

RETIRED DOCUMENT

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College of

HEALTH AND CARE PROFESSIONALS OF BC



Webinars

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Anatomy of a Complaint—Where Did Things Go Wrong?

March 5, 2020 12:00 pm–1:00 pm

Presenters: Susan Paul, Manager, Professional Practice, CPTBC & Joëlle Berry, Manager, Inquiry and Discipline, CPTBC

[Register / Access Recording](#)

Reviewing College complaints can provide an opportunity for us to reflect on, and improve our own practice. During the webinar, 2 complaint summaries will be shared, including the Inquiry Committee findings. Joëlle and Susan will highlight some of the topics that seem to be common across many complaints – saying you are sorry to a client, managing communication and touch to promote client understanding.

About Susan Paul

Susan is a physical therapist and has worked at the College answering practice questions since 2002 in her role as Manager, Professional Practice. She assists with teaching the first year Master of Physical Therapy professional issues course at the University of British Columbia, where she is a Clinical Associate Professor with the Department of Physical Therapy. Susan practices clinically in an acute care setting.

About Joëlle Berry

Joëlle is the Manager, Inquiry and Discipline with the College. She was educated as a lawyer, is a member of the Law Society of BC, and is well-regarded for her focus on professional regulation and investigation and on administrative law. She is an experienced regulatory investigator. She has worked in health professions regulation since 2012 beginning with the College of Massage Therapists of BC. Joëlle was appointed to the board of the College of Traditional Chinese Medicine Practitioners and Acupuncturists of BC in 2017 and chairs their Discipline Committee.



The Therapeutic Alliance: What, Why and How?

February 28, 2019

Presenter: Steve Young BHScPT, BA

[Register / Access Recording](#)

Physical therapy has long focused on identifying specific treatment interventions for patients in the hopes of maximizing clinical outcomes. Despite our best efforts, these treatments often demonstrate modest improvements at best when compared with competing interventions. Could it be that some of the significant treatment effects seen clinically are the result of the therapist and patient relationship rather than just a specific treatment intervention?

There is emerging evidence that a significant component of outcomes is shaped by the therapeutic alliance established between patient and therapist and that it plays a role in decreasing patient's pain, improving clinical outcomes and maximizing satisfaction with treatment. This presentation will review the evidence supporting the use of therapeutic alliance and simple things that clinicians can do on a daily basis to improve their patient encounters.

About Steve Young

Steve received an undergraduate degree from the University of Victoria before attending the McMaster University physical therapy program in Hamilton, Ontario. He graduated summa cum laude in 1999 before returning to Victoria, Canada to work in private practice.

Along with maintaining a full-time musculoskeletal practice, Steve is a clinical instructor with UBC. He has been published in a number of journals and previously served as Chief Editor for the Orthopaedic Division Review from 2005 to 2007. He has also presented provincially and nationally at physical therapy conferences and is one of the founders of Accelerated Motion Physiotherapy (AMP), an organization that provides high quality continuing education to physical therapists.

Steve was recognized for his clinical achievements in 2014 when he was chosen to receive the award for clinical excellence from the Physiotherapy Association of British Columbia. His clinical interests include persistent pain, manual therapy and the integration of research evidence to clinical practice.



In Harm's Way—Strategies to Support Patients At Risk

November 22, 2018

Presenter: Roly Fletcher, Registered Physical Therapist

[Register / Access Recording](#)

In a followup to the April 2018 Forum Panel by the same name, join CPTBC and Roly Fletcher as we review suggestions for helping physical therapists choose a course of action should they be concerned about a client's well-being (for example, if a client discloses suicidal thoughts, or if you suspect an abusive situation). Key messages that participants took away from the Forum are described in the CPTBC newsletter article [In Harm's Way – Strategies to Support Patients at Risk](#).

This webinar will consider ways to apply these messages in your practice. What policies should be developed so that you are prepared for such situations? Where can you find resources and support for your clients? How could your intake form and initial assessment change so that you gather the information you need before this kind of situation arises?

How can you personally prepare to have these difficult conversations? Where can you learn more and better understand the client's perspective?

About Roly Fletcher

Roly Fletcher is a Registered Physical Therapist and a member of the PABC and the CPA. He is a Certified Vestibular Therapist & Clinical Associate Professor at the University of British Columbia. As a physical therapist, Roly has worked in the public health care system in both the UK and Canada, gaining experience in the Intensive Care Unit, the Emergency Room and in the fields of orthopaedics, neurology, rehabilitation, surgical, medical, oncology, pediatrics, outpatient care and home health. He is a mentor for the Pain Science Division of the CPA and he lectures annually for both medical and physical therapy students at UBC.

Roly is actively involved in clinical research and his interests include how education, language, context and emotions affect the human pain experience.