Quality Assurance Program Philosophy

The Quality Assurance Program acknowledges that registrants are competent professionals whose goals include maintaining and improving their level of competence based on accepted practice standards. The Program’s aim is for registrants to achieve this goal, because professional competence is deemed to be in the best interest of both the registrants and the public. As such, the College will work in cooperation with registrants to achieve this goal; remediation is an inherent component of the Program.

As well, as occupational therapy has a significant and valuable impact on the health status of the population, the Quality Assurance Program addresses quality improvement initiatives at the level of the profession.

Protection of the public’s interest is the prime consideration in determining the College’s Quality Assurance strategies and mechanisms. Accordingly, the Quality Assurance Program addresses both quality control (activities which seek to identify and eliminate individual professional performance falling below acceptable standards of competency) and quality improvement (systematic processes of activities intended to improve individual professional performance in order to maintain and improve competency). Both quality control and quality improvement activities promote the maintenance and improvement of the professional’s and the profession’s level of competency, and aid in ensuring the delivery of quality occupational therapy services to the public.

The fundamental responsibility for the assurance of quality rests with the individual registrant in her/his professional capacity. As a professional, each registrant is expected:

- to be accountable for his/her actions;
- to be responsible for maintaining a current level of knowledge in his/her specific dimension of practice;
- to apply the College regulations, code of ethics, standards of practice, and practice guidelines that are relevant to the registrant’s dimension of practice.

Competency has been defined in the College’s Standards of Practice as:

- a complex interaction and integration of knowledge, skills and professional behaviours and judgement. It also embodies the ability to generalize competency or transfer and apply skills and knowledge from one situation to another (adapted from the Australian Association of Occupational Therapists, 1994).
A competent, professional occupational therapist provides proficient, appropriate, effective and ethical service. The service so provided contributes to the best possible outcome for the consumer with no unnecessary exposure to risk or harm.

The Quality Assurance Program will incorporate adult education principles, utilizing self-directed learning, self-assessment, reflection and confirmation of learning (feedback) as appropriate, as this is deemed to be the most appropriate and relevant learning approach for registrants.

Ongoing monitoring, evaluation, and resulting revisions of the Quality Assurance Program are important components of the Program for ensuring continuing credibility and relevance to the registrants and the public.

G L O S S A R Y :

1. Quality Control – activities which seek to identify and eliminate individual professional performance falling below acceptable standards of competency.
2. Quality Improvement – systematic processes of activities intended to improve individual professional performance in order to maintain and improve competency.
3. Quality – maintenance and improvement of professional competency to ensure the delivery of effective, efficient, safe and ethical occupational therapy services.

Quality Assurance Program Goals and Objectives

1. To ensure registrants practice at an acceptable level and continually improve their competence.
   a. Develop, implement and monitor methods of identifying individual registrant’s competency (quality control) and for improving individual registrants’ competency (quality improvement).
   b. Measure practice against College regulations, standards of practice, code of ethics, and practice guidelines.
   c. Identify registrants who require remediation and ensure they successfully complete Quality Assurance Committee specified programs.
2. To ensure that the Quality Assurance Program remains effective.
   a. Evaluate the Quality Assurance Program through multiple methods.
   b. Act on the findings of the evaluation to continually improve the Quality Assurance Program.
   c. Allowance will be made for the Program to improve over time as knowledge is developed about factors affecting quality of occupational therapy practice.

3. To ensure the registrants and public are appropriately informed of relevant Quality Assurance activities.
   a. Provide registrants with feedback detailing their College Quality Assurance Program activities.
   b. Notify registrants and the public of the aggregate of the results of the Quality Assurance Program.

4. To ensure the profession’s ability to improve the health status of the population it serves.
   a. Promote research related to health issues and best occupational therapist practice with other related organizations (ACOTRO, OSOT, CAOT, COTF, ACOTUP, educational programs, etc.).
   b. Incorporate research findings into the College Quality Assurance Program, Standards of Practice, and Practice Guidelines;
Quality Assurance Program Guiding Principles

The guiding principles for the Quality Assurance Program are: feasibility, desirability, appropriateness and acceptability. These can be further defined as:

**Feasibility**
- cost effective
- methodologies and knowledge available
- ease of implementation

**Desirability**
- components are valid, reliable and evidence-based
- beneficial to the public good
- affect client health and satisfaction
- consistent with quality improvement principles
- degree of intervention and inconvenience to members and others is no more than justified and necessary
- efficient for registrants

** Appropriateness**
- consistent with the College's mandate and statutory powers
- respects and recognises the accountability and authority of employer organizations and other regulatory bodies
- in keeping with current practice and knowledge of quality assurance

** Acceptability**
- stakeholders are consulted

**Addendum:**

Quality Assurance activities of an individual registrant are to remain confidential and available only to the registrant and the Quality Assurance Committee. Access to client records is set out in the RHPA (Section 82); every member and/or employer shall allow the Quality Assurance Committee or its representative to inspect the registrant’s records.