2017-2020 Strategic Outcomes: Year 3

Confidence in OT Regulation

1.1 The public trusts occupational therapy regulation.

1.2 Stakeholders understand the role of the College and its value.

1.3 The College's input to government priorities and legislative initiatives is valued.

1.4 College decision-making processes are open, transparent, and accountable.

Confidence in OT Regulation

Managing Risk

Year 1
- Developed comprehensive program.

Year 2
- Introduced program across organization.

Year 3
- Robust framework informs College strategy, operations and project selection.
- Risk management operationalized and integrated across organization.
- Quarterly report to Council.

Professional Liability Insurance Audit

Year 1
- Monitored compliance to ensure all OTs have professional liability coverage required to protect the public in circumstances where the public may be entitled to compensation.
- Follow up and dedicated communication to ensure OT understanding of and accountability to RHPA requirements.

Year 2/3
- November 2018 and November 2019 audits indicated 98.5% compliance with insurance requirements.

Vulnerable Sector Screening

Year 1
- First full year of vulnerable sector screening implemented (following initiative launch in April 2017).

Year 2
- Vulnerable sector screening maintained for all new and returning registrants.

Year 3
- Planned audit pushed to next fiscal year due to global pandemic.
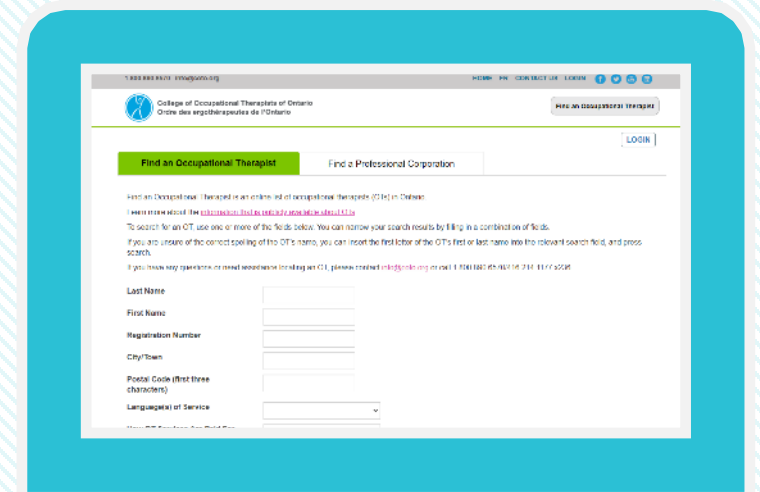
Confidence in OT Regulation

Building Awareness and Understanding

Year 1
- Launch of redesigned public register (*Find an OT*) means public and employers can easily access all public information.
- Developed COTO social media channels:
  - Twitter, Facebook, LinkedIn, YouTube

Year 2
- Public register traffic increased ⬆ 46%
- Audience specific campaigns:
  - Employer campaign '**Safe, Quality Practice: A Partnership**'
  - Animated video of **COTO registration process for internationally educated OTs.**
  - **'Understanding consent: Information for patients, clients and caregivers'** resource

Confidence in OT Regulation

Building Awareness and Understanding

Year 3
- Social media growth continued
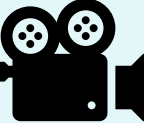
LinkedIn	Twitter	Facebook	YouTube
367 posts	344 tweets	223 posts	14 videos posted
1446 followers	479 followers	659 followers	102 subscribers
(⬆ 72%)	(⬆ 57%)	(⬆ 27%)	(⬆ 123%)

- LinkedIn pilot campaign to promote College's employer resource page
- "What to Expect From Your OT" and "How to Share a Concern or File a Complaint" videos produced and promoted on social media.

- 39 community papers and digital publications picked up College public awareness articles.

- Short videos featuring College practice team created to address public questions: *Do I need a referral? Can an OT help me transition home from the hospital? (launch post-COVID)*

- OntarioHealthRegulators.ca
  - Multi-College public-facing website promoted at *Zoomer* trade show, online with Google ads, and through *Canadian Association for Retired Persons* & *Zoomer* publications

Outreach initiatives are on currently on hold due to the global pandemic. The Communications team is working to support the College's COVID-19 response.

Quality Practice by Occupational Therapists

2.1 Occupational Therapists are accountable for quality, safety and ethics in practice.

    2.1.1 Occupational therapists are competent.

    2.1.2 Occupational therapists understand and apply professional standards and ethical reasoning.

2.2 The College engages occupational therapists to advance quality, ethical practice.

2.3 Professional standards reflect evolving practice.

Quality Practice by Occupational Therapists

Advancing Quality Assurance

Year 1
- Competency Review and Evaluation program research evaluation completed.

- **Launch of MyQA**: new quality assurance program site

Year 2
- Competency Review and Evaluation redevelopment RFP distributed. Redevelopment ensures improved identification of OTs requiring support to address gaps in competence.

- **4A Approach to Conscious Decision-Making** issued as a quick reference to support OTs.

- **PREP** archive created on coto.org

Year 3
- Redevelopment of the competency assessment process continues. Risk categories and indicators for selection approved QAC.

- **Coaching model** with immediate feedback to OTs implemented by peer assessors to reduce risk and support quality care.

- **13 peer assessments** completed.

- **Top 5 Myths About Peer and Practice Assessments** released.

- All QA materials including assessment docs and website content revised to reflect updated approach.

Quality Practice by Occupational Therapists

Guiding Practice

Year 1
- McMaster research project sets foundation for the development of Practice Team's strategy to develop outreach and education priorities for 2018-2020.

Year 2
- Draft Education Framework created.
- Case of the Month and Q & A topics created to reflect current environment.

Year 3
- Conversations with the College interactive webinar series with Practice Advisors launched November 2019
  - Psychotherapy *(500 views)*
  - COVID part 1 *(1550+ views)*
  - COVID part 2 *(1000+ views)*

Ongoing work: cases, presentations across the province, webinars, conversations with the College, Q & A on key issues

Educating Stakeholders

Year 1 - 3
- Presentations to all Ontario OT university programs

Year 3
- 23 presentations
- 3 OT student placements
- Input to Ministry development of Applied Behavioural Clinicians Framework – 388 OTs respond to survey

Quality Practice by Occupational Therapists

Evolving Standards

Year 1
- Development of the Interim Guide to Discretionary Reporting of Fitness to Drive.
- 10 Standards and Guidelines reviewed and revised.
- Advisories issued on Naloxone, Bed Entrapment.

Year 2
- Educated OTs on discretionary reporting requirements under the Highway Traffic Act.
- 6 Standards and Guidelines reviewed and revised.
- Revised Standards for the Prevention of Sexual Abuse in effect August 1, 2018. College positioned to respond quickly and positively to any forthcoming recommendations resulting from the work of the Sexual Abuse Task Force.

Year 3
- Q & As addressed current topics and specific practice issues identified in the interest of public protection (OCF 18 cannabis treatment plans, correcting records)
- Education and resources created and delivered on the controlled act of psychotherapy.
- 3 Standards reviewed and revised.
- COVID-19 response ensures alignment with professional expectations for occupational therapists

Ongoing work: consultations on Standards for Acupuncture, Standards for Assessments, Code of Ethics postponed due to COVID-19
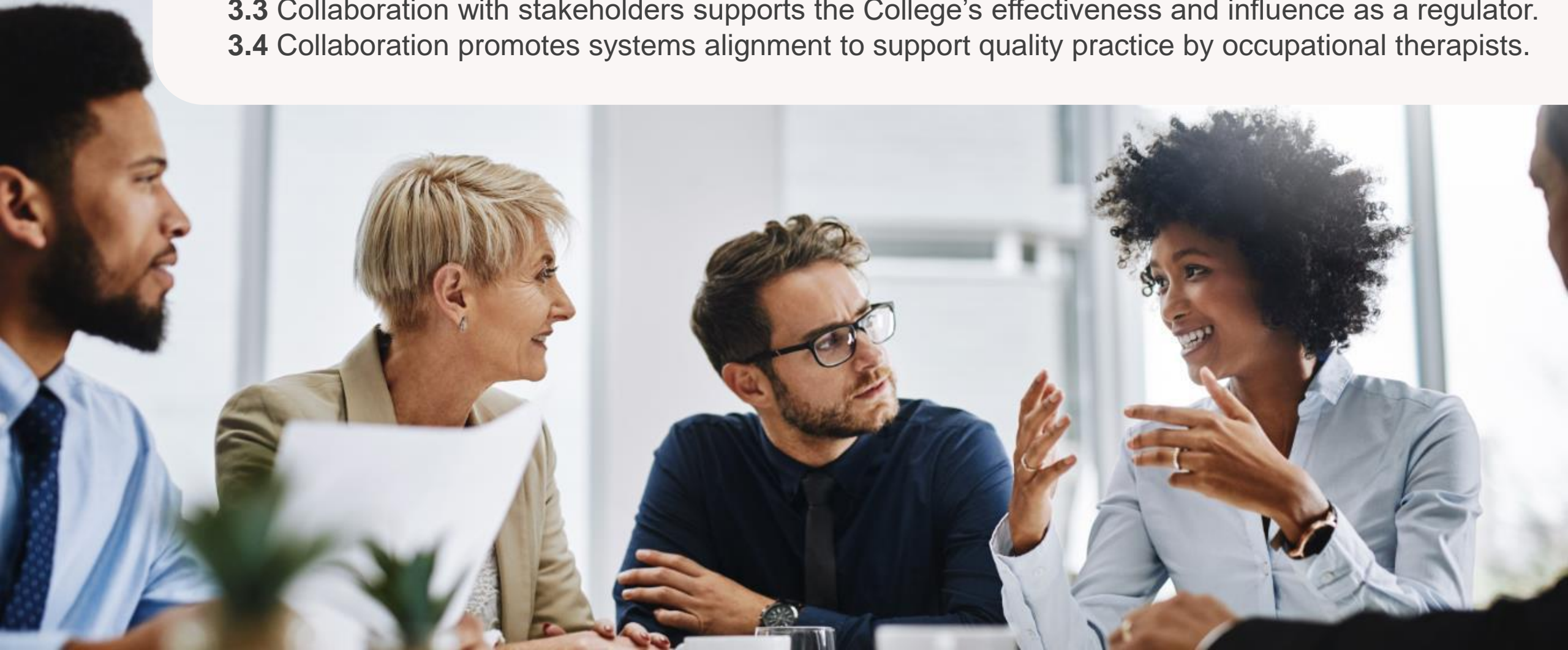
System Impact through Collaboration

3.1 The College is recognized and respected as a regulatory leader.

3.2 The public contributes to College decision making.

3.3 Collaboration with stakeholders supports the College's effectiveness and influence as a regulator.

3.4 Collaboration promotes systems alignment to support quality practice by occupational therapists.

System Impact through Collaboration

Regulating Psychotherapy

Year 1
- Standards for the Use of Title Psychotherapist reinstated with the passing of the controlled act of psychotherapy, permitting OTs to resume use of title psychotherapist.

Year 2
- Controlled act of psychotherapy regulation sent to Ministry of Health and Long-Term Care for approval
- Panel discussion provided an opportunity to share College expectations for OTs performing psychotherapy and the controlled act of psychotherapy and confirm OTs' roles in delivering competent psychotherapy services to the public.

Year 3
- Controlled act of psychotherapy was approved by the government in December 2019.

OT Reg. (Ont.), Psychotherapist

System Impact through Collaboration

Developing Competencies

Year 1
- **CORECOM** launched: a pan-Canadian initiative (across the academic, association and regulatory sectors) to develop one set of national occupational therapy practice competencies that represent a consistently high standard of what's taught and evaluated across the country.

Year 2
- College led collaborative process to develop project and obtain funding. Obtained federal government funding.

Year 3
- Registrar served as Chair of the national project.
- Project at mid-point and due to be concluded in March 2021.
- College Registrar & QA manager developing and implementing the plan for the College to incorporate the national competencies across all program areas.

CORECOM
One Competency Document for Occupational Therapists in Canada

CANCOM
Un document de compétences unique pour les ergothérapeutes au Canada

System Impact through Collaboration

Engaging the Public

Year 1

- Entered **Citizen Advisory Group** (CAG) partnership with other colleges to engage the public and bring the patient voice to health regulation in Ontario.

Year 2

- CAG sub-groups collaborated with College on initiatives to build public understanding of role and value of the College:
  - social media campaigns
  - videos
  - pilot awareness brochures
  - public-facing articles.

Year 3

- In-person and telephone focus groups with CAG provided public perspective to inform development of College strategic plan for 2020-2023.
- College participated in collaborative working group to gain CAG perspective on public expectations for return to safe practice, which informs development of College return to work guidance during COVID-19.

Effective Financial, Organizational and Governance Practices

4.1 College governance is responsive, effective, and accountable.

4.2 College operations are efficient, effective, and accountable.

Effective Financial, Organizational and Governance Practices

Enhancing Technology

Year 1
- IMIS database upgrade resulted in increased functionality including reporting, tracking and measurement of applicant and registrant data to allow more effective oversight and monitoring of applicant and registrant activity.

Year 2
- Comprehensive IT project created to review College enterprise systems for 2019-2020 and develop a roadmap for future.

Year 3
- Completed exploratory Phase 1 of the Enterprise System project, which included a Request for Information and map of current and future desired state.

Modernizing Governance

Year 1
- Regulatory modernization initiatives monitored.

Year 2
- Governance consultant engaged to assist Council with evaluation of current governance model. Changes recommended.
- Competency based process implemented to assist with appointment decisions of non-council committee members.

Year 3
- Working Group recommendations for governance reform that require legislative and non-legislative changes approved in principle. 3-year implementation plan approved in March.
- Modernizing the College's governance structure will ensure its focus remains on the College's mandate of public protection.