

STANDARDS OF PRACTICE

QUALITY ASSURANCE ASSESSMENTS & ON-SITE APPRAISALS

Name:	Quality Assurance Assessments & On-Site Appraisals
Date Approved:	06/22/2018
Date Updated:	09/14/2019 02/08/2020 07/08/2020
Number:	SP-C-19
Type:	Clinical Standards (C)
Reference:	Professional Bylaws Section(3.3): (3.3) To be eligible for licensure, an applicant must have the knowledge, skills and abilities that are substantially equivalent to the standard of academic or technical achievement and competencies as outlined in these bylaws: (a) Has demonstrated the applicant's skills and knowledge through an assessment in such form as may be established by the Council; (8.1) Professional Misconduct (m) refuses to allow a member or members of the appraisal committee or other authorized representative of the Council of the Association to enter at a reasonable time the office and premises in which the member is engaged in the practice of optometry for the purpose of examining and assessing the members' standards of practice, their professional records and their instruments. (n) fails to comply with any recommendation of the appraisal committee where such recommendations have been approved by Council. 04.11.18 MOTION "To accept the 2018 Quality Assurance Self-Appraisal with the minor changes in the red font." CARRIED. 04.11.18 MOTION "To accept the processes of providing a consistent request for additional information." CARRIED. 04.11.18 MOTION "To accept the processes of providing a consistent acknowledgement the appraisal was satisfactory and no further action is required." CARRIED. 04.11.18 MOTION "To pay an honorarium of \$150 to the reviewer of the Quality Assurance Self-Assessment." CARRIED. 06.22.18 MOTION "New members will complete a Quality Assurance Assessment within five years of being licensed in Saskatchewan." CARRIED. 03.15.19 MOTION "To Task the Board of Examiners with conducting periodic reviews of member websites and member Google Ads to ensure members are advertising within Standards of Practice." CARRIED. 02.08.20 MOTION "To remove the requirement to review Google Ads from the Website QAA review process." CARRIED. 02.08.20 MOTION "To amend POLICY GP-25 Quality Assurance Assessments & On-Site Appraisals to a STANDARD OF PRACTICE SP-C-19 Quality Assurance Assessments & On-Site Appraisals." CARRIED. 07.08.20 MOTION "To approve STANDARD OF PRACTICE SP-C-19 Quality Assurance Assessments & On-Site Appraisals." CARRIED.

The purpose of Quality Assurance Assessments and Website Review (QAAs) and On-Site Appraisals are to assess the quality and level of care rendered by optometrists in Saskatchewan, providing assurance that minimum standard of practice is being observed by all practitioners, and that members are conducting themselves in the decorum expected of an optometrist.

The results of QAA and On-Site Appraisals and input from the Board of Examiners will assist Council to establish standards of practice that are meaningful, relevant, and realistic, and to identify opportunities to enhance mode of practice and continuing education for members. A copy of the completed QAA and the College's report will be filed in each member's College record.

Completing a QAA when requested by the College is a condition of maintaining a license to practice in Saskatchewan.

Further to the Professional Bylaws section (3.3) and Policy C-3, Board of Examiners have been appointed the authority to conduct and review QAAs and/or conduct On-Site Appraisals. They shall be appointed and granted full authority by Council to examine records relating to patient care and office management, may enter the office and premises of a member at a reasonable time to observe a member in the performance of professional duties, may examine any instrumentation and documentation, and may conduct any tests or audits.

Process

Members will be granted a maximum of four weeks to complete and submit their completed QAA to the Board of Examiner assigned to their review. Members may apply to the Registrar for an extension if circumstances are warranted. In the event an extension is not approved, and the member does not provide their completed QAA within the four weeks, the member will be considered to be in contravention of Section 3.3 (a) of the Professional Bylaws and may be subject to penalties, including a possible charge of professional misconduct, which would be determined by the Council and the Registrar of the SAO.

The Board of Examiner shall review the Assessment/Appraisal records and provide a written report to the Executive Director for the members file within fifteen business days of the Assessment/Appraisal. The Executive Director will then forward a copy of the Board of Examiners review to the appointed Deputy Registrar or Associate Registrar. Should the Board of Examiners identify a serious concern or a mode of practice placing the public at risk, they should notify the Registrar immediately.

Under the signature of the College the member will be provided with written correspondence with the results of their QAA Assessments/Appraisal within thirty business days of receipt of the findings from the Board of Examiner.

Members who have been identified for an On-Site Appraisal must be given sufficient notice of the date of the review and the name and contact information of the Board of Examiner conducting the review.

The Council, College, or Mediation Committee may identify a member for a Quality Assurance Assessment or an On-Site Appraisal in the event a member was the cause of multiple complaints and/or concerns of inferior optometric care of practices. On-Site Appraisal is recommended for serious complaints.

Members will be required to sign a declaration stating their information is complete and accurate in all respects and that the records are true copies of authentic records of patients that were examined within their practice with patient names and addresses redacted.

Members should maintain a copy of the completed QAA, On-Site Appraisal Report and the results provided to them by the representative of the College until the end of their next continuing education cycle.

Members identified to complete a QAAs are to be selected randomly; however, it is the desire of Council and the College that all members will participate in a QAA every ten years at minimum, with new members being required to complete a QAA within their first five years following licensure.

An increased number of member QAAs may be requested at times to ensure all members have participated in an assessment within the last ten years. It is recommended that QAAs be conducted in the same month in each year for easier managing and scheduling.

The SAO will maintain a master list of members and the dates the members last participated in a QAA and/or On-Site Appraisal.

- Board of Examiners selected to review the QAAs or to conduct the On-Site Appraisals should confirm that they are not aware of a "Conflict of Interest" nor is their practice in direct and local competition with the member selected for the review.
- It is recognized each on-site appraisal may need to adapt their processes and requests for information if a specific concern or complaint initiated the appraisal.
- A minimum of 10 appraisals should be conducted each year.
- When conducting an on-site appraisal, the Board of Examiner may wish to review all practitioners within the practice.
- Each member should receive a separate report.
- Copies of the Assessments and/or Appraisals shall be maintained in the member's file for a minimum of seven years or longer if recommended by the Registrar.
- Assessments and Appraisals should reflect the member's license number and not their full name.