



College of
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PRACTICE SUPPORT PROGRAM

Step 1: SELF-REFLECTIVE ASSESSMENT OF YOUR PERFORMANCE

Name:

My Quality Assurance (QA) Cycle is from,

20

to March 31, 20

You should complete this self-reflective assessment in its entirety, but you do not need to complete it at one time. After you complete this Self-Reflective Assessment, please self-report 10 CE credits in Category D in the CE Activity Log. You do not need to send in your written responses to CTCMA and CTCMA does not send a CE certificate for this activity. If you are selected for CE audit, you will be requested to provide summaries of your assessment to demonstrate completion of this CE activity.

Only staff responsible to administer the Quality Assurance Program will view your summaries. Individual information will not be used by CTCMA, and only aggregate data will be used for research purpose.

The information you enter into this Form should be the result of **reflective** practice: a thoughtful and detailed reflection on all aspects of your work as a TCM / Acupuncture professional. The more time you spend thinking about the strengths of your performance, and any areas you would like to see improved, the more accurate and useful the result is likely to be. If you have access to the opinions of others about your performance (such as colleagues or coworkers), you are recommended to seek out those opinions and reflect upon them before you rate yourself.

You are encouraged to complete the self-assessment, section by section, over an extended period of time. Don't rush it. You can add-to or edit what you have written into the form. You should summarize your entries after you finalize all ratings for a Career-Span Competency (CSC).

- The Career-Span Competencies (CSCs, 1 through 14) capture how a TCM/Acupuncture professional should perform across various possible work situations - as a client (patient) care provider, as an educator, as an administrator, as a researcher etc.
- The CSCs each appear below with several "Indicators" listed. You should rate your performance relative to each indicator using the scale below.
- In some instances, you may feel that an Indicator as written does not directly apply in your work. If that is the case, you are encouraged to interpret the Indicator in a way that makes sense for you. For example, if you are an educator or administrator you might choose to interpret the word 'client' as 'student' or 'employee'. However if, after some thought, you believe that the Indicator is not at all relevant to your work situation, or if you don't understand what it means, you can select either "This does not apply to me" or "I don't know what this means."
- When rating your performance, there are no "right answers." You should rate your performance in a way that makes the Self-Reflective Assessment as meaningful as possible to you personally, as a stimulant for self-reflection and a support for your professional growth across your career.

Provide a RATING 1-9 for each performance indicator of the 14 Career-Span Competencies (CSC).

- 1 - I rarely perform this way
- 2 - I seldom perform this way
- 3 - I sometimes perform this way
- 4 - I occasionally perform this way in commonly-encountered situations
- 5 - I perform this way in commonly-encountered situations
- 6 - I often perform this way in all commonly-encountered situations
- 7 - I perform this way in all but the most challenging situations
- 8 - I perform this way in all situations including some challenging situations
- 9 - I perform in this way, without fail, in all situations

Provide a RATIONALE if NO RATING of performance can be provided for an indicator.

- R10 - This does not apply to me
 R11 - I don't know what this means

Provide COMMENTS / NOTES for ratings you provided for each CSC.

Complete the SUMMARY for each CSC.

Mean Score for a CSC is calculated by adding the values of all ratings (excluding R10 or R11) and then dividing the sum by the number of ratings (excluding R10 or R11).

Practice Support Program: <https://ctcma.bc.ca/quality-practice/quality-assurance-program-gap/practice-support-program/>

CSC 1. Act with professional integrity

	INDICATORS	RATINGS (1-9 / R10 / R11)
1.1	I act with honesty in all of my professional interactions.	
1.2	I respond to situations thoughtfully, and in accordance with principles of professional ethics	
1.3	I maintain a professional presentation appropriate to my workplace	
1.4	I foster trusting relationships with clients, colleagues and co-workers	
1.5	I maintain professional boundaries with clients, colleagues and co-workers	
1.6	I model behaviours that portray a positive image of the TCM/A profession	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 2. Communicate effectively

	INDICATORS	RATINGS (1-9 / R10 / R11)
2.1	I write clearly, articulating information in a manner that is understandable to the recipients of my communication	
2.2	I speak clearly, articulating information in a manner that is understandable to the recipients of my communication	
2.3	I listen carefully to what others have to say	
2.4	I take steps to ensure understanding of others' perspectives and opinions	
2.5	I recognize, and respond appropriately to, non-verbal communication	
2.6	I respond positively to constructive feedback	
2.7	I identify and attempt to resolve conflicts with others in my workplace	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 3. Comply with legal requirements

	INDICATORS	RATINGS (1-9 / R10 / R11)
3.1	I know how to access information about legal and regulatory requirements for TCM/A practice	
3.2	I comply with all current legislation and regulations relevant to my work	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 4. Function in a client-centered manner

	INDICATORS	RATINGS (1-9 / R10 / R11)
4.1	I provide sufficient time and attention to understand and appropriately address client needs	
4.2	I ensure that my client's goals and preferences are at the centre of my decision-making process regarding service options	
4.3	I ensure ongoing involvement of my clients in decision making regarding the services they receive from me	
4.4	I provide complete information to my clients about findings and service options	
4.5	I encourage and respond to client questions	
4.6	I respect my clients' rights to privacy and confidentiality	
4.7	I ensure that my clients are fully informed about, and consent to, the services I provide	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 5. Work within areas of personal knowledge and skills

	INDICATORS	RATINGS (1-9 / R10 / R11)
5.1	I maintain a realistic understanding of the extent of my knowledge, skills and experience, and work independently only within areas in which I am knowledgeable and skilled	
5.2	I seek guidance from knowledgeable others when faced with issues beyond my personal abilities	
5.3	I refer my clients to other practitioners when faced with a situation where client needs fall outside of my skill set	

Comments / Notes

Summary

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Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 6. Maintain a safe work environment

	INDICATORS	RATINGS (1-9 / R10 / R11)
6.1	I regularly check my physical workplace for hazards and take action as necessary to maximize the safety of all users	
6.2	I maintain routine cleanliness and hygiene protocols of my person and work environment	
6.3	I provide treatment in a way that ensures the physical safety of my clients at all times	
6.4	I support the emotional safety of my clients	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 7. Maintain comprehensive records

	INDICATORS	RATINGS (1-9 / R10 / R11)
7.1	I maintain complete, accurate, clear, legible and timely client records in an approved language and using appropriate terminology	
7.2	I keep accurate and timely records of all my professional and business activities	
7.3	I ensure that records are secure	
7.4	I ensure that records are retained for periods of time that are required by law or regulation	
7.5	I provide clients or authorized others with access to client records upon request	

Comments / Notes

Summary

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Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 8. Maintain personal wellness consistent with the needs of practice

	INDICATORS	RATINGS (1-9 / R10 / R11)
8.1	I maintain my physical, mental and emotional health at a level that enables me to perform my work and professional duties optimally	
8.2	I ensure a work-life balance that prevents burnout	

Comments / Notes

Summary

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Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 9. Manage time and resources effectively

	INDICATORS	RATINGS (1-9 / R10 / R11)
9.1	I manage my professional time effectively to ensure optimal performance of my duties	
9.2	I value and respect time of those I interact with in my professional capacity	
9.3	I ensure that the materials and equipment required to conduct my work are readily available and in good working order	
9.4	I use effective approaches to manage my professional and business affairs	

Comments / Notes

Summary

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Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 10. Treat others respectfully

	INDICATORS	RATINGS (1-9 / R10 / R11)
10.1	I recognize and respect the uniqueness of others	
10.2	I ensure that my own beliefs and values do not bias the services I provide to my clients	
10.3	I act with cultural sensitivity	
10.4	I recognize the equality of persons of different cultural backgrounds	
10.5	I respect the values and beliefs of persons of different cultural backgrounds	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 11. Practice in a manner consistent with current developments in the profession

	INDICATORS	RATINGS (1-9 / R10 / R11)
11.1	I ensure that I remain aware of new knowledge and developments in the TCM/A profession	
11.2	I ensure that I stay aware of how TCM/A fits within the provincial healthcare system	
11.3	I use my interactions with colleagues to enhance my own professional development	
11.4	I apply current knowledge and techniques, as appropriate to my workplace context	

Comments / Notes

Summary

What is my Mean Score for this CSC? _____

Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered “Do not Apply” _____

No. of times answered “I don’t know what this means” _____

CSC 12. Use an evidence-informed approach in your work

	INDICATORS	RATINGS (1-9 / R10 / R11)
12.1	I am able to critically appraise the information sources I utilize in my work	
12.2	I am able to search the research literature in a systematic way to find publications relevant to my area of work	
12.3	I have substantial professional knowledge gained through my own experience, which I use to supplement research-based information	
12.4	I recognize and incorporate my clients' perspectives and / or experiences into services I provide	
12.5	I recognize how my practice setting impacts service delivery	
12.6	I recognize that research information, my professional experience, my client's perspective and my practice setting are four distinct components that must be evaluated situation-by-situation to enable appropriate decision making	
12.7	I routinely evaluate outcomes resulting from the services I provide	

Comments / Notes

Summary

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Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered "Do not Apply" _____

No. of times answered "I don't know what this means" _____

CSC 13. Interact effectively with other professionals

	INDICATORS	RATINGS (1-9 / R10 / R11)
13.1	I establish and maintain good working relationships with other professionals	
13.2	I actively work to establish a network of professional colleagues	
13.3	I have knowledge of the scopes of practice of other healthcare professionals	
13.4	I engage in collaborative practice with colleagues, both within the profession of TCM/A and beyond, when it is in the best interest of clients	

Comments / Notes

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Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered “Do not Apply” _____

No. of times answered “I don’t know what this means” _____

CSC 14. Practice in a self-reflective manner

	INDICATORS	RATINGS (1-9 / R10 / R11)
14.1	I regularly take time, in a structured process, to critically analyze my work performance, which includes determining my strengths and areas for improvement	
14.2	I seek feedback from others, and external information, to improve my work performance	
14.3	I develop, document and implement a learning plan that enables my professional development	
14.4	I track the outcomes of my learning and their impact on my work performance; I document progress and update my learning plan accordingly	

Comments / Notes

Summary

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Which Indicator has the lowest score? (e.g., 1.x) _____

Which Indicator has the highest score? (e.g., 1.x) _____

No. of times answered “Do not Apply” _____

No. of times answered “I don’t know what this means” _____