

FACT SHEET

Quality Assurance Program Evaluation



Project Two: Participants' Perceptions of Competence Improvement

PURPOSE

To provide evidence regarding the participants' perceived effectiveness of the Competence Improvement policies, procedures and practices, in meeting this component's outcomes.

METHODS

- Private, individual, semi-structured interviews with those who participated in Competence Improvement.
- Evaluators summarize and participants validate the information gathered.

PARTICIPANTS

Occupational therapists who participated in the Competence Improvement component of the Quality Assurance Program.

TIMELINES

January	February	March	April	May	June	July
Contract awarded	Participant Recruitment	Interviews	Follow-up/validation of summary findings	Overall summary of process and outcomes for review	Final Project Report completed, including identification of topics for further study.	Fine edits & communication re: report findings and recommendations

FUNDING

College of Occupational Therapists of British Columbia (COTBC)

EVALUATORS

SGT & Associates Consulting, Toronto, Ontario
Principal: Dr. Susan Glover-Takahashi; Team: Dr. Marla Nayer and Jenny Rizk

OVERSIGHT

COTBC Quality Assurance Committee – QAP Evaluation Advisory Group

CONTACT

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BACKGROUND INFORMATION CAN BE FOUND ON THE REVERSE

BACKGROUND

Mandate

The College of Occupational Therapists of British Columbia (COTBC) is the organization responsible for regulating the profession in the province. The duties and obligations are outlined in the *Health Professions Act* and the *Occupational Therapists Regulation*. Our primary role is to ensure the public receives safe, ethical and effective occupational therapy services. One of the ways in which we meet our responsibilities is the administration of a Quality Assurance Program.

Quality Assurance Program Evaluation

COTBC is committed to advancing the quality of its programs and services through ongoing evaluation. As the College approaches the completion of the first cycle of its Quality Assurance Program (QAP), it is examining the impact of current policies, procedures, and practices on program outcomes. Any proposed changes to the QAP framework and blueprint would be sent to the COTBC Board in 2019 for approval.

Rationale for this Evaluation

Competence Improvement (CI) is the third component of the QAP. Occupational therapists only participate in this component if they are unsuccessful in passing the CCE after two attempts, or forfeit their second attempt. If participants are unsuccessful in Competence Improvement, they are unable to renew their registration and thus, practice occupational therapy in BC. Participants in Competence Improvement were required to complete a Practice Enhancement (PE) Plan, based on areas of concern identified in their exam results. The Quality Assurance Committee chose to use independent evaluators and a methodology that recognizes the highly sensitive and individual nature of the participants' involvement. They look forward to learning from the insights of those who participated in this aspect of the program. Their input will provide important information to guide improvements to the program.