

Workbook

Practice Environment

Module 4



College of
**COMPLEMENTARY HEALTH
PROFESSIONALS OF BC**

Table of contents

Introduction	<u>3</u>
Professional Standard: Practice Environment	<u>4</u>
Learning Outcomes	<u>5</u>
Principle 1 and Outcome Statement	<u>6</u>
Apply to Practice	<u>7</u>
Principle 2 and Outcome Statement	<u>8</u>
Apply to Practice	<u>9</u>
Principle 3 and Outcome Statement	<u>14</u>
Apply to Practice	<u>15</u>
Principle 4 and Outcome Statement	<u>17</u>
Apply to Practice	<u>18</u>
Identify Areas for Growth	<u>21</u>
Explore More: Reflection Questions	<u>23</u>
Support	<u>25</u>
Feedback Survey	<u>25</u>
Apply to Practice: Answer Key	<u>26</u>

Introduction

As a licensee of the College of Complementary Health Care Professionals of BC (CCHPBC), you are responsible for maintaining a clean, private and safe practice environment in accordance with the [Professional Standard: Practice Environment](#).

This workbook is designed to help you understand and apply the Professional Standard: Practice Environment in your day-to-day practice.

HOW TO USE THIS WORKBOOK

This workbook has been designed to review one Principle at a time. Make sure you have a copy of the professional standard open as you go through the workbook and reflect on how you meet the professional standard in your day-to-day practice.

Please download and save the workbook to your device. Alternatively, you may print the workbook. Be sure to use the fillable text boxes throughout the workbook to record your answers and reflections. As you complete the questions, save your work to avoid losing your progress. Answers to the “Apply to Practice” questions can be found in the Answer Key at the end of the workbook. There is **no** requirement to submit the workbook or report completion to the College.

Resources are available to support you. See the [orientation video](#) and the resources at the end of the workbook for more information.

Professional Standard

Practice Environment



Learning Outcomes

After reviewing the Professional Standard: Practice Environment and engaging with the workbook, licensees will demonstrate practical understanding of the legal and ethical requirements for creating and maintaining their practice environment in professional practice.

Specifically, licensees will be able to:

- Identify legal, regulatory, and professional requirements that must be met within the practice environment.
- Outline the requirements for infection prevention and control measures appropriate to the practice environment to reduce risk of transmission.
- Describe a point-of-care risk assessment, including documentation and communication requirements to patients and public health bodies.
- Describe the requirements for safe and professional care delivery in different practice settings, including the appropriate use of electronic devices, considerations for providing care in group settings, and ensuring emergency preparedness.
- Apply public health requirements in compliance with the Public Health Act, including when public health directives affect care delivery.

Principle 1 and Outcome Statement

Principle 1	Outcome Statement
CCHPBC licensees must comply with all applicable jurisdictional licensing, regulatory, and legal requirements that apply to their practice environment, including privacy legislation.	People receiving health care services from a CCHPBC licensee expect that their health care practitioner will provide treatment in an environment that complies with legal, jurisdictional, regulatory, and privacy requirements.

Why is a practice environment that is compliant with jurisdictional licensing, regulatory, and legal requirements important?

Complying with jurisdictional licensing, regulatory, and legal requirements is essential to safe, ethical, and accountable practice. It protects patient privacy and ensures that practice environments meet established safety and public health standards.

As you review Principle 1, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1 Maintaining a compliant practice environment requires licensees to understand and follow the licensing, regulatory and legal requirements that apply to their practice.

CHECK YOUR UNDERSTANDING

Based on Principle 1, which of the following requirements must you follow?
Select all that apply:

- ☐ **A.** Municipal bylaws
- ☐ **B.** Privacy legislation
- ☐ **C.** Public health directives
- ☐ **D.** Statutory holidays

IN YOUR PRACTICE...

...how do you ensure that you are following municipal bylaws, *Personal Information Protection Act* (PIPA) and infection prevention and control (IPAC) best practices?

Principle 2 and Outcome Statement

Principle 2	Outcome Statement
CCHPBC licensees must maintain a practice environment that is clean, hygienic, and safe.	People receiving health care services from a CCHPBC licensee expect that their health care practitioner will maintain a practice environment that is clean, hygienic and safe.

Why is a clean, hygienic and safe practice environment important?

Maintaining a clean, hygienic, and safe practice environment protects the health, safety, and well-being of licensees, staff, and people receiving care. A clean and well-maintained environment reduces the risk of infection, injury, and other preventable harms, supporting safe and effective delivery of health care services.

As you review Principle 2, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1

You are reviewing your practice environment maintenance checklist.



CHECK YOUR UNDERSTANDING

According to Principle 2, which of the following must you include to maintain a clean and hygienic practice environment? Select all that apply:

- ☐ **A.** Regularly clean and disinfect all surfaces
- ☐ **B.** Regularly clean and disinfect all equipment
- ☐ **C.** Regularly restock the magazine collection
- ☐ **D.** Keep the practice environment free of obstacles
- ☐ **E.** Implement infection prevention and control (IPAC) practices



IN YOUR PRACTICE...

...what are your protocols for cleaning and disinfecting, checking for obstacles, and implementing IPAC practices?

2

You are reviewing your emergency preparedness plan and procedures and have made sure that you have a functional fire extinguisher and comprehensive first aid kit.



CHECK YOUR UNDERSTANDING

According to Principle 2.7, what else is required to ensure emergency preparedness?



IN YOUR PRACTICE...

...how often do you inspect your emergency preparedness supplies and run emergency drills?

3

You bring your cell phone into the treatment room.



CHECK YOUR UNDERSTANDING

According to the Professional Standard: Practice Environment, which of the following features defines an electronic recording device?

- ☐ **A.** Digital, Analog, Studio
- ☐ **B.** Photographic, Video, Audio
- ☐ **C.** Mono, Stereo, Surround
- ☐ **D.** MP3, WAV, JPEG



IN YOUR PRACTICE...

... what electronic recording devices do you use in your practice environment?

4

A practice environment can have many electronic recording devices.



CHECK YOUR UNDERSTANDING

According to Principle 2, what requirements must be met to use an electronic recording device while providing patient care?



IN YOUR PRACTICE...

... how do you explain the use of electronic recording devices and document the consent to use these devices in your practice environment?

5

It is the beginning of your workday during cold and flu season.



CHECK YOUR UNDERSTANDING

You must wear a mask and gown for all patients.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

... how do you evaluate which personal protective equipment (PPE) is appropriate for the level of risk and type of care you provide?

Principle 3 and Outcome Statement

Principle 3	Outcome Statement
CCHPBC licensees must continuously assess their practice environment for risks of contamination and transmission of infectious agents during patient assessment and treatment.	People receiving health care services from a CCHPBC licensee expect that their health care practitioner will continuously monitor their environment for risks of contamination and exposure to infectious diseases.

Why is assessing the practice environment for risks of contamination and transmission of infectious agents important?

Continuously monitoring the practice environment for risks of contamination and transmission of infectious agents enables licensees to identify, assess, and address risks before harm occurs. This protects patients, licensees, and others by reducing the risk of infection, supporting safe, high-quality care and a commitment to public protection.

As you review Principle 3, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1

You are reviewing your infection prevention and control procedures.

CHECK YOUR UNDERSTANDING

How often must you conduct a point-of-care assessment?

- ☐ **A.** Once a week
- ☐ **B.** Once a month
- ☐ **C.** Before each patient
- ☐ **D.** Before each workday

IN YOUR PRACTICE...

... how do you conduct a point-of-care risk assessment? What steps are involved?

2

Equipment in your practice environment was not properly cleaned and disinfected resulting in an infection prevention and control (IPAC) incident.



CHECK YOUR UNDERSTANDING

When responding to this incident, what must you document, who must you notify, and with what Act must you comply?



IN YOUR PRACTICE...

... how do you manage and respond to IPAC related incidents?

Principle 4 and Outcome Statement

Principle 4	Outcome Statement
CCHPBC licensees who offer treatment in group settings must provide care in their patients' best interests, and in a manner that complies with practice standards, maintains insurance coverage, and safeguards privacy.	People receiving health care services from a CCHPBC licensee expect that their health care practitioner will deliver treatment in a group setting only when it is in the patient's best interest, and with patient consent.

Why is the patient's best interests when providing treatment in group settings important?

Providing care in patients' best interests and in compliance with professional obligations in group settings is essential to ensure safe, appropriate, and confidential care, recognizing the increased risks to privacy and individualized attention.

As you review Principle 4, think through and respond to the following questions. Answers to the questions with a  (key icon) can be found in the Answer Key, while questions with a  (light bulb icon) are for your own reflection.

1

You are offering health care services in an open treatment tent at a sporting event.

CHECK YOUR UNDERSTANDING

What factors related to patient care must be considered prior to providing treatment in a group setting?

- ☐ A. Care needs
- ☐ B. Health status
- ☐ C. Personal circumstances
- ☐ D. Licensee preferences

IN YOUR PRACTICE...

... when would it **not** be appropriate to provide treatment in a group setting?

2

You are providing treatment in a group setting and a patient requests privacy for a sensitive discussion.



CHECK YOUR UNDERSTANDING

You are required to provide access to a private room or make alternative arrangements for this request.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

...how do you ensure privacy when providing treatment in a group setting?

3

You currently promote group setting treatments as a social 'treatment-party'.



CHECK YOUR UNDERSTANDING

According to Principle 4, this is permitted if all participants sign a consent form.

- ☐ True
- ☐ False



IN YOUR PRACTICE...

... how might offering treatment as a social event impact quality of care?

Identify Areas for Growth

Referring to your answers from the previous “IN YOUR PRACTICE...” section, use the questions below to identify the areas of your practice where you are consistently meeting the requirements of the standard as well as areas requiring further growth and development.

- > What requirements in the Professional Standard: Practice Environment are you consistently meeting?
- > What requirements in the Professional Standard: Practice Environment are you **not** consistently meeting?

For the areas of your practice where you are not consistently meeting the requirements:

- > What changes can you make within the next 1-3 months to more consistently meet those requirements?
- > Are there continuing professional development opportunities that may help improve your understanding and application of the requirements into practice?

Explore More

Reflection Questions

On your own or with colleagues, complete the following reflection questions to further explore how the Professional Standard: Practice Environment applies to practice.

> Is there adequate space in your practice environment to ensure safe, comfortable and accessible movement?

> What is your process for cleaning and disinfecting surfaces and equipment? How do you ensure the proper maintenance of clinic equipment and emergency supplies? Do your processes need to be updated to meet the standard?

Explore More

Reflection Questions

- > Do you know where to find credible resources for Infection Prevention and Control (IPAC) that are appropriate for your practice environment?
- > If you offer treatment in group settings, do you have the necessary professional liability insurance?

Support

Have questions or need more support?

- **Review Professional Standards and Frequently Asked Questions.**
- Contact a Practice Advisor at practicesupport@cchpbc.ca.
- Refer to the [*Personal Information Protection Act*](#) , the [*Public Health Act*](#), [BC Centre for Disease Control](#), and [Infection Prevention and Control Canada](#) for additional information on privacy legislation, public health mandates and IPAC best practices.

Missed a Module? [Select this link to view available modules](#)

Feedback Survey

Please take a moment to provide your feedback to improve future learning activities.

Submit feedback

Apply to Practice

Answer Key



1

QUESTION 1 | PRINCIPLE 1

- A. Municipal bylaws
- B. Privacy legislation
- C. Public health directives

Professional Standard: Practice Environment, Principle 1 states:

- 1.1** *Adhere to all relevant legislation, regulations, and applicable codes and municipal bylaws related to their practice setting (e.g., Building Code, Fire Code, Plumbing Code, and municipal zoning bylaws regarding parking, access, and health department approval).*
- 1.2** *Adhere to applicable privacy legislation (including the Personal Information Protection Act) in the practice environment, including with respect to storage of patient health care records, surveillance camera, and imaging, videotaping or audio recording of patients for therapeutic purposes.*
- 1.3** *Adhere to all applicable legislation, regulations, and public health directives related to infection prevention and control (IPAC) best practices.*

1

QUESTION 1 | PRINCIPLE 2

- A.** Regularly clean and disinfect all surfaces
- B.** Regularly clean and disinfect all equipment
- D.** Keep the practice environment free of obstacles
- E.** Implement infection prevention and control (IPAC) practices

Professional Standard: Practice Environment, Principle 2.1 states:

2.1 *Maintain a clean and hygienic practice environment and common areas, including by:*

2.1.1 *regularly cleaning and disinfecting all surfaces and equipment,*

2.1.2 *keeping the practice environment, including common and treatment spaces, free of obstacles, and*

2.1.3 *implementing infection prevention and control (IPAC) practices without delay.*

2

QUESTION 2 | PRINCIPLE 2

Professional Standard: Practice Environment, Principle 2.7 states:

2.7 *Ensure emergency preparedness, including:*

2.7.1 *Unobstructed exits.*

2.7.2 *Functional fire extinguishers and a first aid kit.*

2.7.3 *Participation in emergency preparedness training appropriate to the practice environment, such as fire and earthquake drills.*

3

QUESTION 3 | PRINCIPLE 2

B. Photographic, Video, Audio

Professional Standard: Practice Environment defines electronic recording device as:

electronic recording device: *a device which may have features including photographic, video or audio recording capacity, and includes but is not limited to: mobile electronic devices, desktop and laptop computers, and tablets.*

4

QUESTION 4 | PRINCIPLE 2

Professional Standard: Practice Environment, Principle 2.9 states:

2.9 *Ensure the use of an electronic recording device when providing care to a patient is only used for the permitted purposes of intake, assessment, treatment, charting or education, as well as voice recording, and:*

2.9.1 *Explain the proposed use of the electronic recording device and confirm that the electronic recording device will not be used for any other purpose.*

2.9.2 *Obtain and document verbal consent to use the electronic recording device for the stated purpose.*

2.9.3 *Ensure that the electronic recording device is not positioned in a manner that would enable video, photographic or audio recording of the patient without the patient's knowledge and consent.*

5

QUESTION 5 | PRINCIPLE 2

False

Professional Standard: Practice Environment, Principle 2.3 states:

2.3 *Select personal protective equipment (PPE), such as gloves, gowns, and masks, appropriately based on the level of risk and type of care provided.*

1

QUESTION 1 | PRINCIPLE 3**C.** Before each patient

Professional Standard: Practice Environment, Principle 3.1 states:

3.1 *Conduct point-of-care risk assessments prior to each patient interaction.*

2

QUESTION 2 | PRINCIPLE 3

Professional Standard: Practice Environment, Principle 3 states:

3.2 *Document any IPAC-related incidents that occur either at the point-of-care or within the practice environment.*

3.3 *Notify patients of any incidents where IPAC practices could not be maintained and/or where a patient was exposed to significant risk of infectious disease transmission.*

3.4 *Comply with Public Health Act requirements regarding mandatory reporting as appropriate.*

1

QUESTION 1 | PRINCIPLE 4

- A.** Care needs
- B.** Health status
- C.** Personal circumstances

Professional Standard: Practice Environment, Principle 4.2 states:

4.2 *Ensure delivering services in a group setting is in the best interest of each patient, considering their health status, care needs, and personal circumstances.*

2

QUESTION 2 | PRINCIPLE 4

True

Professional Standard: Practice Environment, Principle 4.3 states:

4.3 *Provide access to a private room or alternative arrangements when a patient requests privacy for examinations or sensitive discussions.*

3

QUESTION 3 | PRINCIPLE 4

False

Professional Standard: Practice Environment, Principle 4.6 states:

4.6 *Not promote any type of group services as social gatherings or parties.*



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