit your teams' specific needs. It prompts teams to work through all of the critical checkpoints they might encounter and plan ahead on how to manage these transitions safely and efficiently.

Guide to Medical Directives Available

If you order diagnostics or lab tests through delegation or would like to but aren't sure what's involved, take a few minutes to check out the Guide to Medical Directives.

The online tool aims to improve interprofessional collaboration by answering common questions, providing templates and forms, outlining the steps to performing procedures and to approving directives and delegations.

If you are involved in delegation, directives and orders in your workplace you may want to spend some time reviewing this practical tool.

Visit <http://ipc.fhrco.org> and click on Guide to Medical Directives

ipc.fhrco.org



Advertising Standard for Physiotherapists

What Do You Think?

We are gathering information about the current PT advertising standard.
Complete a one-question survey and find out what others are saying.

Go to www.collegept.org and click on the green box that says [Take our Advertising Survey](#)

Thanks!

Council

Update

New Executive Committee Appointed

A new Executive Committee for 2013–2014 was announced. Council is happy to welcome John Spirou (Chair), Peter Ruttan, Jane Darville, Warren Kanagaratnam and Darryn Mandel to the Committee.

Learn more about Council, Committees and their work at www.collegept.org/aboutus/Council.

Advertising Standard Under Review—Your feedback is Essential

Council directed staff to complete an environmental scan and provide options on issues related to advertising. If changes to the **Standard for Professional Practice: Advertising** are to be considered, consultation will begin in spring 2014, asking PTs and others to provide feedback on proposed changes to the standard. Watch your email, the website and Twitter for updates.

By-law Review Update

Council reviewed consultation feedback on changes to the College by-laws and approved all proposed changes. Access the updated by-laws at www.collegept.org under Standards.

Four-Month Registration Category Removed

Council voted to eliminate the four-month independent practice registration certificate. They will provide direction on short-term fee alternatives at the September 2013 meeting.

Pandemic Influenza—Key Considerations for Physiotherapists Updated

The position statement on pandemic influenza was updated to more broadly reflect information related to all pandemic situations. This document is a useful reference for all PTs who are obligated to be aware and prepared for any emergency situation. Available at www.collegept.org under Standards > Position Statements.



Congratulations!

John Spirou, PT

from Windsor (Southwestern) was acclaimed for his second term as **Council President**.

Peter Ruttan, PT

from Dunnville (Central Western) was elected **Vice-President**.

Council

Council is the College's governing body. The group is made up of eight elected physiotherapists from regions across the province, two academic PTs selected by their peers and seven members of the public appointed by government to protect the public interest.

Council meetings are held four times a year to review the College's activities, discuss issues, vote upon policy matters and drive the strategic direction of the College's work.

For more information contact mleung@collegept.org or call 1-800-583-5885 ext. 231 or 416-591-3828 ext. 231.

College Council Meetings are OPEN to the Public

Location:

375 University Avenue, Suite 901
Toronto, Ontario
M5G 2J5

Upcoming dates:

September 26–27, 2013
December 5–6, 2013
March 6–7, 2014
June 19–20, 2014

Can't make it but want to know what's on the agenda? Council materials are posted to www.collegept.org before each meeting.

Council Award Presented to Mel Catre



John Spirou, Council President, presents past Council member, Mel Catre with the 2012–2013 Council Award

The College of Physiotherapists of Ontario recognizes a past or present Council member for outstanding regulatory leadership each year.

For 2012–2013, the Council Award was given to Mel Catre for his commitment and contributions during the seven years he served on Council.

As a public appointee, Mel was an active participant sitting on Registration, Quality Management, Inquiries, Complaints and Reports and Executive Committees.

Congratulations and thank you for all of your hard work and dedication to public protection Mel!

Highlights

2012–2013

The College of Physiotherapists of Ontario is the body established by government that is responsible for regulating the 7,500+ physiotherapists in the province. Through its regulatory College, the profession set and maintains standards, mandates effective and fair registration practices, directs quality assurance and manages complaints and discipline to ensure that Ontarians are confident that they are receiving safe, high-quality and ethical care from physiotherapists.

Highlights of the Past Year

In 2012–2013, noteworthy activities included:

- Introduced a refreshed, principles-based record keeping standard and support material
- Began to allow the use of recognized physiotherapist speciality titles
- Introduced the requirement to roster online for high-risk authorized activities—the College currently has almost 3,000 PTs rostered for more than 4,000 activities
- Commenced a review through consultation of by-laws and governance policies
- Completed a comprehensive strategic planning exercise for 2013 to 2016
- Revised registration categories—eliminating academic practice, teaching practice and inactive status to better reflect use of title
- Saw increased activity related to third party payors questioning the definition of physiotherapy
- Managed an increased number of complaints regarding the misuse of registration numbers by non-regulated employers
- Revealed limited supervision of support personnel through investigations, especially in long-term care settings
- Revoked two certificates of registration by the Discipline Committee—see Discipline Summaries on pages 28–29
- Referred 14 of 100 cases where PTs failed to complete Jurisprudence to the Inquiries, Complaints and Reports Committee
- Modified practice assessments to include questions about rostered authorized activities

If you have questions or require more detail about the College's activities and outcomes over the past year, please visit the website or contact the College.

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We can be reached at:

1-800-583-5885
416-591-3828
info@collegept.org
www.collegept.org

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Council 2012–2013

Members

President

John Spirou, PT

Vice-President

Dennis Ng, PT

Elected Representatives

Douglas Freer

Collingwood (Central)

Frank Gielen

Belleville (Eastern)

Darryn Mandel

(Toronto West)

Sharee Mandel

Richmond Hill (Central Eastern)

Stephen Mangoff

Nipigon (Northern)

Dennis Ng

(Toronto East)

Peter Ruttan

Dunnville (Central Western)

John Spirou

Windsor (Southwestern)

Academic Representatives

Cheryl Cott

University of Toronto

Judy King

University of Ottawa

Public Appointees

Jane Darville

Toronto

Zita Devan

Lindsay

Vigneswaran (Warren)

Kanagaratnam

Toronto

Suresh Muthulingam

Markham

Saeid Sajadi

Richmond Hill

Tyrone Skanes

Georgetown

Mission Statement

To protect and serve the public interest by promoting collaboration and accountability for self regulation and enabling a culture of continuous improvement to ensure that physiotherapists provide competent and ethical services.

Council 2012–2013

Committees

Non-Council Committee Members

Michelle Addison*
Jatinder Bains*
Adetunji Bello*
Sheila Cameron*
Catherine Hecimovich*
Christine Homonylo*
Jennifer Jackson*
Mary Ellen Newbold*
Sonia Pagura*
Gaurav (Gary) Rehan*
Theresa Stevens*
Helen Zipes*

Executive Committee

John Spirou—Chair
Dennis Ng
Stephen Mangoff
Tyrone Skanes
Jane Darville

Patient Relations Committee

Cheryl Cott—Chair
Sharee Mandel
Zita Devan
Jatinder Bains*

Discipline and fitness to Practise Committee

All Councillors (excluding the President)
Suresh Muthulingam—Chair
Catherine Hecimovich*
Sonia Pagura*
Jennifer Jackson*
Helen Zipes*
Sheila Cameron*

Inquiries, Complaints and Reports Committee (ICRC)

Peter Ruttan—Chair
Dennis Ng
Douglas Freer
Jane Darville
Saeid Sajadi
Tyrone Skanes
Vigneswaran (Warren) Kanagaratnam
Christine Homonylo*
Michelle Addison*
Theresa Stevens*

Registration Committee

Stephen Mangoff—Chair
Judy King
Suresh Muthulingam
Vigneswaran (Warren) Kanagaratnam
Adetunji Bello*

Quality Management Committee

Frank Gielen—Chair
Darryn Mandel
Jane Darville
Tyrone Skanes
Mary Ellen Newbold*
Gaurav (Gary) Rehan*

Finance Committee (Non-Statutory)

Vigneswaran (Warren)
Kanagaratnam—Chair
Saeid Sajadi
Judy King
Darryn Mandel
John Spirou

Provincial Alliance Representative

John Spirou—President

*Non-Council Committee Member

Note: All Council members, with the exception of the President, are considered Committee members of Discipline and Fitness to Practise, for any panels as needed.

Quality Management

2012-2013 By the Numbers

The College is responsible for developing standards and creating programs related to assuring the public of the competency of practicing physiotherapists, and of the professions' commitment to continuous improvement and ongoing learning.

New Practice Enhancements

Directed by Quality Management Committee

2012-2013

13

8

2011-2012

2012-2013

393

Practice Assessments

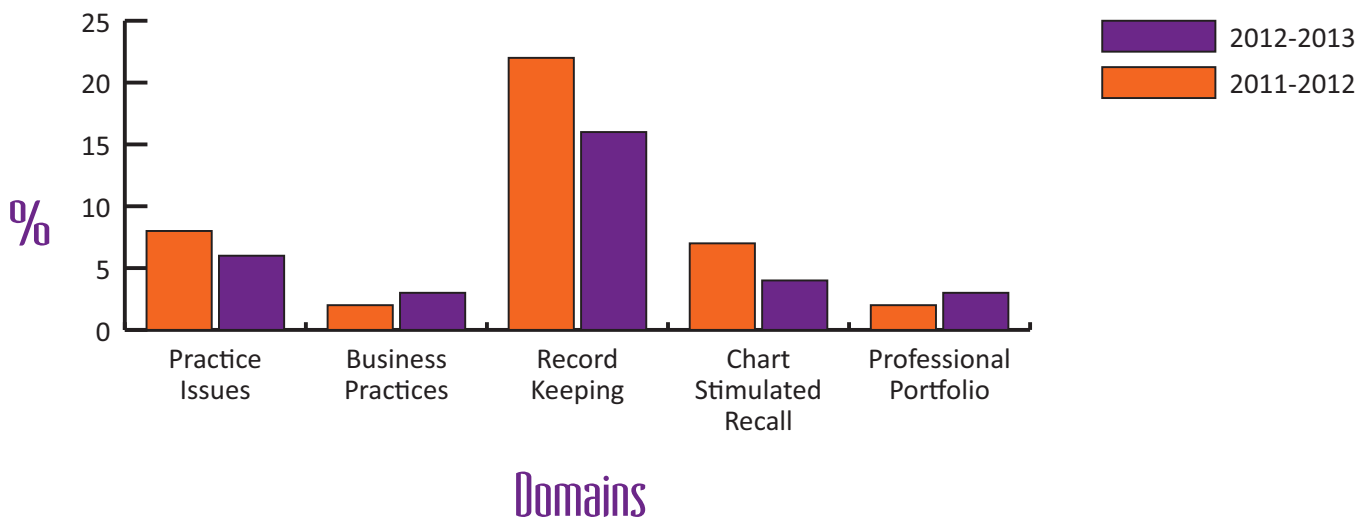
330

2011-2012

Decisions

	2011-2012	2012-2013
Committee Reviewed	25%	16%
Staff Reviewed	75%	84%

Areas for Improvement Identified through the Practice Assessment



Registration

2012–2013 By the Numbers

The College is responsible for making certain individuals applying to become registered physiotherapists in Ontario are qualified. Entry to Practice ensures that all registrants meet the criteria for their initial registration and to maintain their certificate on an annual basis.



Resigning



Did You Know?

Did you know you are required to resign in writing?

You must inform the College of your plans to resign or retire from being a registered PT.

If you don't renew in **March** and don't let us know, you could be suspended for non-payment and this appears on the **Public Register** forever.

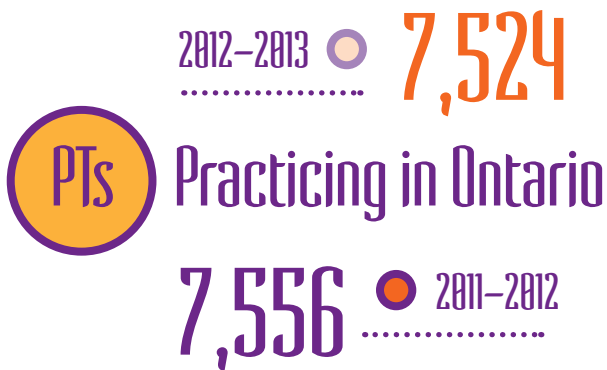
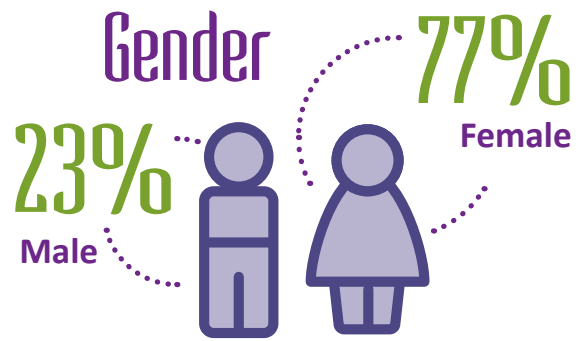
Send a quick email to registration@collegept.org and officially resign!

Committee Decisions

	2011–2012	2012 –2013
Total Number of Decisions	12	29
Outcomes		
Certificate of Registration Granted	6	16
Certificate of Registration with Additional Terms, Conditions and Limitations Granted	6	11
Certificates Denied	0	2

NO Appeals to HPARB in 2012–2013



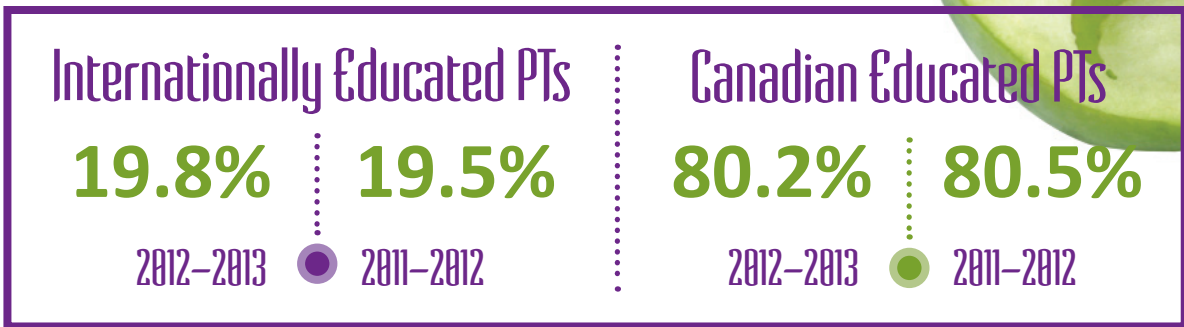


2012-2013

Internationally Educated PTs

Top 5 Source Countries

1. India
2. UK
3. USA
4. Philippines
5. China



Professional Conduct

2012–2013 By the Numbers

The College receives complaints, concerns and mandatory reports about the practice or conduct of physiotherapists. All public complaints are reviewed by the Inquiries, Complaints and Reports Committee. Concerns and mandatory reports may also be forwarded to the ICRC for review by the Registrar. The College also receives information about individuals who are not registered with the College but refer to themselves as physiotherapists.

Cases Received

	2011–2012	2012 –2013
Total Cases	232	272
Complaints	69	73
Complaints Confirmed	49	57
Registrar’s Inquiries	163	199

Registrar's Inquiries

	2011–2012	2012 –2013
Mandatory Report—Termination	4	3
Mandatory Report—Incapacity	2	1
Mandatory Report—Sexual Abuse	1	2
Mandatory Report—Self Reports Made by PTs about Offences, Malpractice and Negligence	45	21
Self Reports of Misconduct Made during the Renewal Process	20	14
Failure to Complete the Jurisprudence Module	0	100
Other Registrant Specific Matters	43	40
Referrals from ICRC to the Registrar	0	1
PTs Reporting their Name and Registration Number have been Misused	9	3
Non-PTs Misusing Title/Holding Out	17	10
Other	7	4

Discipline Hearings

- Marni Blumfeld
- Samir Shah
- Zak Bayat (Bayfield)

See pages 28–29 for Discipline Summaries.

HPARB Review Process (Complaints)

	2010–2011	2011–2012	2012–2013
Number of Cases Appealed to the Board	12	6	6
Number of Decisions Received from HPARB	9	14	8
Number of Decisions Confirmed by HPARB	8	10	7
Number of Decisions Returned for Reconsideration	1	4	0
Withdrawn	0	0	1

Hearings

	2010–2011	2011–2012	2012–2013
Number of Hearing Days	22	1	7
Discipline Hearings Completed	1	1	3
Findings of Professional Misconduct	1	1	3
Fitness to Practise Hearings	0	0	0
Findings of Incapacity	0	0	0
Reinstatement Hearings	0	0	2

Cases Closed by the Office of the Registrar

	2011–2012	2012–2013
Total Cases Received	163	199
Cases Closed	160	202
Closed Administratively	3	2
Flag for Re-entry	0	1
Non-Compliance with Jurisprudence	0	86
Education Letter	21	7
Acknowledgement of Self Reports—Offences	44	26
No Further Action	21	30
Acknowledgement of Conduct Declaration during Renewal	20	14
Referred to the ICRC	12	19
Note to File re PTs Report of Misuse of Name and Registration Number	9	4
Cease & Desist Re Title/Holding Out	18	13
Public Notice Related to Non-PTs Holding Out as PTs	1	6

Dispositions of the ICRC

	2011–2012	2012–2013
Total Decisions	79	69
No Further Action	53	37
Written Caution (WC)	6	16
Verbal Caution (VC)	2	1
Acknowledgement & Undertaking (A&U)	9	2
Specified Continuing Education and Remediation Program (SCERP)	7	0
Mediated Resolution Program	1	0
Health Inquiry Panel	1	0
Referral to Discipline	2	4
Referral to Fitness to Practise	0	0
Interim Order	0	0
Withdrawn	2	0
SCERP & VC		6
A&U and WC		1
F&V (Frivolous and Vexatious)		2

Financial

Statements

Report of the Independent Auditor on the Summary financial Statements

The Audited Financial Statements were accepted at the Annual General Meeting of Council on June 20, 2013.

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2013 and March 31, 2012, and the summary statement of operations for the years then ended, are derived from the audited financial statements of the College of Physiotherapists of Ontario as at March 31, 2013 and March 31, 2012 and for the years then ended on which we expressed an unmodified opinion in our report dated May 21, 2013. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the College of Physiotherapists of Ontario.

Management's Responsibility for the Summarized financial Statements

Management is responsible for the fair summarization of the audited financial statements in accordance with the criteria disclosed in the summary financial statements.

Auditor's Responsibility

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810 "Engagements to Report on Summary Financial Statements".

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the College of Physiotherapists of Ontario for the years ended March 31, 2013 and March 31, 2012 are a fair summary of those financial statements, in accordance with the criteria disclosed in the summary financial statements.

Cowperthwaite Mehta

Chartered Accountants

Licensed Public Accountants

May 21, 2013 | Toronto, Ontario

Summarized Statement of Financial Position
as at March 31, 2013 and March 31, 2012

	2013	2012
Assets		
Current assets		
Cash	\$ 4,467,465	\$ 4,355,533
Marketable securities	4,279,248	4,141,787
Accounts receivable	5,068	9,341
Prepaid expenses	142,837	133,925
	<u>8,894,618</u>	<u>8,640,586</u>
Capital assets	<u>359,320</u>	<u>437,185</u>
	<u>\$ 9,253,938</u>	<u>\$ 9,077,771</u>
Liabilities and Net Assets		
Current Liabilities		
Accounts payable	\$ 390,350	\$ 372,982
Lease inducements	123,393	157,828
Deferred revenue	3,625,093	3,786,117
	<u>4,138,836</u>	<u>4,316,927</u>
Net assets		
Unrestricted	2,765,782	1,781,659
Invested in capital assets	359,320	437,185
Operational reserve	1,990,000	1,990,000
Designated reserves		552,000
	<u>5,115,102</u>	<u>4,760,844</u>
	<u>\$ 9,253,938</u>	<u>\$ 9,077,771</u>

Summarized Statement of Operations for the
Years Ended March 31, 2013 and March 31, 2012

	2013	2012
Revenue		
Registration fees	\$ 4,942,215	\$ 4,771,206
Interest	171,046	167,812
Certificates and sundry	7,694	75,411
	<u>5,120,955</u>	<u>5,014,429</u>
Expenses		
Salaries and benefits	2,228,102	2,029,242
Administration and office	676,501	726,368
Programs	322,935	304,981
Professional fees	306,282	371,781
Committee fees and expenses	249,996	204,131
Designated reserve expenditures	235,925	82,357
Communications	203,705	273,649
Information management	164,418	196,409
Organizational effectiveness	137,246	157,064
Networking, representation and travel	86,294	97,703
Amortization	155,293	134,035
	<u>4,766,697</u>	<u>4,577,720</u>
Excess of Revenue Over Expenses for the Year	<u>\$ 354,258</u>	<u>\$ 436,709</u>

For a complete set of audited financial statements, contact Peer Flach at pflach@collegept.org | 1-800-583-5885 ext. 245

Professional Conduct

Discipline Summaries

Samir Shah

Mr. Shah was employed at ABC Company in Brampton, Ontario, doing in-home physiotherapy visits. On or about June 23, 2011, Mr. Shah was at the home of an elderly patient when the patient fell and became unconscious. Mr. Shah failed to assess the patient appropriately after he fell and quickly left the home leaving the patient's wife to attend to her husband alone. Mr. Shah returned to the patient's home with an acquaintance after an ambulance arrived and he allowed the acquaintance to enter the patient's home without the patient's wife's permission. Mr. Shah told the patient's wife that his acquaintance was his supervisor which was untrue.

Mr. Shah later made a false verbal and written report to his employer regarding the incident of June 23, 2011, by reporting that he had stayed with the patient, checked his vital signs and told the patient's wife to call 911, when in fact Mr. Shah did not do one or more of those things.

Mr. Shah agreed to the facts of the case. At the conclusion of the hearing on September 21, 2012, a panel of the Discipline Committee ordered a penalty which included the following: a reprimand, a three-month suspension which would be shortened by six weeks if Mr. Shah completed the ProBe ethics program within one year, a one-on-one ethics program following the completion of the ProBe ethics program and a requirement that Mr. Shah complete a first responders course each year for the next three years.

In addition, Mr. Shah was ordered to pay to the College costs in the amount of \$4,000.00 over a two-year period.

Marni Blumfald

Between 2009 and 2011, Ms. Blumfald submitted over \$10,000.00 in false claims to an insurance company for various types of health care services and products supposedly provided to herself by other providers. Ms. Blumfald received payment from the insurance company for these false claims. To facilitate reimbursement Ms. Blumfald forged the signatures of a number of health care providers on documents she submitted to the insurance company.

Ms. Blumfald agreed to the facts of the case. At the conclusion of the hearing on October 23, 2012, a panel of the Discipline Committee ordered a penalty which included the following: a reprimand, a six-month suspension which would be shortened by three months if Ms. Blumfald completed all other requirements of the order, completion of the ProBe ethics program and a practice monitoring program for three years.

In addition, Ms. Blumfald was ordered to pay to the College costs in the amount of \$3,000.00 within 60 days of the hearing.

Zak Bayat (Bayfield)

On his 2008 application for registration Mr. Bayat advised the College that he had completed 1,750 practice hours overseas over a three-year period when this was not the case. On May 12, 2008, before a judge in the Ontario Court of Justice, Mr. Bayat pled guilty to one count of unauthorized performance of a controlled act and he failed to report this information to the College. On various occasions in 2009, Mr. Bayat distributed copies of his resumé, which contained false information to prospective employers. On these resumé's he advised that he had a Masters Degree in Rehabilitation Sciences from McGill University which is not true. He also advised

that between 2001 and 2008, he worked in the United States as a locum which was also not true. Lastly, in July 2006, Mr. Bayat legally changed his name to Zak Alastair Bayfield. When he submitted his 2008 application for registration to the College (after having resigned from the profession in 2004) he did not advise the College of the name change and submitted the application for registration as Zak Bayat. Mr. Bayat also practiced at various facilities in 2008 and 2009, using the names Zak Bayfield and Zack Daniel Bayat neither of which was his name as entered on the Public Register.

Mr. Bayat agreed to the facts of the case. At the conclusion of the three-day hearing which ended on March 21, 2013, a panel of the Discipline Committee ordered a penalty which included the following: a reprimand, and a suspension for a minimum of 12 months which would continue until such time that Mr. Bayat successfully completed the ProBe ethics program.

In addition, Mr. Bayat was ordered to pay to the College costs in the amount of \$25,000.00.

Mr. Bayat is seeking judicial review of the panel's penalty order with respect to costs and the length of the suspension. As such, the order is stayed (on hold) at this time pending the outcome of the appeal.

Mandatory Reports



Did You Know?

Health care professionals are obligated to **self-report** to the College if they are found guilty of an offense, malpractice, negligence or are terminated from their jobs? Fill out our online **File a Mandatory Report** form or contact the College:

1-800-583-5885 ext. 233 or 416-591-3833
aashton@collegept.org

www.collegept.org/ContactUs/FileaMandatoryReport

“Kinesiologist” and “Acupuncturist”

Now Protected Titles

On April 1, 2013, the College of Kinesiologists of Ontario (CKO) and the College of Traditional Chinese Medicine Practitioners and Acupuncturists of Ontario (CTCMPAO) became self-regulated health professions, bringing the total number of health Colleges in Ontario to 23.

This means anyone using Kinesiologist or R. Kin as part of their title must be registered with the College of Kinesiologists of Ontario and any person using Traditional Chinese Medicine Practitioner, Acupuncturist, R. TCMP or R. AC must register with the CTCMPAO.

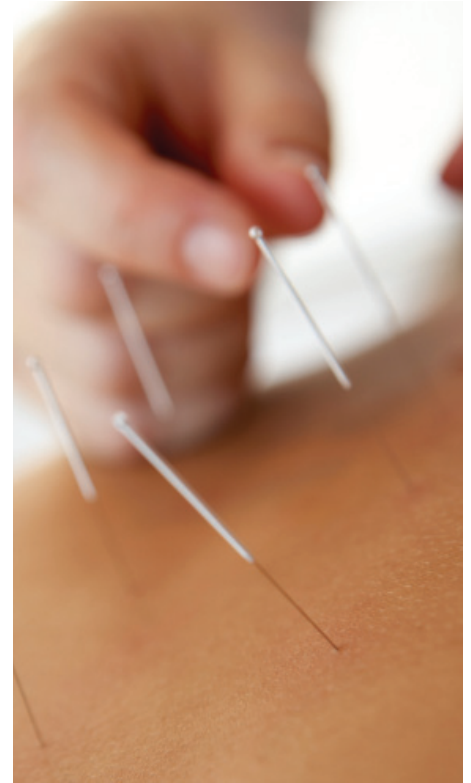
The addition of the two new Colleges may raise questions for physiotherapists who have a Kinesiology degree, perform acupuncture, work with an R. Kin colleague or supervise support personnel trained in Kinesiology.

Check out our Frequently Asked Questions on our website

www.collegept.org or go to:

www.collegeofkinesiologists.on.ca

www.ctcmpao.on.ca



www.collegept.org

ipc.fhrco.org

Helpful Resources

- Standard for Professional Practice: Performance of Authorized Activities
- Guide to Performance of Authorized Activities
- Standard for Professional Practice: Physiotherapists Working with Physiotherapist Support Personnel
- Guide to Physiotherapists Working With Physiotherapist Support Personnel
- E-learning Module: Support Personnel
- FHRCO Interprofessional Collaboration eTool

Social Media

Connect with Us

College Launches YouTube Channel and Twitter feed

The way we receive our information is changing and we need to provide updates to physiotherapists and the public in a way that meets those changing needs.

With more than 650,000 Canadians signed up for Twitter, and a billion plus people watching YouTube videos each month globally, we've jumped into social media and are inviting you to take advantage of the new way to keep up-to-date on standard and regulatory changes. Get your information in the way you want it—it's fast, direct and easy.

Tell us what you think, share your ideas with us and stay informed.
perspectives@collegept.org
or tweet us [@CollegeofPTs](https://twitter.com/CollegeofPTs).

Coming Soon *Shenda's Blog*—watch for it!

YouTube



Did You Know?

The College has a YouTube channel? **Check it out.** We've got videos on record keeping, support personnel, safeguarding your registration number, being picked for a practice assessment and more.

Did You Know?

You can follow us on Twitter. It's an easy way to stay connected to the College and be reminded of important changes, events and milestones.

Follow us @CollegeofPTs



follow us [@CollegeofPTs](https://twitter.com/CollegeofPTs)

How to use Twitter

1

Go to www.Twitter.com

2

Enter your **email address** and a **password** of your choosing (make sure it's one you will remember)

3

Follow Twitter's **sign up directions**

4

Create a **username**, also known as a **handle**

5

Follow the College and get all the latest news!
[@CollegeofPTs](https://twitter.com/CollegeofPTs)!

Shenda's Blog

Roadshows

Meeting PTs from Across the Province

Council President John Spirou and Registrar Shenda Tanchak presented at eight Ontario Physiotherapy Association meetings over six months in 2012–2013.

Thanks to all the PTs who came out, asked great questions and took part in thought-provoking conversations.

For those of you who couldn't make it, we held a live webinar in May 2013. With more than 500+ joining us online, this well attended event was the platform for excellent questions from PTs from all practice settings.

If you were not able to make it and are interested in learning more about the kinds of issues the College is seeing and the different roles it plays, access an archived web version of the presentation on the website.

Thanks so much


for taking the time to get involved, ask questions and stay up to date!

Webinar Available A Day at the College—Answering Your Questions

Visit www.collegept.org and click on Resources > Webinars & Podcasts



Central Toronto
Northwestern Ontario - Thunder Bay
York-Scarborough
Hamilton
Kawartha-Peterborough
Northern Ontario—Sudbury
Eastern Ontario
Durham



Completed Your Online Professional Issues Self-Assessment Yet?

The deadline is just around the corner
September 30, 2013

All PTs in Ontario have a professional obligation to complete PISA each and every year. With just 6 questions it won't take long.

This year's PISA is fun and thought provoking—the questions focus on boundaries and your therapeutic relationship with patients.

Go to www.collegept.org and click on PISA.

Questions?

Caroline Chisholm at cchisholm@collegept.org
or 1-800-583-5885 ext. 229

Practice Advisor

The Practice Advisor is Available



Take advantage of an excellent College resource—our Practice Advisor! Shelley is available by phone or email to assist anyone—students, PTs, patients or family members—in finding answers, accessing the best resources or talking through ethical issues.

Reach her at 1-800-583-5885 ext. 241 or 416-591-3828 ext. 241
practiceadvice@collegept.org



Things Worth Checking Out

If you have not already seen these helpful resources you might find them useful.

Helpful Resources

- **Best Practice Manual—Routine Practices and Additional Precautions in All Health Care Settings**
This document applies to all practice settings and is available on the Ontario Public Health website. www.oahpp.ca
- **Allied Health Professional Development Fund**
This fund provides grants for professional development opportunities up to \$1,500 completed between April 1, 2013 and March 31, 2014. A great way to support your ongoing learning. www.ahpdf.ca
- **Electronic Health Library**
Registered health professional can get access to the most recent health care literature at NO COST. Databases you'll get access to include MEDLINE, SportDISCUS, CINAHL and PUBMED. www.ahpdf.ca/healthlibrary



Practice Advisor

Did You Know?

The Practice Advisor gets more than **2,000 calls and emails annually** from PTs, patients and others about things like **record keeping, fees and billing, supervising support personnel, authorized acts and delegation, leaving and starting a practice, privacy, conflict of interest and ethics.**

You too can contact her with questions.

Record Keeping

Revised Record Keeping Standards & Resources— You've Read It?

Available since March 2013, the revised Record Keeping Standard, Guide and updated Checklist has one major change: the standard is now principle-based.

What's that mean?

That you need to understand the intent and then apply your professional judgment based on your situation.

We strongly recommend all PTs read and make sure they are keeping their records in a way that meets the current Standard.

All Standards and Guides are available on www.collegept.org under Standards.



YouTube

We have a short video you might find helpful.

NEW Record Keeping video on YouTube

A 5-minute overview of key things you should be thinking of when keeping records.

Need to Reach Us?

College of Physiotherapists of Ontario
375 University Avenue, Suite 901
Toronto, Ontario M5G 2J5

General Inquiries

 info@collegept.org

 [@CollegeofPTs](https://twitter.com/CollegeofPTs)

 1-800-583-5885 | 416-591-3828

Practice Advisor

416-591-3828 ext. 241 | practiceadvice@collegept.org

File a Mandatory Report

416-591-3833 | aashton@collegept.org

Use our online form: www.collegept.org/ContactUs/FileaMandatoryReport

Concern or Complaint

tvieira@collegept.org | 416-591-3828 ext. 223

Use our online form: www.collegept.org/ContactUs/FileaComplaint

To Notify the College of Changes to Your Contact or Employer Information

416-591-3828 ext. 222 | registration@collegept.org

