

Update CPTBC

Spring 2007 • Volume 8 Issue 1

JOIN US FOR THE DAY

Saturday, April 28, 2007

at the

Radisson Hotel & Suites

(Salon A)

Richmond, BC

8:30 a.m. – 9:00 a.m. Continental Breakfast

9:00 a.m. – 11:00 a.m. Joint CPTBC and PABC Education Session

11:15 a.m. – 12:00 p.m. College Annual General Meeting

12:00 p.m. – 1:30 p.m. College Hosted Lunch

ANNUAL GENERAL MEETING NOTICE

The 2007 Annual General Meeting of the College will take place on

Saturday, April 28, 2007 at 11:15 a.m.

In Salon A (President's Ballroom)

Radisson President Hotels & Suites

8181 Cambie Rd.

Richmond, BC

Phone: 604 276 8181

Registration starts at 11:00 a.m.

Your 2006 Annual Report will be mailed to you in early April.

The Quorum for an Annual General Meeting is 50 registered Physical Therapists. Proxies do not count towards Quorum.

The College is requesting that you RSVP to the College office at 604 730 9193

or by e-mail to arlene_gloria@cptbc.org by **April 13, 2007**

if you are planning on attending.

Fax back forms will be included in the Notice of AGM package which will be mailed out in early April.

The College has booked a block of rooms at the hotel at a cost of \$110.00 (single or double) plus applicable taxes. These **rooms will be held until April 3, 2007**. Anyone wishing to take advantage of these rates should contact Arlene Gloria at arlene_gloria@cptbc.org with the following information: your name, the dates you are requiring accommodation (April 27 and/or April 28, 2007) and how many people will be in the room. You will be responsible for paying for your room and all incidentals.

IN THIS ISSUE

Annual General Meeting Notice . . . 1

Free AGM Education Session . . . 2

Greetings from the Chair
of the Board 2

Welcome to Olga Nestic-Nenadic 2

Comings and Goings 3

A Special Evening for
Judy Richardson 3

Public Members Needed 3

Patient Relations Corner 4

Registration Report 5

Clinical Placements Notice 7

Incorporation Report 7

Continuing Competency
Program Update 8

Physical Therapist's Support
Worker Project 8

An Invitation to Participate in
the Conversation on Health 8

Member Advisory 8

Frequently Asked Questions 9

CPTBC and PABC Joint Initiative
Committee Billing Issues 10

Are You Moving? 11

Changing Your Name 11

Going Inactive 11

Inquiry Summaries 12

Who To Contact at the College 12

INSERTS

• Practice Standard No. 1

• Fraser Health Employment Ad

• UBC Cover Letter and Clinical
Masters Survey

FREE AGM EDUCATION SESSION

Presented by the CPTBC and PABC Joint Initiatives Committee

Topic: Working with Physical Therapist's Assistants

When: April 28th, 2007

Time: 9:00 am to 11:00 am

Where: Radisson President Hotel and Suites
8181 Cambie Road, Richmond, BC

The CPTBC and PABC Joint Initiatives Committee is planning an education session on Physical Therapist's Assistants (PTA) to be held in conjunction with the College's AGM. This is a challenging topic for most Physical Therapists. Questions frequently arise when a Physical Therapist is working with a PTA:

- In a given scenario is it appropriate to assign the client's physical therapy treatment to the PTA?
- What do I do in the scenario where my employer has set up means that I won't be able to meet the College's Practice Standards?
- When do I need to formally assign a task to a PTA as opposed to having a task as part of their job description?
- When would the PTA be held liable versus the Physical Therapist? Do PTAs carry their own malpractice insurance?
- What is the PTA permitted to write in a client's clinical record?

Course Format

There will be a panel of 3 Physical Therapists, one from each of the following practice areas - private practice, public practice, and the community. Lawyer Anthony Tobin from Tobin and Associates will assist with the panel discussion. Each panel member will present a scenario from their area of practice and address a list of questions. The 2-hour session will be moderated by a College representative and a PABC representative. The goal of the education session is to generate discussion on appropriate use of PTAs, and to highlight practice challenges, lessons learned, regulatory issues, and what has worked well in practice where PTAs are involved.

GREETINGS FROM THE CHAIR OF THE BOARD

I am pleased to be able to report that our Board, Committees and Office staff have had a busy and very productive time over the past 18 months. As the Board we greatly appreciate the commitment of so many of our members to Committee work. Our Registrar, Brenda Hudson, is continually multi-tasking to ensure that the

wheels run smoothly, that we are aware of issues and concerns, and that we are positioned to move forward with our regularly updated Strategic Plan.

- Our computer system upgrade is complete enabling you to renew your registration online, and to access the revised website.
- Work on our Bylaws is close to completion and awaiting the Government's amendments to the *Health Professions Act (HPA)*.
- The new Quality Assurance Program, incorporating Continuing Competency, which will be needed to meet the Ministry of Health requirements, is now in the development phase.
- The initial consulting work regarding registration/regulation of Physical Therapy Support Workers has been completed, and the resulting document provides guidance for the next steps to be taken in this area.

There is now a work plan which looks ahead for 2-4 years and our Committees will be looking for members who may have specific areas of interest within the field of Regulation. The Board, Committees and Office staff all appreciate ideas and feedback from registrants, and will continue to work hard to protect the public interest.

Margaret Harris

Chair, Board of Directors

WELCOME TO OLGA NESIC-NENADIC

Quality Assurance Program Coordinator

It is my pleasure to inform you that Olga Nestic-Nenadic has accepted the position of Quality Assurance Program Coordinator with the College.

Olga is a graduate of the School of Medicine at the University of Novi Sad in Yugoslavia. She completed a residency in Physical Therapy and Rehabilitation at the University of Belgrade and held positions as a physician and department head in a number of hospitals in Bosnia and Herzegovina and Serbia.

Olga immigrated to Canada in 1999, completed her Rehabilitation Assistant Program at West Coast College in 2001 and was successful in the Medical Council of Canada Evaluation Examination for Foreign trained Physicians in 2003.

Prior to accepting this position Olga worked as a Rehabilitation Assistant on the Transitional Care Unit at Lions Gate Hospital and at the University of British Columbia Hospital.

Olga started her full time employment with the College on February 26, 2007. She can be reached at olga_nestic-nenadic@cptbc.org or 604 730 9193 during regular office hours.

COMINGS AND GOINGS

Nancy Cho

Many thanks to Nancy Cho for her six and a half year tenure on, and enormous contributions to, the Finance Committee. Nancy joined the Committee in May 2002 and was appointed Committee Chair in September of that year. Nancy remained Committee Chair until the end of her three terms on the Committee. During her time Nancy participated in the development of the College annual budgets and the development and implementation of the Information Technology project and two Staff Compensation projects.

Neil Pearson

Neil Pearson has spent the past two years on the Continuing Competency Sub-Committee and the year prior to that as the Practice Advisor at the College! Neil has recently moved to Penticton and as a result he has chosen not to be re-appointed to the Sub-Committee for a second term. The Sub-Committee wishes Neil the best of luck in his new endeavor and thanks him for his work with the Sub-Committee.

A SPECIAL EVENING FOR JUDY RICHARDSON

Upon her retirement

Tuesday, May 15 - 6:30 to 11:30 pm
Vancouver Lawn Tennis & Badminton Club
1630 West 15th Avenue
Vancouver, British Columbia
Phone 604 731-2191

Tickets: \$35 per person
Hors d'oeuvres
'No Host' bar

RSVPs, as well as any inquiries, may be directed to

Vera Ashmore

Phone: 604 275 2075

E-mail: vashmore@shaw.ca

RSVP no later than April 7, 2007

Cheques can also be made payable to **Vera Ashmore**

and mailed to:

11160 Seaton Road, Richmond, BC V7A 3G2

PUBLIC MEMBERS NEEDED!

All College Committees and the Board are mandated by the legislation to have public representation. Currently the College is in need of public members to sit on the Finance and Continuing Competency Committees.

Do you know of someone with the interest and appropriate skills? If so, please discuss the opportunity with the individual and contact the Registrar or the Nomination Chair for further information.

What is a public member?

A public member is a person who:

- Is not a Physical Therapist or a former Physical Therapist
- Is not a spouse of a Physical Therapist
- Does not have a significant relationship with a Physical Therapist
- Is interested in the physical therapy profession
- Has skills appropriate to the Committee (legal, financial, communications)
- Is interested in serving the wider community

What committees currently need public members?

- Finance Committee – preferable someone with an accounting or financial background
- Continuing Competency Committee – someone interested in participating in the development of a continuing competency program

How much work is required in the position?

- Appointments are for a two year term
- Time requirements vary according to the Committee
- Attend meetings: six (6) to eight (8) per year, generally held on a week day or evening
- Terms of reference for the committees are available from the College office at 604 730 9193.

How to apply?

- Submit your resume and
- an expression of interest letter to the Registrar by mail or e-mail

The Registrar or members of the Nomination Committee are available to discuss the commitment with any interested person.

PATIENT RELATIONS CORNER

Sensitive Practice for Physical Therapists

In the last Update, Terry Fedorkiw, Chair of the Patient Relations Committee, wrote about the importance of verbal communication and establishing rapport with our patients. Another important aspect of communication is touch and body language. As Physical Therapists we are very familiar with touching our patients during assessment and treatment. For a patient this may not be such a comfortable experience. The Handbook on Sensitive Practice for Health Professionals (www.phac-aspc.gc.ca/ncfvcnivf/familyviolence/pdfs/handbook_e.pdf) was published in 2001 as a resource for clinical practitioners to develop awareness for dealing with people who were sexually abused as children.

The book states that 1 in 5 women and 1 in 10 men are survivors of sexual abuse. These statistics make it likely that most of us have treated an individual with a history of sexual abuse. Sensitive practice should be considered a standard precaution with all clients. A clinicians' sensitive approach to treatment can have a great impact on the outcome for the patient.

For a survivor of sexual abuse, there are many factors to consider which are clearly outlined in the handbook. The section on Principles of Sensitive Practice describes components that help to ensure patient safety which include: developing respect and rapport, sharing control and information, respecting boundaries and demonstrating an awareness of the prevalence and sequelae of violence and childhood sexual abuse.

The section on Guidelines for Sensitive Practice elaborates on consideration of:

- The gender of the Physical Therapist
- The temperature and privacy of the clinic space for the assessment
- Ensuring that consent is gained at every assessment and treatment
- Adequate draping for the patient
- The possible effect of touch and the application of modalities
- The reactions that can occur when pain is evoked
- Time factors
- Control issues and adherence to the program

Consider the following two scenarios and how they would be experienced by a person with a history of sexual abuse seeking physical therapy treatment for back pain:

Scenario 1

"The Physical Therapist asked me to undress and gave me a gown that she held wide open exposing my back and buttocks. I stood in a noisy clinic with my back exposed to this stranger who asked me to bend in different directions. She placed her cold hands on my body making me jump. She told me to lie on my stomach without explaining why, and I panicked because I couldn't see where I would be touched next. I don't remember receiving directions or an explanation. A cold gel was squeezed onto my lower back and a machine moved slowly over my skin causing a surprising flashback to a past upsetting experience. Then the Physical Therapist left me alone. I struggled to contain my emotions and she returned with a sheet of exercises. On leaving the clinic it was difficult to schedule an appointment that fitted the time my partner could drive me. Anxiety set in. My pain increased. I didn't go back."

Scenario 2

"The Physical Therapist explained that she needed to see the muscles and joints of my back to complete her assessment of my back injury. She asked if I would feel comfortable changing into a gown. When I agreed she left the cubicle and closed the curtains to give me privacy to change. She explained the assessment and what she was going to do as we went along. She explained her findings and the treatment plan and asked if I had any questions. After I had consented to the treatment plan she further explained the ultrasound treatment I was about to have and warned me that there would be a cold gel on my back. When the Physical Therapist left me alone with a hot pack she left a bell for me to ring if I needed her assistance and told me she would be back in 10 minutes. I felt comfortable in the clinic and that went a long way towards making me feel safe in a new situation."

Continued on page 5...

Regardless of a patient's past history, the second scenario obviously demonstrates a more sensitive approach which would be appreciated by all patients.

The handbook has a section on disclosure which is factual and gives a useful list of resources. If a patient discloses information on past sexual or physical abuse to you, it can be helpful to refer them to a psychologist who can provide appropriate counseling.

In my clinical experience, it was often very beneficial to have the patient work simultaneously with a psychologist, as it gave the patient a safe place to process the emotions triggered by the physical treatment. This can assist the patient to make the physical changes that facilitate healing.

The Handbook on Sensitive Practice for Health Professionals offers information that will help Physical Therapists to be sensitive to patients, ensuring that their treatment time is positive and productive. Those who have developed a more sensitive practice for patients benefit both their clients and the profession.

J. Cole

Patient Relations Committee Member

COMMITTEE REPORTS

REGISTRATION COMMITTEE

Proof of malpractice liability insurance

Interim registrants must submit proof of malpractice liability insurance in the amount of at least \$3 million per occurrence to the College as part of their registration under Section 33 of the College Bylaws. In order to better facilitate the registration process, the Registration Committee has approved for interim registrants who are employed by the B.C. Health Authorities to include a clause in the supervision plan indicating the B.C. Health Authorities' malpractice insurance coverage as a proof of malpractice liability insurance. However, interim registrants who wish to practice in any other settings must submit proof of malpractice liability insurance through an insurance provider or a government agency, whichever is applicable.

REGISTRATION REPORT

Renewals Report - 2007

Over 30% of the registrants renewed their registrations online this year! This is the second year since the online renewal has launched and it is in general well received by our registrants. The users welcomed the accessibility and

the ability to pay their fees by credit cards. The College has also received constructive feedback which will be used to evaluate and enhance the current system for a more efficient and user-friendly online renewal next year.

For those who have not submitted proof of liability insurance obtained through the CPA program to the College, please fax a copy of your certificate to the College at your earliest convenience as the College requires a copy of your certificate on file. The College fax number is: 604 730 9273.

Reinstatement after Cancellation for Non-Payment of Dues

Full and inactive registrants who did not renew their registration by January 31, 2007 had their registration cancelled effective February 1, 2007 (see lists below). Full registrants who were cancelled may not work until their registration with the College has been reinstated. Both the registrant and the registrant's employer are notified by registered mail of this occurrence.

Full Registrants Cancelled for Non-payment of Dues effective February 1, 2007

| NAME | REGISTRATION NUMBER |
|--------------------|---------------------|
| BRADY, Lana-Lee | 04017 |
| CARDINAL, Mutann | 04412 |
| CLERKIN, Karen | 04612 |
| DOREY, Anne | 05050 |
| FOWLER, Penny | 01393 |
| JAFARI, Farzaneh | 04993 |
| LAHIFFE, Geraldine | 06010 |
| LEWIS, Melanie | 04420 |
| MORO, Vasant | 04270 |
| NG, Yuen | 06030 |
| OLSON, Nicole | 04314 |
| PERRAS, Kevin | 05124 |
| ROYER, Nicolas | 04206 |
| SCHULTZ, Jennifer | 05110 |
| SIGEL, Dawn | 00567 |
| TAYLOR, George | 02211 |
| WILCOX, Carol | 00673 |
| YETMAN, Margaret | 06223 |

Inactive Registrants Cancelled for Non-payment of Dues effective February 1, 2007

| NAME | REGISTRATION NUMBER |
|-------------------|----------------------------|
| CECCONI, Louise | 04075 |
| DEE, Louise | 01186 |
| GROHNE, Patricia | 00231 |
| HAINSWORTH, Lisa | 04415 |
| HELDER, Jane | 01318 |
| KNOTT, Carol | 00320 |
| LEDUC, Sylvia | 00344 |
| LEVINS, Stephen | 03616 |
| MACKAY, Linda | 03358 |
| MCLENAGHAN, Megan | 04921 |
| MURRAY, Janet | 00859 |
| NANTON, Marion | 02309 |
| NESTMANN, Elfrida | 03554 |
| PAUKEN, Kirstin | 03306 |
| PENNEY, Kevin | 04424 |
| ROBINSON, Karen | 02857 |
| ROWE, Helen | 04728 |
| THIEN, Adeline | 03689 |
| THORPE, Shendra | 04617 |
| WAGNER, Kevin | 03784 |
| WINTERS, Jeanne | 04338 |
| WRONA, Anne | 04917 |

Full Registrants Reinstated – 2007

| NAME | REGISTRATION NUMBER | EFFECTIVE DATE |
|------------------|----------------------------|---|
| OLSON, Nicole | 04314 | February 5, 2007 |
| PERRAS, Kevin | 05124 | February 5, 2007 |
| SIEGEL, Dawn | 00567 | February 7, 2007 |
| JAFARI, Farzaneh | 04993 | February 13, 2007 (reinstated as an inactive registrant) |
| CARDINAL, Mutann | 04412 | February 21, 2007 |
| ROSINSON, Karen | 02857 | March 5, 2007 |

Registrants Cancelled in Good Standing – 2007

| NAME | REGISTRATION NUMBER |
|-------------------------------|----------------------------|
| BAKER, Deanna | 04156 |
| BRADY, Lana-Lee | 04017 |
| (effective February 14, 2007) | |
| CRUMBACK, Daniel | 03632 |
| DUNDERDALE, Margaret | 00162 |
| EDISON, Kerri | 06143 |
| FITZGERALD, Patricia | 02002 |
| FOSTER, Beverly | 00702 |
| GREYDANUS, Gillian | 00229 |
| HEMSTEAD, Lucie | 04730 |
| HOPKINS, Lisa | 04487 |
| LAU, Wynne | 04919 |
| LOUIE, Laura | 02135 |
| O'NEILL, Lisa | 04253 |
| POZER, Janet | 02210 |
| SAHANANDAN, Roshini | 04470 |
| TROZZO, Joseph | 05187 |
| WALLACE, Erin | 06012 |

Registrants Retired – 2007

| NAME | REGISTRATION NUMBER |
|------------------------|----------------------------|
| BETTERLEY, Audrey | 00715 |
| BONTER, Karen | 00051 |
| DICKSON, Stephen | 02575 |
| ENGLISH, Lenore | 00174 |
| FRANZEN, Karin | 00201 |
| GIBSON, Juliana | 00210 |
| GREEN, Helen | 01130 |
| HICKINBOTTOM, Patrick | 01319 |
| JACOB, Florence | 00286 |
| LOWE, Sandra | 00364 |
| MAIRS, Patricia | 00372 |
| MESSERER, Elspeth | 02196 |
| MUI, Paul | 00408 |
| PARGHI, Annette | 00476 |
| PRELYPCHAN, Donna | 00508 |
| RAUDZUS, Brigitte | 00733 |
| ROBERTSON, Ann | 04735 |
| STEPHEN, Judith | 00589 |
| STOWELL, Nicola | 00595 |
| TAIT, Carol | 01194 |
| TEMES, N | 00868 |
| TRELENBERG, Jacqueline | 00742 |
| ZIELONKA, Margaret | 01380 |

CLINICAL PLACEMENTS NOTICE

PRIVATE PRACTITIONERS: HAVE YOU BEEN APPROACHED BY OUT-OF-PROVINCE OR INTERNATIONAL STUDENTS?

While we recognize that you are willing to provide an educational experience for an international or out-of-province student, please forward all requests to the University of British Columbia and we will deal with all the organizational processes.

Facts to be aware of:

1. **All requests** for placements received by any facility or private practice **must first be forwarded** to the Academic Coordinator for Clinical Education at UBC (contact information below). These will be organized at the University after UBC students receive their placements. Please do not promise any placements to them. Send us the information and your desire to take on an international student and we can deal with it.
2. **All students must then register with the College:** Once the placement is approved, the Academic Coordinator will provide the student with a College student application package which must be completed, forwarded to the College and approved by the College before the clinical placement may begin. Without College registration, the student is practicing illegally.
3. All academic programs in Canada organize out-of-province requests in the same fashion, although not all provinces require College registration for students.
4. It is the **responsibility** of all practitioners to ensure that out-of-province students are in fact registered with the College prior to the placement.

Why?

1. To **protect the available placements for UBC** students first, and then students from other Canadian Universities. **UBC students** have the right to expect that quality fieldwork opportunities will be available to them first. Some international programs require their students to do 14 weeks of clinical placement. That means that the facility will not be taking another student for the whole year. That is a disadvantage to our students. Some facilities only want to supervise international students and again this is a disadvantage to UBC students. It is our collective responsibility to provide clinical education to UBC students first.

All placements not used by UBC students are then offered to students from other Canadian programs and then to international students.

2. To **ensure the student is practicing legally in BC**, that the student has the required liability insurance and is attending a recognized University program.
3. To ensure that all students are placed in facilities where they have full time supervision by a Physical Therapist with the appropriate skills.

If you are interested in being involved in Clinical Fieldwork Education, please contact the Academic Coordinator for Clinical Education at UBC:

Pat Lieblich at 604-822-7413 or
by email: lieblich@interchange.ubc.ca

INCORPORATION REPORT

This is a reminder for all of the physical therapist corporation owners that it is time to renew their corporation permits! Your current corporation permit expires on March 31, 2007. A renewal package has already been mailed to you. Please complete the corporation renewal form and send a renewal fee of \$50.00 to the College before the **March 31st** deadline.

A physical therapy corporation must, subject to section 42(1) of the *Health Professions Act*, hold a valid permit with the College of Physical Therapists of B.C. to carry on the business of providing physical therapy services to the public. If a corporation intends to continue the business of providing the services of physical therapy to the public, it must apply for a renewal of the permit in accordance with section 43(1) and deliver to the College:

- (i) a completed permit renewal application, and
- (ii) the renewal fee as specified.

Corporation that fail to comply with the *Health Professions Act* and the College Bylaws, including failure to submit the required payment of dues by the specified date, will be considered in contravention of the Act.

Please contact the College office at 604 730 9193 if you still have not received your renewal package in the mail.

CONTINUING COMPETENCY PROGRAM UPDATE

During the past year the Continuing Competency Sub-Committee and the Quality Assurance Advisory Group* assisted by consultants from Management Dimensions Inc. started the development work on the College's Quality Assurance Program (QAP). The College's Board approved the objectives of the program as being to "develop, implement and maintain a recognized Quality Assurance Program that supports safe, ethical and effective practice by Physical Therapists in British Columbia."

The Program will be developed and implemented in a staged fashion beginning with the redevelopment of the continuing competency component of the program.

A Quality Assurance Program Coordinator has been hired to support the development and implementation of the other components of the Quality Assurance Program. This program will require volunteer registrants to assist in its development. If you are interested in volunteering your services, please send your resume and a cover letter to the Nominations Committee c/o the Registrar at brenda_hudson@cptbc.org or to the College offices.

*included representation from the Board, the Quality Assurance Committee, and the Continuing Competency Sub-Committee.

PHYSICAL THERAPIST'S SUPPORT WORKER PROJECT

In November 2006 the Board of Directors approved in principle a Regulatory Framework that would allow for the regulation of support workers working under the direction and supervision of Physical Therapists.

The following recommendations were approved:

1. The College Board endorse and create a class of **Physical Therapy Support Workers** (PTSW) under the Physical Therapy regulation of the Health Professions Act;
2. The specific title for the regulated PTSW be designated as **Physical Therapy Assistant (PTA)**.
3. The College develops specific bylaws for regulating the PTA; in consultation with the government and in alignment with the proposed Bylaws: *Part 9 - Delegation, Authorization and Supervision* (Health Professions Act, 2003).
4. The College adopt a **certification approach to PTA regulation** based on an educational standard. To be inclusive and facilitate transition during the first year, a grandfathering process should also be implemented.

Committee work on this project will be starting in March 2007. Registrants interested in being appointed to work on this project may send their resume to the Nominations Committee c/o the Registrar at the College office or by e-mail at brenda_hudson@cptbc.org.

AN INVITATION TO PARTICIPATE IN THE CONVERSATION ON HEALTH

The Ministry of Health is inviting all Physical Therapists to participate in **The Conversation on Health**. You can register to participate in web surveys or to receive e-newsletters and other updates by visiting the website (www.bcconversationonhealth.ca) or calling **1 800 884 2055**.

MEMBER ADVISORY

Use of Medical Devices

New medical devices are appearing on the market with increasing frequency, with or without accompanying research to support their use in physical therapy practice. It is becoming increasingly common for the College to receive phone calls from insurers or the public inquiring about whether the use of a new medical device is within the scope of practice of Physical Therapists.

When considering incorporating the use of a medical device into physical therapy practice it is the registrant's responsibility to:

- use the medical device within the physical therapy scope of practice,
- be knowledgeable about what the literature says about the medical device,
- be informed about the indications and contraindications for its use, and its efficacy,
- be educated about the technology, its application, and treatment parameters for the device,
- be aware of individual patient factors which could influence the use of the device.

It is important to remember that although **Health Canada may issue a license to indicate that a medical device is safe**, the **application** of that medical device is potentially unsafe.

Health Canada Issued Important Safety Information on Attachment Handles for Portable Patient Lifts

In December 2006 Health Canada issued a warning about patient lifts noting a risk of disconnection of portable patient lifts from attachment handles, resulting in patient falls. The following paragraph is from the Health Canada website:

Recently, an incident involving an attachment handle occurred in which the carabiner hook at the end of the lift strap was improperly attached to the attachment handle. As a result, the lift fell on the patient, resulting in injury. Health Canada's Medical Devices Bureau (MDB) subsequently evaluated all attachment handles known to be used in Canada and discussed with affected manufacturers how potential risks could be minimized.

The results of MDB's evaluations, actions taken, and recommendations are summarized in the December 2006 article entitled "Important Safety Information on Attachment Handles for Portable Patient Lifts" which is posted on Health Canada's website at: www.hc-sc.gc.ca/dhp-mps/medeff/advisories-avis/prof/index_e.html.

New Clinical Records Practice Standard takes effect March 1, 2007

The new Clinical Records Practice Standard has been sent as an insert with this edition of the Update. Please review the new Standard paying particular attention to point number 4 which reads:

- *The clinical record must contain all consents given by a patient or their legal guardian.*

This means that once you have obtained informed consent from your client you must document this in your chart. For example, when a patient is assessed and agrees to your proposed treatment plan, be sure to record at the end of your assessment that consent was obtained. If you obtain consent to perform a manipulation, you must record that you have done so in your chart. Where a client has consented to have physical therapy provided by a support worker, make sure this consent is written in your chart.

Complete information on informed consent is contained in the *Health Care Consent and Facilities Admissions Act* (www.qp.gov.bc.ca/statreg/stat/H/96181_01.htm) or in the *Infant's Act* (www.qp.gov.bc.ca/statreg/stat/I/96223_01.htm) for minors. Alternately, there are links to both of these Acts on the College's website at www.cptbc.org.

Point number 11 of the new Practice Standard reads:

- *Assessment findings must be recorded. Any conclusions drawn from an assessment and all actions taken by a Physical Therapist relevant to the assessment or treatment of a patient must be recorded in the clinical record of the patient.*

The clinical record must be complete to ensure that if someone refers to the patient's chart, that person can tell what physical therapy assessment, re-assessment, or treatment was provided on any given day. If the progress note indicates 'as above', the assumption is that no re-assessment occurred and that there were no changes to treatment from the last visit.

FREQUENTLY ASKED QUESTIONS

Q: *I've been working at a hospital and now plan to start up a private practice, what do I need to do differently?*

A: A registered Physical Therapist is able to practice physical therapy in British Columbia in either a public or private practice setting. The same rules apply to all Physical Therapists in BC regardless of our practice setting - we must carry malpractice insurance, maintain client records in a secure manner, follow provincial legislation on access to records, and meet the requirements as set out in College Regulation. The requirements to practice physical therapy do not change based on whether we are independent practitioners, hospital employees, private practice owners, or consultants.

A few things to keep in mind:

- College Bylaw 46.1 on liability insurance states: "All registrants of the College and their employees must be insured at all times against liability for negligence in an amount of at least \$3 million per occurrence." If you have been practicing in a facility that is owned and operated by a Health Authority malpractice insurance coverage is provided on your behalf for work within your job description and within the Health Authority. If you now intend to practice physical therapy outside of the Health Authority, you must first purchase malpractice insurance in accordance with Bylaw 46(1).
- One place where the regulation differs slightly between public and private practice is whether you must comply with the *Personal Information Protection Act* (PIPA) or the *Freedom of Information and Protection of Privacy Act* (FOIPPA). Private sector Physical Therapists must comply with PIPA and public sector Physical Therapists must comply with FOIPPA. There are links to both Acts on the College's website at www.cptbc.org and there is additional information on PIPA, including forms which are available to download at: www.cptbc.org/pipaforphysicaltherapists.asp.
- It is always advisable to contact your local City Hall to clarify business license requirements and facility insurance requirements, etc. Your malpractice insurer will likely also have some information on additional insurance considerations for your new practice setting. The Physiotherapy Association of BC (PABC) has information relating to running a business such as an associate contract template, a guide to physical therapy fees, a guide on starting a private practice, and marketing ideas. The PABC can be contacted at www.bcphysio.org or by calling 604 736 5130.

- There are specific regulations relating to Corporations and these can be reviewed on the College website at www.cptbc.org under the heading 'Registrants' by selecting 'Incorporations' from the drop down menu.

So, if you plan to change your practice setting, open up your Reference Guide or log on to the College's website (www.cptbc.org) and click on Registrants, and then Regulation to review the College's Bylaws, Practice Standards, Practice Directives, and Advisory Statements. If you have any questions about the College regulation, please contact the College at info@cptbc.org or by calling 604 730 9193.

Q: *I am treating a patient who has dementia and his daughter is his substitute decision maker. What obligations do I have in terms of explaining my assessment and treatment to my patient's daughter?*

A: According to section 7 of the *Health Care Consent and Facilities Admissions Act* "When deciding whether an adult is incapable of giving, refusing or revoking consent to health care, a health care provider must base the decision on whether or not the adult demonstrates that he or she understands (a) the information given by the health care provider..." If it is determined that the patient is not capable to consent to health care then the Physical Therapist must have the conversation to obtain informed consent with the substitute decision maker if they have the authority to consent to the health care. This means that the Physical Therapist needs to explain the proposed treatment, and the risks and benefits associated with treatment to the substitute decision maker in order to obtain consent. The situation can become confusing for everyone if the patient is intermittently capable, or if multiple family members want to be kept up to date. Imagine the frustration of the daughter trying to coordinate and support her father's physical therapy care if she is not kept abreast of what recommendations are being made, or what exercises she should be assisting her father with between treatment sessions.

If you are aware, prior to your assessment, that a patient has dementia it would be a wise idea to ask the substitute decision maker, or another agreed upon family member to attend the assessment, and then act as the family spokesperson. Alternately, you could offer to provide a written report for the family about the outcome of the assessment and planned treatment. Any fees associated with the written report must be disclosed up front. In these scenarios it is critical to establish a communication mechanism with the family as soon as possible to ensure that the family has the information they need to proceed with the physical therapy treatment or recommendations.

CPTBC AND PABC JOINT INITIATIVE COMMITTEE BILLING ISSUES

There has been much discussion at the CPTBC and PABC Joint Initiative Committee about questions from registrants/members on billing issues. This article aims to address the regulatory side of billing questions, while the next issue of PABC's Directions will address the questions from a professional perspective.

College Bylaw 57 entitled Business Practice Standards addresses many of the billing questions to which the College responds. Among other things Bylaw 57 states that:

- ***A Physical Therapist must not charge fees for services which have not been provided.*** This means that if a patient cancels an appointment, a bill for physical therapy treatment must not be submitted. Your facility may have a 'cancellation fee' or a third party payer may have a code to bill for missed appointments, however, submitting a bill for physical therapy treatment in this scenario would constitute billing fraud.
- ***A Physical Therapist must not charge fees for professional services, to a third party payer, for immediate family members unless no other professional with the specific skills is available in the community.*** It is always best, where possible, to avoid treating family members.
- ***Where a referral to another practitioner, facility, or program is made, it must be for the benefit of the client, rather than for financial gain and must consider the client's preference. If the Physical Therapist has an interest in or shares of the practice, facility or program, that interest or ownership must be disclosed to the client.*** Suppose you advise an inpatient that they would benefit from continued physical therapy once they are discharged from the hospital. You should provide them with at least three choices of providers (where possible), and if you are a clinic owner you must disclose your part ownership of one of the clinics you have suggested. In this way the Physical Therapist is disclosing all of the information up front to minimize the potential for the appearance of a conflict of interest.

In any practice scenario the public needs to be clear about:

- 1) what service they are receiving,
- 2) who is providing the service, and
- 3) what service they are paying for, and billing should reflect this.

In other words the public should always be clear that they are receiving physical therapy from a Physical Therapist, and their receipt should indicate that they are paying for physical therapy.

**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: info@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.

INQUIRY SUMMARIES

Billing and Charting

The College received written notification from the Billing Integrity Program, Ministry of Health about a registrant stating that the enclosed audit report had been referred to the Billing Integrity Program to pursue possible recovery of payments made by the Medical Services Plan (MSP) to the Physical Therapist. The Inquiry Committee decided under section 33(6)(c) of the *Health Professions Act* to act under section 36(1)(a), 36(1)(c) and 36(1)(d) of the Act and request the Physical Therapist agree to consent to a reprimand; undertake to not repeat the conduct which gave rise to the investigation; consent to an audit of his clinical records within six months of signing the undertaking and consent to reimburse the College costs incurred by the College in the conduct of the audit.

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

Olga Nestic-Nenadic

Quality Assurance Program Coordinator

Quality Assurance Program

Email: olga_nestic-nenadic@cptbc.org

Susan Paul, Practice Advisor

Professional Practice 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

PLEASE ADDRESS ALL NEWSLETTER ITEMS AND QUERIES TO:

Newsletter Editor

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: 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.

PUBLISHED BY

College of Physical Therapists of BC

302 – 1765 West 8th Avenue

Vancouver, BC V6J 5C6

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

Website: www.cptbc.org • Email: info@cptbc.org