

10.0 Quality Assurance

QA Program, Policies and Procedures

- 10.1 The Registrar must establish and administer a Quality Assurance Program for the College, consistent with Part 3, Division 8 of the Act.
- 10.2 The Quality Assurance Program established under Bylaw 10.1 must include policies and procedures to be used during Quality Assurance Assessments to ensure minimal disruption to the ordinary course of a Licensee providing Health Services.
- 10.3 The Registrar must establish and maintain non-exhaustive lists, including profession-specific lists where appropriate, concerning:
- (a) types of clinical or other evaluations;
 - (b) recognized education or training courses;
 - (c) cultural safety, Indigenous cultural safety, anti-racism, and anti-discrimination courses, reference materials, or other resources; and
 - (d) other resources, which may include consultants, for supporting and promoting awareness of reconciliation with Indigenous peoples, the United Nations Declaration on the Rights of Indigenous Peoples, and the need to address racism and anti-racism issues that are specific to Indigenous peoples,
- which a Quality Assurance Assessor may consult when making recommendations relating to any individual performance matter, or to remedy issues of professional performance across multiple Licensees or within a class of Licensees.
- 10.4 The Registrar may establish additional guidelines, policies, and procedures relating to the QA Program.

Quality Assurance Assessors - Qualifications

- 1.0 A person retained or employed to exercise the powers and perform the duties of a Quality Assurance Assessor must have the following minimum qualifications:
- (a) licensure in the relevant Designated Health Profession without limits or conditions on their Licence; and
 - (b) training, experience, or expertise in clinical practice or peer review.

Grounds for a Quality Assurance Assessment

10.5 In addition to assessment grounds in section 99(1)(a) to (c) of the Act, a Quality Assurance Assessor may conduct a Quality Assurance Assessment of a Licensee:

- (a) as a result of a non-random selection process with the intention that every Licensee, or every Licensee in a specific class, periodically undergoes a Quality Assurance Assessment;
- (b) in compliance with a condition imposed under the Act;
- (c) as contemplated by any grounds set out in the QA Program; or
- (d) on a recommendation by the Registrar on any basis other than those prohibited by section 98(2) of the Act.

Methods of Quality Assurance Assessment

10.6 In addition to the methods of assessment in section 99(2)(a) to (c) of the Act, a Quality Assurance Assessor may do one or more of the following, for the purposes of conducting a Quality Assurance Assessment of a Licensee:

- (a) collect third-party documentation and records pertaining to the Licensee's professional performance;
- (b) review the Licensee's history of professional activities, including but not limited to the Licensee's patterns, if any, of assessment, diagnostic testing, prescribing, diagnosis, and treatment;
- (c) interview or engage in discussions with the Licensee pertaining to the Licensee's professional practice; and
- (d) require that the Licensee undergo a specific clinical skills assessment process.

10.7 A Licensee who is not the subject of a Quality Assurance Assessment must provide any information or records requested by a Quality Assurance Assessor.

Conduct of Assessments

10.8 The Registrar must require that a person complete a Conflict of Interest check prior to conducting a Quality Assurance Assessment of a Licensee.

10.9 A person conducting a Quality Assurance Assessment must advise the subject Licensee of:

- (a) their power to report to the Registrar when a Licensee is interfering with a Quality Assurance Assessment under section 103(1) of the Act;
- (b) their powers and duties respecting quality assurance information under sections 102 and 103 of the Act; and

- (c) exceptions to the confidentiality of quality assurance information, under sections 104 and 105 of the Act.

Report Under Section 101 of the Act

10.10 If a Quality Assurance Assessor decides to make a report under section 101 of the Act, the report must be provided to the Registrar.