

Update CPTBC

Fall 2006 • Volume 7 Issue 3

NOMINATIONS COMMITTEE

CALL FOR NOMINATIONS

Are you interested in making a valuable contribution to your profession?

Do you want to gain experience and insight into professional health regulation issues, including registration, inquiry, discipline, quality assurance, patient relations, legislation and finance?

Are you interested in learning more about the *Health Professions Act* and the College's Bylaws and in gaining some insight into the legal process?

If so, now is the time to consider serving on the College's Board.

NOMINATIONS ARE NOW OPEN for three Board positions, each to be elected for a two-year term.

The College Board has a total of nine members: six are Physical Therapists elected by the College's registrants and three are public representatives appointed by the Ministry of Health. A physical therapy student representative from University of British Columbia's School of Rehabilitation Sciences also attends the meetings.

Board members are expected to attend all Board meetings and to serve on one or more College Committees. Board meetings are held at least five times a year, usually on a Saturday, in Vancouver. Some Committee meetings occur around the same time as Board meetings to facilitate travel for out of town members.

Full registrants from all parts of the province, who practice either in the public or private sector, are encouraged to accept nominations for the three upcoming vacancies on the Board.

For further information about this opportunity contact the College Nominations Committee c/o the Registrar at brenda_hudson@cptbc.org or 604-730-9193. Nomination forms can be obtained from the College office by contacting Arlene at 604-730-9193 or arlene_gloria@cptbc.org

DEADLINE FOR NOMINATIONS: JANUARY 28, 2007

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INSERTS

- Alliance Examiner Application
- Fraser Health Ad
- Employment Opportunity

OFFICE HOURS DURING THE HOLIDAY SEASON

The office will maintain *regular office hours*

8:30 a.m. to 4:30 p.m.

on

Friday, December 22nd

Wednesday, December 27th

Thursday, December 28th

Friday, December 29th

The office will be closed on Christmas Day, Boxing Day and New Year's Day

2007 MEETINGS

BOARD

*January 13th, March 3rd,
April 28th, June 23rd, September 8th,
November 3rd*

ANNUAL GENERAL MEETING and EDUCATION PROGRAM

Saturday, April 28th

CANADIAN ALLIANCE OF PHYSIOTHERAPY REGULATORS

ANNUAL MEETING

VANCOUVER, BC

May 29th and 30th

REGISTRAR'S REPORT

It feels like only yesterday that the College was frantically working on the development of its new membership database to meet our goal of online registration renewal for the 2006 registration year. We succeeded, but with very little time to spare! Since then Ann Lo has been busy updating the renewal form for the 2007 renewal year and the online registration will be available as of 8 a.m. PST on December 1st.

If you have an e-mail address listed with the College, you will receive an electronic notice on Tuesday, November 28th reminding you that online registration will be available as of December 1st.

If you are unaware of your password, you may request it by going to the Registrant site on the College website www.cptbc.org, access the Registrant Login and request your password.

Two years ago the College Board approved the participation of the College in the Canadian Institute of Health Information (CIHI) Health Human Resources (HHR) Project. Starting in September 2007 the College will be submitting, annually, non-identifiable registrant information to be used for health human resources planning. In previous years this information was submitted to the Canadian Alliance of Regulatory Organizations, collated for both a provincial and a national perspective on physical therapy health human resources and was available for ministry and research purposes. The collection of data has not changed, only the agency responsible for analyzing and reporting on this data has changed. As such, the College is requesting that you give your consent that the College may submit your non-identifiable information to CIHI. If you are renewing your registration by mail, please sign the back of the registration renewal form. If you are renewing electronically, please check the appropriate box in the declaration section.

REGISTRATION REPORT

Annual Registration Renewals Deadline December 31, 2006

The College's Bylaws require the annual renewal of the registration of all full, limited, interim and inactive registrants and the cancellation of registration when renewal does not take place. **If your registration is cancelled due to failure to renew, you must not work as a Physical Therapist in British Columbia.** You may apply to have your registration reinstated by submitting the completed renewal form, proof of malpractice and the reinstatement fee within one year of cancellation.

The relevant sections of the College Bylaws are excerpted below:

Bylaw References: Part III Registration: Renewal of Registration

s.42 The registrar must renew a registration if the registrant:

- (1) *applies to the registrar and pays the fee for renewal of registration, within thirty (30) days of the date the assessed fees are due,*

- (2) *pays any other outstanding fee, debt or levy owed to the college,*
- (3) *attests that the registrant is in compliance with the Act, the regulations, and these bylaws, and is in compliance with any limits or conditions imposed under section 39(1)(c) of the Act, and*
- (4) *meets the continuing competency requirements as imposed under section 16(2)(e) of the Act.*

Cancellation

s.44(5) Where a registrant fails to pay an annual registration fee on or before January 31, he must cease to be registered unless the board otherwise directs.

Reinstatement

s.44(7) The board must reinstate the registration of a former registrant who ceased to be registered by reason only of a failure to renew his or her registration where the former registrant:

- (a) *applies for renewal of registration in the form required by the board not later than 1 year following the expiration of his or her registration,*
- (b) *is not in contravention of the Act, the regulations, or these bylaws, and*
- (c) *pays the annual registration fee and reinstatement fee in an amount equal to 35 percent of that person's annual registration fee.*

The College Bylaws are on the College website: www.cptbc.org and in your College Reference Guide.

**You may renew your annual registration
by mail upon receipt of the 2007 renewal form
or online at www.cptbc.org starting December 1, 2006
at 8 a.m. PST**

Guidelines to Complete your 2007 Renewal:

A) Online Registration Renewal

- ❖ Go to the College website at: www.cptbc.org.
- ❖ Go to the header "Registrants" and click on "Registrant Login".
- ❖ Log in using your College User ID and password.
- ❖ You may request your password from this screen if you have forgotten it.
- ❖ Once you are logged into your profile, you will locate the registration renewal option at the top of the page.
- ❖ Update your profile if required.
- ❖ Complete the sections on practice hours, employment and malpractice insurance. Note that you will need to send proof of malpractice insurance to the College if you are not employed in a facility owned and operated by a B.C. Health Authority. You may fax a copy of your malpractice insurance confirmation to the College at 604.730.9273 or you may submit it by mail.
- ❖ Attest that the information you have provided the College is true and accurate.

- ❖ Pay your registration renewal fee on your Visa or Mastercard or mail your cheque, in the amount owing, to the College.
- ❖ Online Renewal is the fastest and most efficient way to renew!

B) Registration Renewal by Mail

- ❖ Your registration renewal form will be mailed to you in early November. If you do not receive it by **November 15, 2006** and plan to renew your registration by mail please contact the College immediately.
 - ❖ The 2007 renewal form is newly formatted.
 - ❖ Review your personal information on the first page, and revise or update if required.
 - ❖ Complete page two by adding your 2006 practice hours and all requested employment information. Attached to the renewal form is a 2-page guideline to assist you in completing this section.
 - ❖ Confirm which registration status you are requesting.
 - ❖ Complete the section on malpractice insurance.
 - ❖ Sign and date the application form.
 - ❖ Return your complete signed application form, proof of malpractice insurance, if required, and your cheque in the amount owing to the College of Physical Therapists of BC (CPTBC).
- If you are going to be **out of town**, designate someone to complete the form and return it to the College by the deadline. You must include a letter authorizing your designate to complete and sign the form on your behalf. Alternately you can renew your registration online from anywhere – all you require is a computer and internet access!
 - **Malpractice insurance:** All registrants must submit hard copy proof of malpractice insurance in the amount of at least three million dollars (\$3M CAD) per occurrence unless your **only employer(s) under Primary/Secondary Workplace(s) on the renewal form is/are a facility owned and operated by a B.C. Health Authority. Faxed copies are acceptable.**
 - Make your cheque or money order payable to the **COLLEGE OF PHYSICAL THERAPISTS OF BRITISH COLUMBIA** or CPTBC.

Enter the correct date and amount payable. Any errors related to payee, date or amount will result in your renewal application being returned to you and you must still meet the December 31, 2006 deadline.
 - **Your renewal form will be returned to you if it is in any way incomplete. A renewal that is returned to you for completion or correction must still be returned to the College by the December 31, 2006 deadline to be processed without a late fee. Renewal forms received between January 1, 2007 and January 31, 2007 will be subject to a late fee. Your registration with the College will be cancelled on February 1, 2007 if the office has not received your completed application form and**

payment.

- **You may not work as a Physical Therapist in British Columbia if your registration has been cancelled.**
- There is a Drop-Box to the right of the front door at the College office (1765 West 8th Avenue, Vancouver) for after-hours drop offs.
- If you wish to **change your registration status from inactive to full for 2007**, please contact the College to request an application form. The application form must be submitted with your renewal form before the December 31, 2007 deadline.

2007 REGISTRATION RENEWAL FEES

Registration Fees	
full	\$300.00
interim	\$300.00
limited	\$300.00
inactive	\$ 50.00
Late Fees	
full registrant	\$60.00
interim registrant	\$60.00
limited registrant	\$60.00
inactive registrant	\$10.00
Reinstatement Fees	
full registrant	\$105.00
limited registrant	\$105.00
inactive registrant	\$ 17.50

REGISTRATION FREQUENTLY ASKED QUESTION

Q: *I'm no longer practicing physical therapy and am an inactive registrant. Should I still carry malpractice insurance?*

A: This is a question you should discuss with your malpractice insurance provider. Most malpractice insurance for Physical Therapists provides coverage based on when the claim of malpractice is made, NOT based on when the alleged incident occurred. What this means is that if a Physical Therapist retires or leaves practice and a claim is subsequently made against the Physical Therapist after his or her insurance has lapsed, the Physical Therapist will not be covered. To address this scenario most insurers offer an extended reporting period or 'tail' policy which can be purchased to provide protection beyond the period of practice. Please consult with your insurance provider for specific details of your plan, as some coverage may include a form of 'tail' policy.

Note: To read more about claims made vs. occurrence based malpractice insurance coverage please see the article on page 4 of the Fall 2005 edition of *Update* at www.cptbc.org/pdf/NewsLetters/Fall2005.pdf.

COMINGS AND GOINGS

Jane Cole

Jane tendered her resignation from the College Board of Directors on August 16, 2006. Jane was elected to the College Board in May 2005. The Board wishes to thank Jane for her contributions to the Board discussions and decisions in the past 18 months. Jane will continue as a member of the Nominations Committee and has recently been appointed to the Patient Relations Committee.

Bernie (Bernadine) Pinto

The College is pleased to announce that Bernie Pinto joined the office staff on August 22, 2006 in the capacity of Administrative Assistant to the Inquiry and Professional Practice Programs. Bernie immigrated to British Columbia in 2003 from Kuwait where she was the Administrative Assistant to the Vice-Dean, Administration and Finance, Health Sciences Center, Kuwait University. Bernie's previous position in Vancouver was with G.T. Hiring Solutions (Destinations). The College staff is very pleased to have Bernie join us as part of the team.

PRACTICE STANDARD CLARIFICATION

The College has had enquiries regarding the revised Practice Standard No. 2 on Electro-physical Agents. In particular, registrants have questions about meeting the requirements for servicing equipment.

Point number one of the Practice Standard reads:

1. All electrical equipment must be inspected, and approved by the Canadian Standards Association (CSA), Underwriters Laboratory (UL) or Certification Europe (CE) prior to patient use. A record of inspection, calibration, and approval must be kept.

To clarify, this point addresses what must occur **when the device is first purchased and prior to it being used with any patient** as opposed to ongoing servicing requirements. Electro-physical agents are initially inspected and calibrated by the manufacturer, and a record of this must be kept. The second sentence in point number one requires that evidence of this CSA, UL, or CE approval be kept. In some cases approval labels are removed from equipment, in which case they must be kept on file in order to maintain proof of the approval.

Point number two of the Practice Standard reads:

2. Annual servicing must be completed by qualified personnel, and must be documented. Repairs must be made when indicated and a repair history must be kept for each piece of equipment.

The College receives complaints of injury from

malfunctioning electrotherapeutic equipment. A Physical Therapist would not knowingly use a faulty machine on a patient, however, sometimes the first indication that the machine isn't working properly is when a patient receives an electrical shock or gets an electrical burn. Annual servicing is one way to ensure units are working properly and to minimize the chance of a patient being inadvertently injured. **Annual servicing is required for all electro-physical devices which are line operated (ie. plug into the wall) and annual servicing is recommended for all battery operated units.**

Keep in mind that the portability of battery operated units means they are subject to more wear and tear than line operated units. Common issues with TENS and NMES units are bent or broken battery contacts, amplitude and parameter control potentiometers wearing out, internal lead connector breakdown, and LED/LCD displays breaking if a unit is dropped.

Maintaining service records for physical therapy modalities is important for patient safety as well as for insurance reasons. If a malpractice claim is made against a Physical Therapist, involving the use of an electro-physical agent, the insurer would likely ask to see the service records for the unit.

PATIENT RELATIONS CORNER

The attributes clients value in their health care provider were discussed at a recent conference. The keynote speaker noted that a good manner, in addition to clinical skill level ranked at the top of a list of client expectations of a Physical Therapist. In reading our own Inquiry Committee Summary Reports in UPDATE spring 2006, it is apparent that patients make complaints to the College because they perceive they were treated unkindly, were dismissed or not heard. These complaints have little to do with lack or misapplication of technical skill and everything to do with communication, the patient/client relationship and "bedside" manner. The College is compelled to investigate these complaints under section 33(1) of the *Health Professional Act*.

Another consideration for Physical Therapists is tone - and I'm not referring to muscle, but rather the tone of voice when communicating with patients. Reminiscing on a recent holiday experience in Italy, I realized that although the climate, activities and unpolluted culture were unforgettable, what was really remarkable was the attitude and tone of the service providers. "Buon Giorno" (pronounced "bwohn jor-noh") said the waiter with a generous smile at my Italian pronunciation, and then my request for two coffees was reiterated "Due Cappuccini" as the order was written down. The same personal skills, including manner and tone of voice, can complement our professional practice. We can greet patients to put them at ease, listen actively and repeat concerns or fears to make sure we understand the context. We can document what patients say to ensure confidence in our process and let them know we take their feelings seriously.

We should never compromise our treatment because of time constraints or assume that patients will appreciate our sense of humour.

A number of writers have tackled the subject of tone and communication. In "How You Communicate Can Affect A Patient's Willingness to Sue" in the January/February 2006 of *CONTACT* www.physiotherapy.ca/pdfs/ContactJan2006pdf, the writer suggests being sued for malpractice may have little to do with whether malpractice was committed and more to do with tone of voice. Tone is discussed and reference is made to "Blink" by Malcolm Gladwell, a staff writer for The New Yorker magazine, who suggests that the most fundamental way respect is communicated is through tone of voice. Also, medical researcher Wendy Livingstone found that practitioners who never get sued are those who spend an average of three minutes longer (than the usual appointment) with their patients. These practitioners tended to make orienting comments such as "First, I'll examine you, then we'll talk the problem over." They listened attentively, encouraging patients with "Go on, tell me more about that."

If a therapist can apply Nikolai's Bogduk's five "Cs" for best treatment - Charisma, Confidence, Convince, Compassion, and Care or Dr. Steve Aung's (www.aung.com) METTA which stands for treating patients with loving kindness, then he or she leaves a memory of a positive healing experience, even if the patient doesn't remember the techniques that helped them.

Note: Nicholai Bogduk was the keynote speaker at the Orthopaedic symposium held in Victoria, BC in Oct 2003.

Submitted by Terry Fedorkiw, Chair of the Patient Relations Committee

YOUR ASSISTANCE IS REQUESTED

The College Board is interested in finding out how many Rehabilitation Assistants/Support Workers are currently working under the direction and supervision of a Physical Therapist. If you have any information that would assist the Board, would you kindly send this information to the College c/o the Registrar at brenda_hudson@cptbc.org - location, number of individuals and full time equivalency information would be appreciated.

INQUIRY SUMMARIES

Professional Misconduct - A

The College received a written complaint against a registrant alleging that the Physical Therapist provided information to ICBC without the complainant's consent and that the fee the Physical Therapist charged the complainant for his physical therapy records was in excessive of the FOI guidelines.

Following an investigation the Inquiry Committee decided under section 33(6)(a) of the *Health Professions Act* to take no further action in this matter. The file was closed.

Professional Misconduct - B

The College received a written complaint against a registrant alleging that the Physical Therapist provided information to ICBC without the complainant's consent and that the fee the Physical Therapist charged the complainant for her physical therapy records was in excessive of the FOI guidelines. Following an investigation the Inquiry Committee decided under section 33(6)(a) of the *Health Professions Act* to take no further action in this matter. The file was closed.

Professional Misconduct

The College received a written complaint against a registrant alleging that the Physical Therapist used another Physical Therapist's billing number to claim for physical therapy treatments the Physical Therapist had not received. The Inquiry Committee decided under section 33(6)(c) of the *Health Professions Act* to act under section 36(1)(d) of the Act and request the Physical Therapist agree to a twelve month suspension of her registration with the College; to not bill any third party insurer for a period of two years following the lifting of the suspension and to not employ any persons in or for the provision of physical therapy services for a period of three years following the lifting of the suspension.

Professional Misconduct

The College received a written complaint against a registrant alleging that the Physical Therapist was practicing beyond the scope of physical therapy by acting as a psychiatrist instead of a physiotherapist. The Inquiry Committee decided under section 33(6)(a) of the *Health Professions Act* to dismiss this complaint as it does not raise any issues of misconduct or incompetence on the part of the Physical Therapist.

PAID ADVERTISEMENTS

Moving Physical Therapy Forward in BC

The Physical Therapy Program is thrilled to report that University of British Columbia (UBC) has recognized a need for improved physical therapy educational facilities in British Columbia. UBC has provided 16,000 square feet of newly renovated space in its Friedman building to expand and improve the physical therapy program by July 2008.

The UBC Friedman building will provide much-needed space for three video-equipped teaching laboratories as well as multiple teaching and conference rooms. Having secured this vital space, we are now raising funds to ensure the facility is supplied with leading edge equipment.

One aspect of this campaign is to furnish the facility with state-of-the-art video conferencing technology to deliver educational programs to physical therapists across our province.

The UBC Physical Therapy Program has long been committed to providing first-class educational opportunities for both aspiring and practicing physical therapists in British Columbia; this new facility will allow us to deliver on that commitment. As a practicing professional, we look forward to welcoming you to participate in future programs at the UBC Friedman building or through our state-of-the-art video conferencing technology.

For further information on how you can help to make this project a success, please contact Sheila Kwan, Administrative Manager, Physical Therapy Division at (604) 822-7771.

FOR SALE

KELOWNA PHYSIO PRIVATE PRACTISE

Enjoy the Sunny Okanagan Valley. Well established practice for sale located in a growing area of the city of Kelowna, B.C. Fully equipped. Reply to ken.scc@shaw.ca

WORK SAFE BC

WORKING TO MAKE A DIFFERENCE

A new Physiotherapy Agreement is in effect beginning September 1, 2006.

This new Agreement includes a new treatment model and fee increases for a two year term.

Please visit our website at www.worksafebc.com for more information.

Health Care Services

604 232 7787

Toll Free: 1-866-244-6404

**ARE YOU MOVING?
CHANGING YOUR STATUS?
CHANGING YOUR NAME?
MAIL OR FAX COUPON TO:**

Registration Program
College of Physical Therapists of B.C.
302-1765 West 8th Avenue
Vancouver, BC V6J 5C6
Phone: (604) 730-9193
Fax: (604) 730-9273
Email: registration@cptbc.org

MOVING OR CHANGING JOBS?

Name: _____

Full: _____ Inactive: _____ Interim: _____

Effective date of change: _____

New Home Address

Phone/Fax: _____

Email: _____

New Business Address

Name: _____

Address: _____

Phone/Fax: _____

Email: _____

DISCLAIMER

The College retains the right to determine the contents of its newsletter Update. Unless specifically indicated, all statements reflect the opinion of the writers and do not necessarily reflect the opinions or policies of the College. The College does not verify the content or accuracy of any advertising that appears in Update, nor does it accept responsibility for same.

CHANGING YOUR NAME?

Reg. No. _____

From: _____

To: _____

Attach a copy of official change of name form or marriage certificate and \$25 each for a new certificate or registration card.

GOING INACTIVE

CHANGE MY REGISTRATION STATUS

(Print Name) & (Signature)

Registration Number

I am a full registrant in good standing with the CPTBC and intend to cease practice as a physical therapist in British Columbia. If I choose inactive registration, I understand that as an inactive registrant I no longer need to carry malpractice insurance, may not work in BC as a physical therapist and MUST renew my registration by December 31. Please change my registration status to:

- Cancelled in good standing
- Retired
- Inactive*

on _____ (m/d/y)

*If you choose inactive registration, please be aware of the following:

1. You must be a full registrant to qualify for inactive status. You must request this change in writing, either with this form, with a letter to the Deputy Registrar or on your annual renewal form.
2. You **must** change to inactive registration in BC if you no longer carry malpractice insurance.
3. There is no refund in whole or part of the annual registration fee when you change status during the year.
4. Inactive registrants may not work as physical therapists in any capacity, either clinically or non-clinically **and must report practice hours on renewal of registration.**
5. Inactive registrants continue to be listed in the register, receive the newsletter and any College mailouts.
6. To change from **inactive to full** registration at any **time during the year** you must first contact the office and obtain an application package. Allow three weeks for processing. Call the Deputy Registrar if you have any questions.

ADVERTISING RATES AND DEADLINES

Advertisements for employment opportunities and educational/course announcements are suitable for publication.

Deadlines: January 15, May 15 & August 15

Rates:	\$50	up to 3¼" x 3¼"
	\$75	3¼" x 4½"
	\$100	3¼" x 8½"
	\$200	full page

WHO TO CONTACT AT THE COLLEGE

Brenda Hudson, Registrar

Complaints and Legislative Inquiries
Newsletter

Email: brenda_hudson@cptbc.org

Ann Lo, Deputy Registrar

Registration and Corporations Programs
Email: ann_lo@cptbc.org

Susan Paul, Practice Advisor

Quality Assurance Program and Practice Questions
Email: susan_paul@cptbc.org

Arlene Gloria, Administrative Assistant

Board, Finance and Legislative Committees
Email: arlene_gloria@cptbc.org

Anna Gloria, Administrative Assistant

Registration Program
Email: registration@cptbc.org
anna_gloria@cptbc.org

Bernie Pinto, Administrative Assistant

Professional Practice Programs
Email: info@cptbc.org
bernadine_pinto@cptbc.org

PLEASE ADDRESS ALL NEWSLETTER ITEMS AND QUERIES TO:

Newsletter Editor

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Phone: (604) 730-9193 • Fax: (604) 730-9273

Email: info@cptbc.org

Update is a publication of the College of Physical Therapists of British Columbia and is intended to keep registrants informed about current professional issues. It is published three times a year — Spring, Summer and Fall. The deadlines for submissions are January 15, May 15, and August 15.

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