

Draft Bylaws:

College of Health and Care Professionals of British Columbia

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10.0 Quality Assurance

QA Program, Policies and Procedures

- 10.1 The Registrar must establish and administer a Quality Assurance Program for the College, consistent with Part 3, Division 8 of the Act, that includes the use of risk-based, evidence-informed, data-driven assessment tools.
- 10.2 The Quality Assurance Program established under Bylaw 10.1 must include policies and procedures to be used during Quality Assurance Assessments aimed at minimizing the disruption of the assessment process on the ordinary course of a Licensee providing Health Services.
- 10.3 The Registrar may establish and maintain profession specific resources, including cultural safety, Indigenous cultural safety, anti-racism reference materials, to support a Quality Assurance Assessor with making recommendations relating to any individual performance matter, or to remedy issues of professional performance across multiple Licensees or within a class of Licensees.
- 10.4 The Registrar may establish additional guidelines, policies, and procedures relating to the QA Program.

QA Group

- 10.5 The Registrar may establish a QA Group in accordance with Bylaw 3.9 to provide professional expertise to inform the operation of the QA Program.
- 10.6 The Registrar may appoint members of the QA Group.
- 10.7 The composition of the QA Group may include, but is not limited to, employees of the College.
- 10.8 The QA Group may make recommendations to the Registrar relating to the QA Program including but not limited to:
 - (a) enacting, establishing, amending, or repealing bylaws, guidelines, policies, or procedures relating to the QA Program;
 - (b) training, assistance, and support for Quality Assurance Assessors; and

- (c) the means that may be used to improve individual performance or to remedy issues of professional performance found across multiple Licensees or within a class of Licensees.

Quality Assurance Assessors - Qualifications

10.9 A person retained or employed to exercise the powers and perform the duties of a Quality Assurance Assessor must have the following minimum qualifications:

- (a) licensure in the relevant Designated Health Profession without limits or conditions on their Licence; and
- (b) training, experience, or expertise in clinical practice or peer review.

10.10 Bylaw 10.9 does not limit the Registrar's discretion to refuse to retain or employ any person.

Grounds for a Quality Assurance Assessment

10.11 In addition to assessment grounds in section 99(1)(a) to (c) of the Act, a Quality Assurance Assessor may conduct a Quality Assurance Assessment of a Licensee in any of the following circumstances:

- (a) as a result of a non-random selection process with the intention that every Licensee, or every Licensee in a specific class, periodically undergoes a Quality Assurance Assessment;
- (b) in compliance with a condition imposed under the Act;
- (c) as contemplated by any grounds set out in the QA Program; and
- (d) on a recommendation by the Registrar on any basis other than those prohibited by section 98(2) of the Act.

Methods of Quality Assurance Assessment

10.12 In addition to the methods of assessment in section 99(2)(a) to (c) of the Act, a Quality Assurance Assessor may do one or more of the following, for the purposes of conducting a Quality Assurance Assessment of a Licensee:

- (a) contact peers, professional colleagues, and co-workers, to gather information including but not limited to their observations, opinions,

and evaluations pertaining to the Licensee's professional performance;

- (b) with the consent of a Patient or substitute decision-maker, contact the Patient and/or their family members, to gather information, including but limited to their experiences with the Licensee pertaining to the Licensee's professional performance;
- (c) review specified or random Patient records pertaining to the Licensee's professional performance;
- (d) review the Licensee's history of professional activities, including but not limited to the Licensee's patterns, if any, of assessment, referral, diagnostic testing, prescribing, diagnosis, and treatment;
- (e) interview or engage in discussions with the Licensee pertaining to the Licensee's professional practice;
- (f) require the Licensee to undergo a specific clinical skills assessment process; and
- (g) conduct an on-site peer assessment of the Licensee's practice.

10.13 A Licensee who is not the subject of a Quality Assurance Assessment must provide any information or records requested by a Quality Assurance Assessor.

Conduct of Quality Assurance Assessments

10.14 The Registrar must require that a person complete a Conflict of Interest check prior to conducting a Quality Assurance Assessment of a Licensee.

10.15 A person conducting a Quality Assurance Assessment must advise the subject Licensee of:

- (a) their power to report to the Registrar when a Licensee is interfering with a Quality Assurance Assessment under section 103(1) of the Act;
- (b) their powers and duties respecting quality assurance information under sections 102 and 103 of the Act; and
- (c) exceptions to the confidentiality of quality assurance information, under sections 104 and 105 of the Act.

Report Under Section 101 of the Act

10.16 If a Quality Assurance Assessor decides to make a report under section 101 of the Act, the report must be provided to the Registrar.

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