



TCMA : 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 the CE Activity Log. You do not need to send in your written responses to CCHPBC and CCHPBC does not send a CE certificate for this activity. However, 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 for administering the Quality Assurance Program will view your summaries. Individual information will not be used by CCHPBC, and only aggregate and anonymized data will be used for research purposes.

The information you enter into this Form should be the product of reflective practice: a thoughtful and detailed reflection on all aspects of your work as a Traditional Chinese Medicine and Acupuncture (TCMA) 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 are free to add-to or edit what you have written in the form. You should only 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 TCMA 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 and your practice. 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" or "wrong" 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. Please note, the College does not grade or assess your answers.

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.

For example, you might describe specific experiences, challenges, or successes that influenced your rating. This can help bring context to your assessment and highlight areas for potential growth.



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).

More information on the Practice Support Program can be found under the “Quality Assurance Program” tab on the [TCMA Registrant Practice Resources page](#).



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 TCMA profession | |

| Comments/Notes |
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| Summary | Your Answers |
|--|--------------|
| 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 |
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| Summary | Your Answers |
|--|--------------|
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| 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 TCMA practice | |
| 3.2 | I comply with all current legislation and regulations relevant to my work | |

| Comments/Notes |
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| Summary | Your Answers |
|--|--------------|
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| 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 |
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| Summary | Your Answers |
|--|--------------|
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| 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 |
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| Summary | Your Answers |
|--|--------------|
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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 |
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| Summary | Your Answers |
|--|--------------|
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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 |
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|--|--------------|
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| 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 |
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| Summary | Your Answers |
|--|--------------|
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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 |
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| Summary | Your Answers |
|--|--------------|
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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 |
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| Summary | Your Answers |
|--|--------------|
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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 TCMA profession | |
| 11.2 | I ensure that I stay aware of how TCMA 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 |
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| Summary | Your Answers |
|--|---------------------|
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| 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 |
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| 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 TCMA and beyond, when it is in the best interest of clients | |

| Comments/Notes |
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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 |
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| Which Indicator has the highest score? (e.g., 1.x) | |
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| No. of times answered "I don't know what this means" | |