CRPO
College of Registered Psychotherapists of Ontario

Quality Assurance Program

Overview

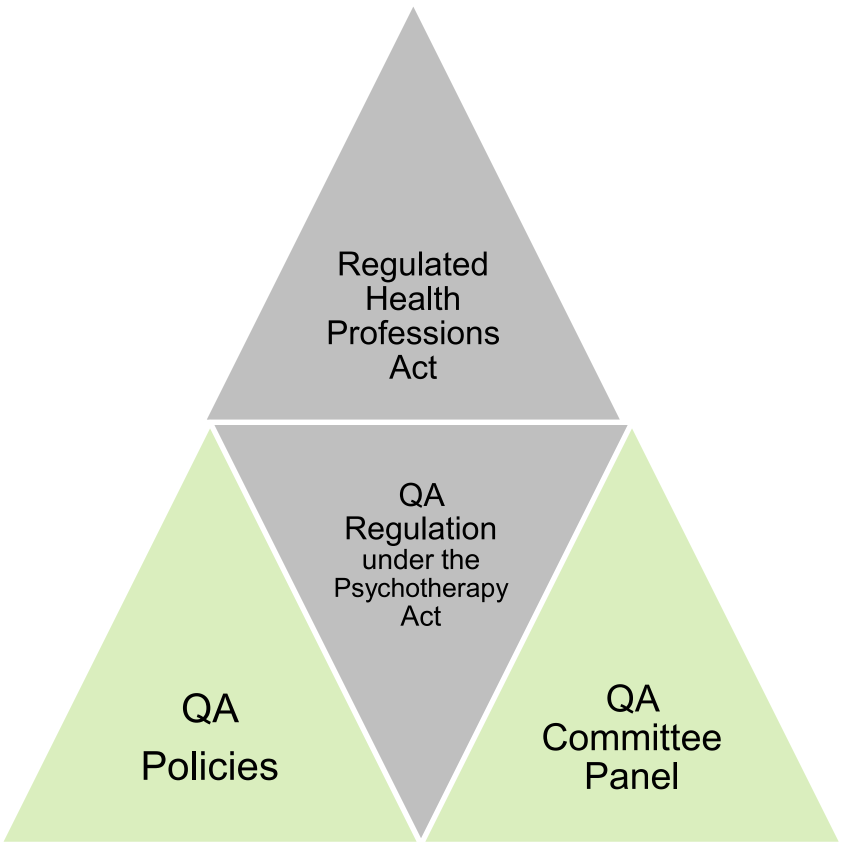
Deborah Adams, Registrar and CEO
Sonya Teece, Manager, Quality Assurance
Madeleine Lee, Senior Coordinator, Quality Assurance
Monica Zeballos-Quiben, Senior Coordinator, QA Assessments
Paige Booth, Bilingual Assistant, Quality Assurance

September 8, 2023
September 18, 2023
October 12, 2023

Outline

- Background and regulatory framework
- Right-touch regulation
- Overview of CRPO's Quality Assurance Program
- Professional Development Activities
- Peer and Practice Review Activities

Regulatory Framework



CRPO
College of Registered Psychotherapists of Ontario

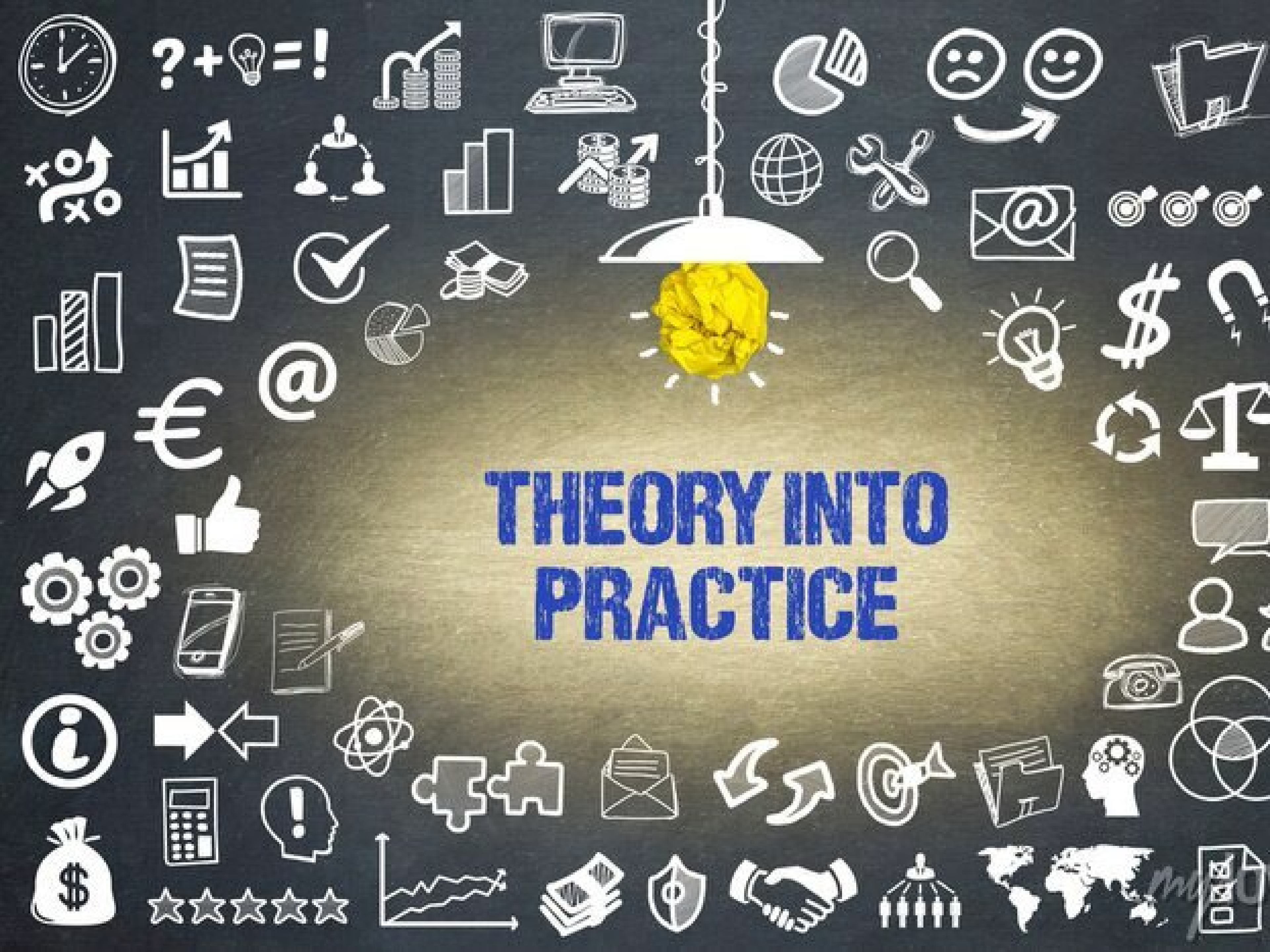
Right-Touch Regulation in Practice: the QA Program

Deborah Adams, MA, MHSc (she, her)

Approach

- a framework in which professionalism can flourish
- not prescriptive
- iterative approach

- identify the problem before the solution
- quantify and qualify the risks
- get as close to the problem as possible
- focus on the outcome
- use regulation only when necessary
- keep it simple
- check for unintended consequences
- review and respond to change.


THEORY INTO
PRACTICE

- clear and aligned
- those being assessed play a meaningful role
- accounts for the characteristics of adult learning
- utilizes background knowledge
- relevant to current roles

Quality Assurance Enhancement Project

- New Quality Assurance Program Policies
- Streamline QA reporting requirements and process for registrants
- Implement peer and practice review activities that are educational, support reflective practice, and effectively identify risk

CRPO
College of Registered Psychotherapists of Ontario

Quality Assurance Program Overview

Professional development
- Self-assessment
- 40 hours professional development activities

Peer and practice review (PPR)
- CBA
- Self-directed review
- Peer assisted review

Professional improvement
- QAC-directed remedial education

Professional Development Activities

Self-assessment	New registrants complete a self-assessment within 60 days of registration Attestation form every 2 years
40 hours of learning activities	
Professional portfolio: Learning record and supporting documentation	Keep records for 4 years and submit when requested

Professional Development Reporting Cycle (PD cycle)

A registrant's participation schedule is based on **their year of initial registration**.

Odd year (2015, 2017, 2019, 2021)	2023	2025	2027
Even year (2016, 2018, 2020, 2022)	2024	2026	2028

2023 registrants (i.e., “new registrants”) must complete a self-assessment within 60 days of initial registration. Their next reporting cycle ends December 31, 2025.

Self-Assessment

The **self-assessment** captures a snapshot of the registrant's current knowledge, skill and judgment.

Registrants can complete more than one self-assessment, but most importantly, registrants should refer to it while planning learning activities.

All registrants are strongly recommended to complete a new Self-Assessment when there is a change in their practice

Complete both sections according to instructions.

40 hours of Learning Activities

Registrants must participate in **at least 40 hours of professional development activities**

At least one of the activities must be **didactic,** and at least one must be **experiential**

Learning activities must have been completed while registered with CRPO and within the registrant's 2-year reporting cycle

Learning activities must be documented in a **learning record** and **supporting documentation** retained for each activity

What activities can be counted towards PD?

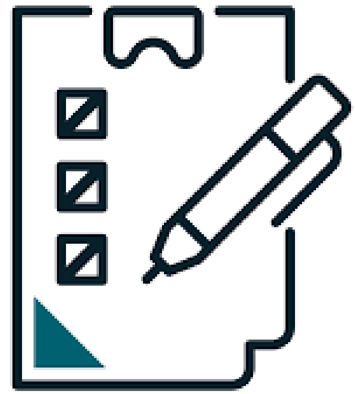
- We do not require that registrants engage in “pre-approved” activities
- Registrants are expected to rely on their own judgment to invest in learning activities that meet their individual learning needs
- Paid work cannot count towards PD as it is not an activity taken for the express purpose of professional development
- Learning activities should be:
  - **Relevant** to the practice of psychotherapy.
  - **Credible** and require some form of participation.
  - **Verifiable** where some form of documentation exists that enables a Registrant to demonstrate that they have completed the activity.

Examples of Learning Activities and Evidence of Participation

DIDACTIC LEARNING ACTIVITIES (NON-EXHAUSTIVE LIST)	
Activity	**Acceptable Evidence of Participation**
a. Attending education/training programs or courses	Transcripts, letters or certificates of completion
b. Attending workshops, seminars, conferences or webinars	Letters or certificates of completion
c. Conducting research	Proposals, abstracts or agreements
d. Engaging in independent study/ self-guided learning	Journal entry: List of reading material/activities and summary of learnings
e. Preparing for the case-based assessment (CBA)	Journal entry: List of reading material/activities and summary of learnings
f. Reading the Professional Practice & Jurisprudence Handbook	Journal entry: List of reading material/activities and summary of learnings
g. Preparation for teaching programs, courses, workshops, seminars, conferences, or webinars	Course/workshop/seminar outline or syllabus in addition to a list of reference materials used to develop course content
h. Writing for a scholarly publication (e.g., journals, textbooks, and other educational resources)	Link to the publication, or copy of the articles title page, which bears the name of the Registrant as author (or contributing author)
i. Other	The type of evidence that would be considered acceptable depends on the activity

EXPERIENTIAL LEARNING ACTIVITIES (NON-EXHAUSTIVE LIST)	
Activity	**Acceptable Evidence of Participation**
a. Participating in study group(s)	List of reading material/activities and summary of learnings
b. Peer consultation	Letter of confirmation or outline of the consultation and contact information of the consultant
c. Receiving clinical supervision	Letter from supervisor, copy of contract, supervision log
d. Receiving personal psychotherapy	Letter from psychotherapist, payment receipts for services provided
e. Other	The type of evidence that would be considered acceptable depends on the activity.

Professional Portfolio:
Learning Record and Supporting Documentation



Registrants should keep track of their participation in learning activities that are complete or ongoing in a learning record and retain all supporting documentation in their own records. Supporting documentation does not need to be submitted to the College unless requested.

The College has a Learning Record Template available on our website.

Attestation Form

All registrants are responsible for reporting whether they completed their quality assurance professional development (PD) requirements to the College every 2 years.

Note: This attestation must be submitted before **December 31.**

I attest to the following:

❑ **YES, I completed all of my PD requirements, which include the following:**
a) Self-assessment: I have submitted at least **1** self-assessment in my user account during my reporting cycle.

b) Learning activities:
i. I have completed at least 40 hours of learning activities during my reporting cycle in the past 2 years. At least 1 of the activities was experiential and 1 was didactic. I have also documented my learning activities in a learning record log, including proof of participation; **OR**
ii. I received a deferral for my last PD cycle. I have completed at least 80 hours of learning activities during the last two PD cycles (i.e., 4 years). At least 1 of the activities was experiential and 1 was didactic. I have also documented my learning activities in a learning record log, including proof of participation. I understand I need to submit my learning record for review.

❑ **NO, I did not complete all of my PD requirements, I require an extension or a deferral.**
I understand that I must submit an Extension & Deferral Request Form before December 31.

Attestation
Please answer all of the following attestations:
- ❑ I understand that I do not need to submit my learning record log and proof of participation in learning activities unless requested by the College.
- ❑ I have reviewed responsibilities related to reporting child abuse and neglect.
- ❑ I understand that I must maintain my PD records for the last 4 years.
- ❑ I understand that a false or misleading statement, by commission or omission, is considered professional misconduct, and may be subject to investigation and discipline.
- ❑ I declare that the statements above are truthful, accurate and complete to the best of my knowledge.

Deadlines for Reporting Your PD

Self-assessment can be submitted at any time during the PD cycle and must be submitted before the end of the PD cycle.

The **attestation form** will become available in **November** of the second year of the PD cycle.

The **attestation form** must be submitted before the last day of the PD cycle on **December 31st.**

For example:
A 2017 registrant with a PD cycle from January 1, 2022 to December 31, 2023 will see the attestation in their user account in November 2023. They must submit the attestation and self-assessment by December 31, 2023.

Deferral and Extension Process

If a registrant is unable to complete your professional development requirements, they might be eligible for an extension or deferral.

An **extension** will provide the registrant with an addition of 60 days to meet the PD requirements.

A **deferral** will allow the registrant to defer their requirements to their next PD cycle. A deferral will not exceed one reporting cycle (i.e. two years)

To request an extension or deferral, the registrant must complete the Deferral/Extension Form before their respective due date and answer ‘no’ on their attestation.

To be eligible for an extension or deferral, they must meet the criteria outlined on the Deferral/Extension Form.

CRPO
College of Registered
Psychotherapists of Ontario

Common Questions

Do activities completed outside of Canada count towards PD?

Registrants can complete activities outside of Ontario as long as the activities meet our criteria (i.e., relevant to psychotherapy, credible, verifiable).

What should I do if I complete an activity, but there is no supporting documentation? For example, reading a journal or attending a webinar?

If an official document is not available (for example for activities involving self-study and self-guided learning), registrants can create their own record of the activity in a journal.

What if a workshop does not offer continuing education credits. Would it count?

CRPO does not count continuing education credits. Instead, we ask registrants to report on professional development or learning activities. Activities must be related to psychotherapy, credible, and verifiable.

Could I include the time that I was studying for the CRPO Registration Exam, CBA, or jurisprudence module?

Yes. All of these activities can be used towards a registrant's 40 hours of professional development activities.

Does CRPO provide/ run trainings courses that could be counted towards PD?

CRPO does not offer or approve training courses. Registrants are expected to use their own judgement to determine their learning needs and invest in learning activities that will allow them to address any opportunities for growth related to their professional obligations

What is the difference between currency hours and PD activities?

Registrants in the Registered Psychotherapist category are required to maintain 750 currency hours of broadly defined activities related to psychotherapy on a rolling three-year basis.

Currency hours include a broad range of professional activities related to the practice of psychotherapy and include paid work.

PD activities are learning activities that registrants undertake specifically for professional growth and learning. So, PD activities could be included in your currency hours; however, not all currency hours qualify as PD activities.

Can you create a template for registrants to keep track of PD hours/credits and timelines?

Yes. Templates are available on our website: https://www.crpo.ca/pdtemplates/

How do I upload documents and certificates to the registrant portal?

The self-assessment and attestation form will be available to complete in the QA section of a registrant's CRPO user account.

Registrants do not need to submit other documents in your professional portfolio unless the College asks a registrant to do so.

If a registrant is asked to submit their learning record and supporting documents, they can email the documents.

Peer and Practice Review (PPR)

Case-based assessment

Self-directed professional development

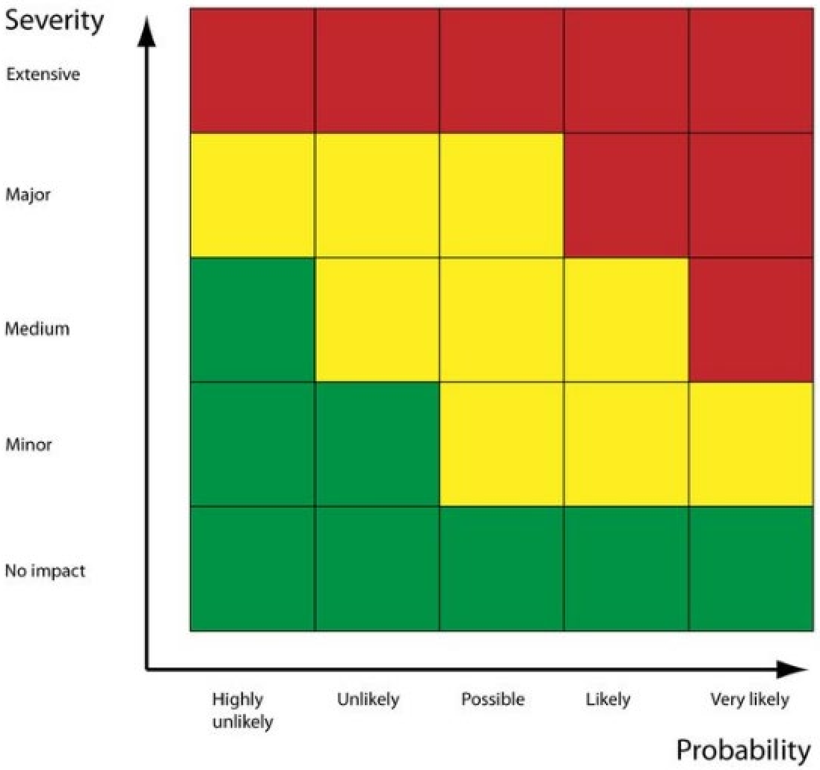
Peer-assisted review and reassessment

Peer and Practice Review (PPR)

- Optimize impact in terms of number of members assessed
- Develop a sustainable resource model

Peer and Practice Review (PPR): Case-based Assessment (CBA)

- Assessment of the Professional Practice Standards
- Assessment Blueprint grounded in the Standards and informed by practice issues



Peer and Practice Review (PPR): Case-based Assessment (CBA)

Standard	Weight (%)	Number of cases selected
Section 1: Professional Conduct	29	10
Section 2: Competence	20	4
Section 3: Client-Therapist Relationship	21	6
Section 4: Clinical Supervision	11	3
Section 5: Record-Keeping and Documentation	12	5
Section 6: Business Practices	7	2

CRPO
College of Registered Psychotherapists of Ontario

Peer and Practice Review (PPR): Case-based Assessment (CBA)

- Fall 2023: October 27 to November 5
- Spring 2024: April 26 to May 5
- Fall 2024: October 25 to November 3

Peer and Practice Review (PPR): Case-based Assessment (CBA)

Step 1: Notification

Step 2: Confirmation

Step 3: Preparation

Step 4: Login instructions and unique code

Step 5: Complete the CBA

A client reaches out to an RP and reports that they want to reduce obsessive-compulsive disorder (OCD) symptoms as they are affecting their academic performance. The RP works with this post-secondary student for eight sessions on managing OCD symptoms, at which point the client sends the RP documentation from their university's accommodations office asking the RP to confirm the diagnosis of OCD.

*Rank the following options in order from the option that is **most** aligned with the standard to the option that is **least** aligned with the standard.*

A. The RP declines the client's request for documentation because their symptoms seem to be improving with treatment.

B. The RP explains that Registered Psychotherapists cannot provide any mental health diagnoses because it is a controlled act limited to medical doctors, nurse practitioners, and psychologists, and is not part of the controlled act of psychotherapy.

C. The RP provides the documentation requested with the RP's title and registration number clearly displayed and the statement that the RP provides psychotherapy to the client to address OCD symptoms.

D. In lieu of a diagnostic report, the RP offers to write a letter about the client's mental health challenges and how they affect school performance.

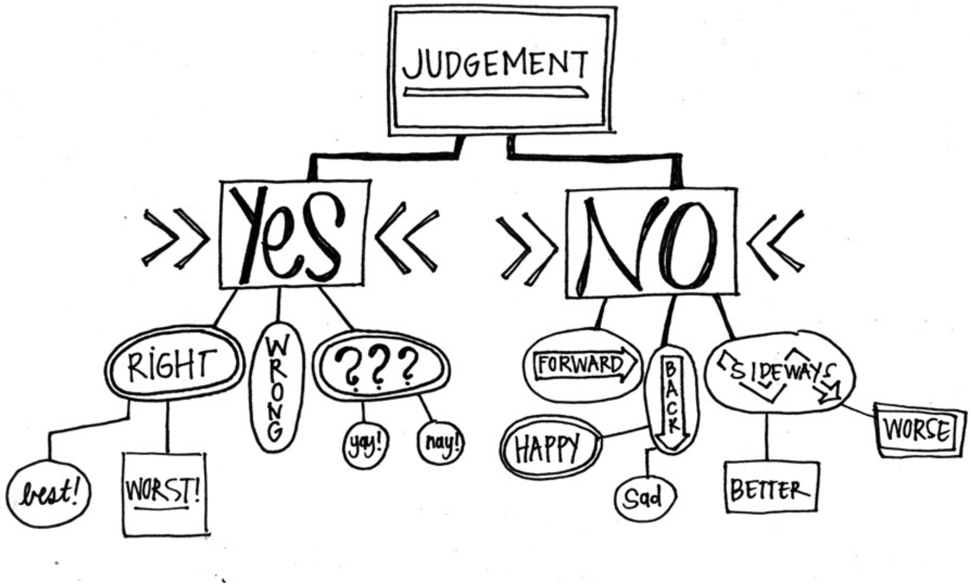
E. The RP explores other mental health providers who are authorized to diagnose OCD that the client has access to and encourages them to reach out to the appropriate parties.

1. Please enter your response in the box below.

Sample Response Format: "ABCDE"

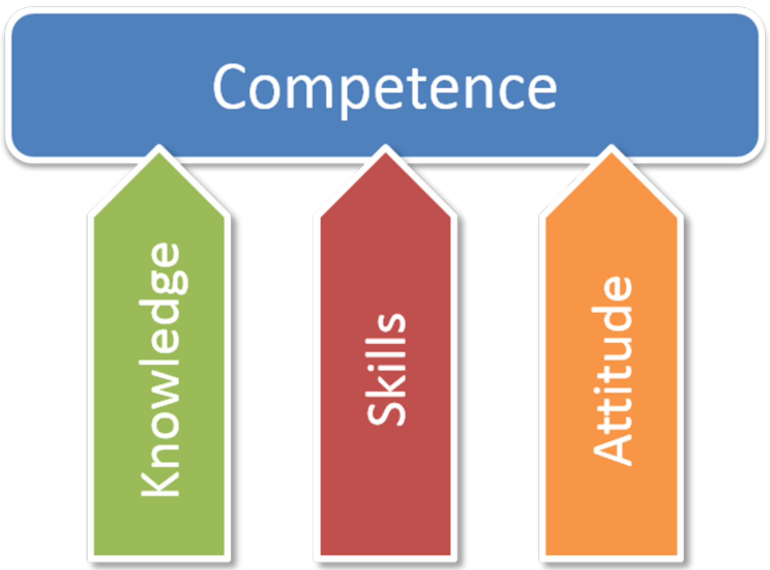
BEDCA

Words: 0 Characters Remaining: 0



"Standards act as a tool to help the health professional use their professional judgement to decide what to do, rather than being a manual that tells them exactly what they must do."

A framework in which professionalism can flourish



Knowledge is what you know. Competence is knowledge put into action by the clinician in the practice environment. In the assessment environment, it is what you would do if you could do it. Performance is competence in professional practice.

Situational Judgement Assessment Items

Five options strikes a balance between providing enough choices for nuanced decision-making and maintaining the assessment’s reliability and validity

- Enhanced Discrimination
- Balanced Alternatives
- Real-Life Complexity
- Assessment Reliability

Peer and Practice Review (PPR): Case-based Assessment (CBA)

Step 1: Notification

Step 2: Confirmation

Step 3: Preparation

Step 4: Login instructions and unique code

Step 5: Complete the CBA

Step 6: CBA Results

OUTCOME	COMPETENCE	RESPONSE	PD REQUIREMENTS	ASSESSMENT
Self-directed	those who met the score to demonstrate no identified gaps in competence	feedback on CBA result that could inform subsequent 40 hours of professional development	attest to completing PD requirements and to retaining records educational activities	re-assessment in 5 years
Self-directed with resources and plan	those who met the score to demonstrate only minimal gaps in their competence	feedback on CBA result, including recommendations that are actionable	report on PD completed to address opportunities for competence development identified by CBA	re-assessment in 5 years
Peer assisted including staff support where appropriate	those who failed to meet the score, demonstrating the need to address significant competence gaps	required to receive peer coaching and develop an education plan	undertake learning activities identified in learning plan and report on PD they completed to address opportunities for competence development identified CBA	re-assessment following completion of learning activities

CRPO
College of Registered
Psychotherapists of Ontario

2023 Spring CBA - Results

Result	# of RP's	% of total RPs (n=794)
Successful	668	84.1%
Self-directed review	113	14.2%
Peer-assisted review	13	1.6%
Total	794	

CRPO
College of Registered Psychotherapists of Ontario

Common Questions

When will I be selected for a peer and practice review/ CBA?

Registrants who were registered before December 31, 2022 will be randomly selected to participate in a PPR over the next five years.

Registrants who are registered after January 1, 2023 will be placed in a cohort five years after their first year of registration.

In general, registrants can expect to participate approximately once every five years.

How will I be notified?

When you have been randomly selected to participate in a peer and practice review for the first time, you will receive email notifications from the College. You will be asked to complete a confirmation and pre-questionnaire and reminders will be sent to you if you have not responded.

What is the difference between the self-assessment and the case-based assessment?

The **self-assessment** is part of your professional development cycle and must be completed at least once every two years. We also encourage registrants to complete a self-assessment if they have a change in practice, for example, if they are returning to active practice after a long period of time or if they begin working with a new client population. The self-assessment is not graded, for example there is no pass-fail or other marking system; however, if you are asked to submit your professional portfolio for review, all sections of the self-assessment must be complete, and your responses must be complete, coherent, and related to the subject matter.

What is the difference between the self-assessment and the case-based assessment?

The **case-based assessment** on the other hand is the first stage of a peer and practice review, and registrants can expect to participate approximately once every five years. The CBA is hosted on an external platform and is used by the College as a screening tool to assess potential risks in practice. It is also intended to be an educational activity that will engage registrants with the Professional Practice Standards and act as a source of professional renewal.

How is the CBA scored?

The case-based assessment (CBA) consists of 30 situational judgment cases. Each case has five answer options. RPs are asked to rank all five options from the most aligned to the least aligned with the relevant CRPO Professional Practice Standard.

The CBA platform requires you to type your answers in an answer field. For example, if you determine the correct rank is ABCDE, you will need to type “ABCDE” in the answer field.

All possible answer combinations on the assessment are assigned a score. Since partial marks are awarded for each answer position, the assigned score depends on how close the answer is to the most and least aligned options.

What kind of questions can we expect? Do you have sample questions?

Yes. We have ten sample questions available and we will be adding more.

A link to the sample questions is on our website.

Do CBA cases include knowledge / competence on specific interventions or modalities?

The CBA cases are based on the Professional Practice Standards and they do **not** address specific interventions or modalities.

Will the CBA continue to develop new questions and case studies for future CBA?

Yes. CRPO aims to develop and add approximately 25 new cases to the CBA library each year.

This will allow us to address any changes to the Standards.

What do I need to score to be “successful”?

The College has adopted an 80% mastery level as the pass score for registrants completing the CBA.

Practice standards for any regulatory body represent essential foundational knowledge that members of the profession must be aware of and uphold. Therefore, the required assessment score of 80% is in the interest of the public and the profession itself.

Accordingly, registrants achieving a score of 80% or higher on the assessment will be classified as “successful”.

CRPO
College of Registered Psychotherapists of Ontario

Final Questions

Resources

CRPO Quality Assurance Policies:
FINAL-QAP-Policies_approved-Jan-19-2023-1.pdf (crpo.ca)

QA Program Information: https://www.crpo.ca/quality-assurance-program/

PPR: https://www.crpo.ca/ppr-faq/

PD: https://www.crpo.ca/pd-faq/

Learning Record template and learning resource/learning plan:
https://www.crpo.ca/pdtemplates/

Questions?
Professional development and new registrant requirement: QA@crpo.ca
Peer and practice review and CBA: Qaassessments@crpo.ca
Professional practice questions: practice@crpo.ca
Registration questions: info@crpo.ca