Practice Support Program FAQ

What steps do I follow to complete the Practice Support Program (PSP)?

This program consists of four steps to be completed in a two-year continuing education cycle:

1. **Complete Competency Assessment:** Chiropractors complete a self-assessment questionnaire containing multiple questions covering 14 competencies. In the assessment, chiropractors reflect on their current workplace performance using a scale to rate performance perception. Upon completion, chiropractors are provided with a report summarizing their scores in each of the 14 competencies. These reports are available on the PSP landing page in the registrant portal.

2. **Develop Learning Goals:** Based on the assessment report, chiropractors will develop learning goals in their *My Professional Plan* reflecting opportunities for professional development that meet learning needs and interests of practice.

3. **Obtain Continuing Education Credits**: To meet the goals, chiropractors will obtain forty (40) **continuing education credit** hours of which twenty-eight (28) must be structured credits (including six (6) hours of mandatory diagnostic imaging) and a maximum of twelve (12) unstructured credits.

4. **Submit *My Professional Plan***: At the end of the CE cycle, chiropractors will submit their professional plan, which includes goals that were set at the start of the CE cycle and evaluation of learning outcomes at the end of cycle.

What is the objective of the PSP?

The PSP encourages chiropractors to reflect on current workplace performance as well as career goals for the future. It aims to support the chiropractor in developing plans to meet these goals. This program supports fulfillment of continuing education goals by providing tools (such as the Competency Assessment and *My Professional Plan*) and in turn helps chiropractors deliver safe and ethical care in an evidence-informed and self-reflective manner. It is about helping you be the best you can be.

Competency Assessment is a self-evaluation tool to help registrants gauge strengths and learning opportunities. *My Professional Plan* is a self-guidance tool supporting the planning and evaluation of continuing education goals.

Who must complete the PSP and when?

All chiropractors, including those who register after the start of a cycle, are expected to complete all the PSP steps in a two-year Continuing Education (CE) cycle.

Chiropractors are encouraged to complete the Competency Assessment within two to three months of the start of the CE cycle.

Is PSP completion mandatory?

No. it is not mandatory to complete the PSP. However, the College strongly advises chiropractors to complete the program. It allows registrants to reflect on their practice to identify areas needing further improvement and create meaningful, competency-based goals to enhance their knowledge and skills, resulting in better patient care.

How will the information I provide in the PSP be used?

The PSP is a tool intended to support you in your career-span professional development to enable you to be the best you can be. In order for the PSP to be most effective, and to best support your learning needs, your Competency Assessment and *My Professional Plan* results will be completely confidential. The College will not review the results of the Competency Assessment and will only check to see that at least one Competency Assessment is completed and one *My Professional Plan* is submitted every CE cycle. *My Professional Plan* will only be reviewed at the end of the cycle for completeness and not for content.

The information collected through the PSP will always remain confidential. The College will only draw aggregate data from the PSP for the purpose of evaluating the program as a whole.

What competencies are examined in the first step of the Competency Assessment in the PSP?

The PSP is structured around 14 Career-Span Competencies (CSCs) that apply across the career-span.

Chiropractors determine their alignment to the CSCs by completing the Competency Assessment.

These are the 14 career span competencies along with their interpretive statements:

1. Act with professional integrity

   You are honest and trustworthy in all professional dealings and share information openly (within the bounds of others' rights to privacy and confidentiality). You respond to situations thoughtfully, and in accordance with ethical principles. You exhibit congruency of intention and action. You maintain appropriate professional boundaries with clients and colleagues. You avoid behaviors which may damage the reputation of the profession. You maintain professional deportment consistent with the needs of your workplace.

2. Communicate effectively

   You provide others with information in a way they can understand, adapting your language and communication approach as appropriate. You communicate clearly and as concisely as possible and take steps to ensure that you are understood. You listen carefully to what others have to say. You are alert to, and address, non-verbal signals that suggest discomfort, lack of understanding or unspoken concerns. You identify and take action to resolve conflicts.

3. Comply with legal requirements

   You comply in a timely manner with laws, rules, regulations, and other requirements established by those with authority to govern the practice of the

   profession and the professional workplace. This includes federal, provincial / territorial, municipal, and local governments, regulatory bodies, and professional authorities.
   ensure that they are fully informed about and consent to the services you provide.

4. Function in a client-centered manner

You ensure that client well-being is at the centre of the decisions you make and are aware of your obligations to safeguard young persons and vulnerable adults. You give each client your complete attention and allow sufficient time to fully address their needs. You respect client uniqueness and consider their views, preferences, and concerns. You actively involve clients in decision making and ensure that they are fully informed about and consent to the services you provide.

5. Work within areas of professional knowledge and skills

You clearly identify the parameters of your work, based upon a realistic understanding of the extent of your knowledge, skills, and experience. You work independently within these parameters, and you address client needs that exceed your personal limits by referral or collaboration.

6. Maintain a safe work environment

You take action to ensure the physical safety of all who enter your work environment. You optimize the physical and emotional safety of clients throughout service provision.

7. Maintain comprehensive records

You ensure that complete, accurate, clear, legible and up-to- date records are kept of all your professional activities, using appropriate terminology. You ensure that records are secure and maintained for any period that may be required by statute. You make complete client records available to clients themselves, and to others with a legitimate right of access.

8. Maintain personal wellness consistent with the needs of practice

You maintain your own health, wellbeing, and personal care such that you can provide optimal client services. This includes maintaining your physical, mental, and emotional health and addressing work-life balance.

9. Manage time and resources effectively

You treat your own time and that of your clients as valuable resources that must be effectively managed to optimize service provision. You take steps to utilize the resources of your practice in a manner that best serves the collective needs of all your clients. You recognize, and where appropriate contribute to, the efficient use of public resources in the broader public interest.

10. Treat others respectfully

You recognize and value the uniqueness of others as individuals. You act with cultural sensitivity. You treat others with respect and fairness and provide services to clients without discrimination or prejudice.

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

You take regular, active steps to keep your knowledge and skills up to date. This includes reading professional literature, attending conferences, participating in courses and workshops, and consulting with colleagues.

12. Use an evidence-informed approach in your work

You make workplace decisions by integrating the best available evidence relating to the situation at hand (including research and credible published information), your own professional knowledge (including that of trusted colleagues), the client perspective, and the practice context.

13. Interact effectively with other professionals

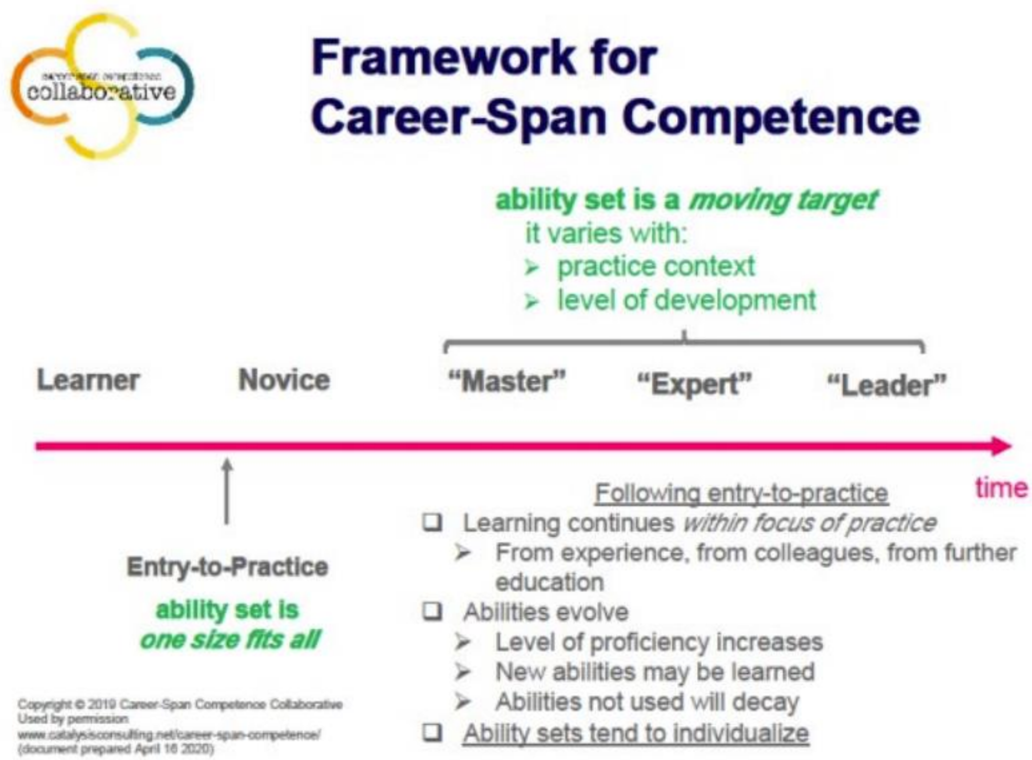
You maintain good working relationships with other professionals. You regularly network with colleagues within the profession. When it is in the best interest of your client, you work with others intra- and inter-professionally.

14. Practice in a self-reflective manner

You regularly take time to consciously think about your practice, and to analyze your decisions and their impact. You obtain feedback from others, and you draw on external information, to continuously improve your professional capacity and performance.

Is the PSP based on a theory of competence?

The PSP is based on the Framework for Career-Span Competence. The framework acknowledges that professional registrants are continuously developing throughout their career-span. The following visual illustrates the evolution of a registrant's abilities over time. A recognition of career-span development is fundamental to the Practice Support Program.



For questions about the Practice Support Program, please email at [QAprograms@cchpbc.ca.](mailto:QAprograms@cchpbc.ca) with the subject line "DC Practice Support Program Information".