



CPTBC

College of Physical Therapists
of British Columbia

Update

newsletter

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Registrar's Report

Annual General Meeting

The Annual General Meeting (AGM) was held on April 26, 2014 at the Marriott Pinnacle Hotel in Vancouver, British Columbia. There were 289 members in attendance carrying seven proxies; therefore, a quorum of registrants was present as required under section 4(1) of the College's Bylaws.

The Board Chair, Philip Sweeney, welcomed the registrants and guests to the meeting. The Chair's, Committees' and Registrar's reports, as well as the 2013 audited financial statement were received and placed on file.

Anne Harris and Philip Sweeney were elected for a third two-year term to the Board of Directors. Both Anne and Philip took their Oath of Office before the members present at the meeting.

The Chair thanked the retiring Board members, Annick de Gooyer and Michael Lam, for their contributions to the work of the College.

Immediately following the AGM, Robin Roots, Coordinator of Clinical Education Northern and Rural Cohort, Department of Physical Therapy at the University of British Columbia presented on the outcome of the Physical Therapy Continuing Professional Development Needs Assessment conducted in 2013.

Following the presentation, Chris Smerdon, Quality Assurance Manager, provided an update on the Quality Assurance Program.

Thank you to all who attended!

College Board Of Directors: 2014-2015

Philip Sweeney,
Registrar & Chair

Anne Harris,
Registrar & Vice-Chair

Victor Brittain, *Registrar*

Wendy Carter,
Appointed Public Representative

Jane Gates, *Registrar*

Heather Leslie, *Registrar*

Jatinder Sandhar,
Appointed Public Representative

Marilyn Tevington,
Appointed Public Representative

Susanne Watson, *Registrar*

Mary Edgar, *Student Representative*
MPT1, Observer

Jeff Rolland, *Student Representative*
MPT2, Observer



Recognition Awards

The activities of the College could not be completed without the dedication and hard work of the many individuals who volunteer their time to ensure that the organization meets its requirements as set out in the *Health Professions Act* and the College Bylaws.

At the Annual General Meeting, The College recognized the outgoing Board members, Annick de Gooyer and Michael Lam, and all other volunteers at an awards presentation for their contributions to the College:

Annick de Gooyer - Board of Directors from April 12, 2008 to April 26, 2014 including Vice-Chair from April 2010 to April 2, 2012; and Legislative Committee Chair from 2008 to 2014 and Alliance Representative from 2010 to date

Michael Lam - Board of Directors, Appointed Public Representative from March 31, 2008 to May 31, 2014; member of the Quality Assurance Committee from April 2, 2011 to May 31, 2014 and Registration Committee from April 2, 2009 to May 31, 2014

Siobhan Draper - Quality Assurance Program, Item Writing Team from September 15, 2012 to January 18, 2013

Freeman Qu - Registration Committee from April 17, 2010 to May 15, 2013

Raymond Collier - Quality Assurance Program, Item Writing Team from November 27, 2010 to May 30, 2013

Alison Greig - Registration Committee from September 8, 2007 to September 7, 2013 including Committee Vice-Chair from November 2008 and Chair from June 2010 to September 7, 2013

Darryl Caves - Acupuncture & Dry Needling Subcommittee from October 1, 2002 to December 31, 2013

Susan Rubinoff - Acupuncture & Dry Needling Subcommittee from June 25, 2011 to December 31, 2013

Ross McKinnon - Standards of Practice Subcommittee from November 28, 2009 to November 27, 2013

Rosalyn Jones - Quality Assurance Program, Item Writing Team from September 15, 2012 to December 11, 2013

Arturo Pallares - Standards of Practice Subcommittee from February 7, 2009 to January 21, 2014

Paula Peres - Standards of Practice Subcommittee from January 26, 2008 to January 25, 2014

Pat Lieblich - Registration Committee from January 26, 2008 to January 25, 2014 including Committee Vice-Chair from 2010 to January 2014

Cindy Ashton - Quality Assurance Program, Item Writing Team from June 22, 2013 to February 1, 2014

Heather Robertson - Quality Assurance Program, Item Writing Team from April 4, 2009 to February 1, 2014



Member Advisory

Notice To Clinic Owners

The College maintains a Public Directory and a Complaints Directory on its website. These directories are available to ascertain the registration status of potential employees.

Notice To All Registrants

Third party payers, such as Pacific Blue Cross, access the College's Public Directory on a regular basis to confirm the registration status of a physical therapist. It is important, therefore, that you keep your employer status up-to-date and put your College

registration number on your invoice in order to receive payment for services in a timely fashion.

Both the Registration Directory and the Complaints Directory can be found at: www.cptbc.org



Committee Reports

Registration Committee

Criminal Record Check Reminder

As a regulated health professional you are required to undergo a criminal record check every five years.

Last year, the Ministry of Justice introduced a new procedure for the criminal record check that will allow registrants to use an online service. Details can be found under “News Highlights” on the CPTBC home page at www.cptbc.org

In late September of this year, the College will be emailing out notifications with instructions regarding the new procedure to those registrants who require a criminal record check for their 2015 College registration renewal.

Please be advised that registrants who do not comply with the criminal record review requirement are in contravention of the *Criminal Record Review Act* and consequently will not be able to complete their registration renewal. In addition, their names will be forwarded to the Inquiry Committee for investigation.

Malpractice Insurance Reminder

If you have already renewed your malpractice insurance for 2014/2015, or are going to do so in the next few months, please forward a copy of your insurance certificate to the College at info@cptbc.org or fax a copy to 604 730 9273. The College will keep it on file for your 2015 registration renewal, and you will not be required to send another copy to the College in December when renewing your registration.

Acupuncture and Dry Needling Subcommittee

Thanks to all registrants who have already submitted a copy of their Acupuncture or Dry Needling certificate to the College.

In order to use acupuncture and/or dry needling as part of your physical therapy practice, you are required to submit a copy of your certificate according to the College Practice Standard No 10. The rule applies to registrants who have recently obtained their credentials, but also to those who have been practicing acupuncture and/or dry needling for many years.

If you have not already submitted a copy of your certificate to the College, this is a friendly reminder to please do so. The College accepts mailed, faxed or scanned email copies.

Comings & Goings

Annick de Gooyer and Michael Lam

At the Annual General Meeting, the Board Chair recognized and thanked two of its long-term Board members, Annick de Gooyer and Michael Lam, for their contributions to the College over the past six years.

Annick served on the Board as its Chair, as well as Chair of the Legislative Committee from 2000-2004. After a four-year break, Annick rejoined the Board in 2008. She served as Board Vice-Chair from 2010-2012, Chair of the Legislative Committee from 2008-2014 and Alliance representative from 2010 to May 2014.

Michael was first appointed as a public member to the College Board of Directors by the Minister of Health in May 2008. He has served on the Quality Assurance Committee from 2011 and the Registration Committee from 2009 to date. Although Michael has reached his maximum term of office as a Ministry-appointed public representative, he has expressed an interest in a Board appointment to the Quality Assurance Committee. The Committee welcomes Michael's interest in continuing to contribute to the development and implementation of the Quality Assurance Program.

Jatinder Sandhar

The College Board welcomes Jatinder Sandhar as its new Ministry-appointed public member. Jatinder is currently a real estate and financial executive with experience in public companies such as Tyco, FirstService and Shaw Cable. Previously, he was Manager of Finance and Administration for Tyco. He was also an auditor for Shaw Cable Systems.

Active in his community, Jatinder is a recipient of the Queen's Diamond Jubilee Medal for volunteer community work. He serves on several boards including the City of Surrey's Agriculture and Food Security Advisory Committee, the Surrey Board of Trade and is a past member of the Vancouver Board of Trade. He is also Director of the Association of South Asian Professionals of BC and Director of the South Asian Business Association of BC.

Jatinder holds a Bachelor of Commerce degree from the University of Toronto, a Master of Business Administration degree from the University of Toronto and is a Certified Management Accountant.



Quality Assurance Program Update

Annual Self Report – Heading Into Year Five

It is hard to believe that this fall will mark the 5th cycle of the Annual Self Report (ASR)! The format of the 2014 ASR will remain very much the same as in 2013, but the online interface will be different. Similarly to 2013's format, you will be able to choose self-quiz questions in one of four practice context areas. The change for this year is to deliver the ASR in the same online environment as the Registrant Competence Assessment. This transition will give you the opportunity to become familiar with the look and feel and navigation of the environment that will be used for the Registrant Competence Assessment, while completing a task you are already familiar with – the ASR.

Earlier this year, we had physical therapists volunteer to draft the 12 ASR self-quiz questions in each of the four practice context areas, based on topic areas that frequently arise in practice, questions that registrants have posed to the College, or complaints received by the College.

Keep an eye out for an email notice in early September to let you know when your ASR login information will arrive. Please remember to notify the College if your email address has changed.

The goal is for the ASR to serve as a learning tool to assist you in becoming familiar with potential risks and supports to competence; as well as the ethical, legal, and professional requirements for practicing physical therapy in BC.

Update on Testing the Registrant Competence Assessment

The Registrant Competence Assessment (RCA) is subject to two formal testing phases: the pretest, which took place in March, and the pilot test, which has not yet taken place. As reported in the last issue of the newsletter, the objective of the pretest was to test the technology, i.e., the online delivery system. Thirty-four physical therapist volunteers logged into the system from March 8 - March 18 to complete a shortened version of the RCA in their choice of practice context(s). These volunteers provided feedback on the login process, navigation, instructions and content. Some of the major findings were:

- Almost one third of the volunteers experienced some type of problem getting started: the server capacity was not sufficient for the demands being placed on it; volunteers' browser versions were not compatible with the RCA; and our instructions did not alert volunteers that passwords for login were case sensitive.
- Volunteers confirmed that the navigation and instructions within the RCA were clear and functioned effectively.
- Most volunteers used the full amount of time available, and the reminders about the amount of time remaining did not function as well as planned.
- Most volunteers found that the content was relevant to their practice.
- We discovered that there were some gaps in the information we collected on the cases/questions during the RCA delivery, which limited the analysis we were able to do.

Some changes have already been made to address the problems encountered and the feedback provided. The server capacity was improved during the pretest itself, resolving many of the initial problems.

The orientation package that will be sent to all registrants who are selected to complete the RCA will include advice on browser compatibility, among other helpful instructions. The pilot test will include more effective time reminders and will feature approximately 16 cases (80 questions), which is fewer than initially planned. The aim is to allow registrants sufficient time to answer the questions and review their work.

For a variety of reasons, the analysis of the pretest was not completed in time to allow the pilot to take place before the summer. As a result, the pilot will now take place in November 2014. The objective of the pilot is to examine the validity of the RCA content. The pretest results were analysed as if they were from the real test itself, but the sample size was too small to allow us to determine whether the cases and questions are assessing what they were designed to assess.

The names of at least 300 physical therapists will be drawn from the pool of active and limited registrants to participate in the pilot test. The names will be drawn in a stratified random selection process that will ensure representation of all geographic regions of the province and all four practice contexts.

The process for the pilot will replicate the complete RCA test experience, rather than just parts of it as in the pretest. Registrants will receive an email and orientation package. They will be required to identify a proctor (please see the article on proctoring also in this issue). Registrants will then need to book the time, date and practice context area(s) for their RCA.

Registrants will have a choice of five dates and times, spread over approximately two weeks, in which to complete the assessment. On the appointed day and time, registrants will spend 2.5 to 3 hours completing the RCA in the presence of their proctor.

If a registrant cannot be available during this two-week period, she or he can contact the College to request to be excluded from the pilot. These requests will be considered on an individual basis.

Participants will receive individual results from the pilot test. The aim is to send the results out approximately two months following the pilot. This time is required in order to effectively complete the following tasks:

- preliminary scoring
- quality checking of any questions that showed unusual response patterns
- hand scoring of a selection of registrants' RCAs to double-check the accuracy of the scoring algorithms
- adjusted scoring if necessary
- analysis of results with several parameters (practice context, some demographic descriptors, etc.)
- review of the results by the Board of Examiners
- production of individual score reports

This detailed process will be further explained in a future newsletter.

Next steps:

- If you have not already done so, please review the sample RCA questions on the College website at: <http://cptbc.org/physical-therapists/quality-assurance-program/annual-self-report/sample-questions/>

- Watch for an email indicating that you have been selected to do the pilot. This email will arrive in August.
- Please contact the College if you have any questions.

Registrant Competence Assessment – What is Proctoring? How does it work?

The Merriam Webster dictionary defines proctoring as 'supervision', 'monitoring', or 'one appointed to supervise students (as at an examination).'

Following the Quality Assurance Program presentation at the 2014 AGM and Practice Forum in April, the most frequently asked question was "How does proctoring work?"

For the Registrant Competence Assessment (RCA), registrants will be required to find a proctor – someone who will monitor them while they complete the RCA online. This will provide the registrants with a person to verify their identity; vouch for the physical therapist regarding any unforeseen incidents such as illness, power or internet outages; and ensure that the registrant does not consult any materials during the RCA.

The process will be as follows:

1. When a registrant is notified that s/he will be completing the RCA, s/he will receive information about the RCA and next steps in the process, including instructions for finding a proctor.
2. The registrant is responsible for finding someone to proctor her/him during the online assessment, and provide that someone with a link to where that person can enroll to become a proctor. A proctor must be over 18, a Canadian

citizen or permanent resident; not a physical therapist, and not a spouse, child or parent of the registrant.

3. When the person has enrolled to be a proctor, she or he will receive a Proctor Identification Number (PIN).
4. The proctor will give the registrant the PIN.
5. The registrant then books her/his RCA session [time, date and practice context(s)] and includes the PIN.
6. This will trigger an email notifying the registrant and the proctor of their respective RCA session codes.
7. At the appointed day and time, the registrant will log into the RCA and the proctor will then enter his/her RCA session code, effectively opening the RCA for that specific registrant.
8. When the registrant has completed the RCA, the proctor will enter his/her RCA session code, which confirms that the proctor was present for the duration of the RCA and allows the registrant's completed RCA to be submitted.

Several registrants have expressed concern about the proctoring component. Some wondered why it was necessary and some anticipate having problems finding a proctor. The Quality Assurance Committee, with the assistance of its consultants, considered three options before deciding on this method.

One option considered was not to require any monitoring while registrants completed the RCA. This would have required very little effort from registrants and the College, and would not have had any cost associated with it. However, this option would incur risks associated with the security of the RCA content, which,



Quality Assurance Program Update (continued)

in the end, could cost the College money to develop additional questions. This method would also have compromised the defensibility of the RCA as a method of protecting the public.

The second option considered was to arrange for multiple locations where registrants could complete the RCA in large groups. These locations would be monitored by College staff or people hired specifically for that purpose. This option was ruled out due to the cost of administering the sites, which would have had to be absorbed either by the College or by individual registrants. It was also deemed to be unfair to registrants in more rural or remote locations, as they would

likely have had to finance their own travel to reach one of these sites.

The third option considered was to have remote proctoring where a company would be contracted to provide the proctoring service. This option is much more expensive and would require physical therapists to have access to a webcam.

The Committee believes that it has chosen the most cost effective method that protects both the registrant's interests and the security of the RCA. It allows registrants to complete the RCA in a location of their own choosing, either at home, at work, or somewhere else that is convenient for them; and using a device

(desktop, laptop, tablet) with which they are already familiar. It provides them the peace of mind of having a witness (the proctor) with them in case they experience any problems with the internet, power outage, illness or unexpected interruption that might compromise the registrant's performance. As with all elements of the RCA, proctoring will be evaluated to determine if it is straightforward and effective.

If you have any questions or concerns about proctoring, please contact me, your Quality Assurance Manager, at Chris_Smerdon@cptbc.org



Inquiry Summaries

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist made unprofessional comments to her regarding her head injury.

Following an investigation the Committee decided to request the physical therapist, pursuant to section 33(6)(c) and 33(1)(d) of the *Health Professions Act* to enter into an undertaking and consent agreement for the disposition of the matter. The Inquiry Committee decided under section 33(6)(c) of the *Health Professions Act* to act under section 36(1)(d) of the *Health Professions Act* to request that the physical therapist undertake and consent to provide the Committee with a brief report prepared by him in which he analyzes and discusses how the provisions of College Bylaw 55.1 (Responsibilities to Client) may apply to his practice of physical therapy.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist is allowing the support workers to conduct physical therapy assessments, initiate and make changes to treatment plans, interpret and determine physical therapy diagnoses, use ultrasound and laser, and do discharge planning; does not require patients to wear protective glasses during laser treatments; used an expired prescription drug prescribed to a previous patient on another patient; and did not inform the patient about the use of the prescription drug as part of the treatment.

Following an investigation the committee determined that there was cause to take action against the physical therapist under section 36 of the *Act* for breaching *Health Professions Act* Physical Therapist Regulation Section 6; College Bylaws Section 53(1)(f) and Section 56(1)(a)(v),

and Clinical Practice Statements No. 2 - Electro-physical Agents and No. 3 - Assignment of Tasks to a Physical Therapy Support Worker.

The Inquiry Committee determined to act under section 33(6)(c) of the *Health Professions Act* and request that the physical therapist:

1. Undertake not to repeat the conduct to which the matter relates under section 36(1)(a) of the *Act*;
2. Consent to a reprimand under section 36(1)(c) of the *Act*;
3. Undertake or consent not to employ, contract with or otherwise engage, for a period of twenty four consecutive months from the date of the Undertaking and Consent, any physical therapy support worker under section 36(1)(d) of the *Act*;



4. Undertake to provide the College, within seven calendar days, of the date of its effect, and for a period of not less than twenty four consecutive months from the date of the Undertaking and Consent, a copy of any employment agreement, contract or letter of engagement for every person who is retained in any way to work in the physical therapist's physical therapy clinic; and if there is no written form of agreement then to provide the College, within seven calendar days of the date of its effect, with relevant information regarding any verbal agreement or arrangement to engage a staff person in the physical therapist's physical therapy clinic under section 36(1)(d) of the *Act*; and

5. In the event that the physical therapist practises physical therapy from a clinic or practice setting other than a physical therapy clinic that is owned by the physical therapist, the physical therapist undertake not to provide supervision to any physical therapy support worker for the time period referred to in paragraphs numbered 3 and 4 herein under section 36(1)(d) of the *Act*.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist is allowing the support workers who are under her supervision to conduct physical therapy assessments, initiate and make changes to treatment plans, interpret and determine physical therapy diagnoses, use ultrasound and laser, do discharge planning, and delegate tasks to physical therapy student; is allowing the support workers to use ultrasound with pain relieving gels mixed into ultrasound gel on patients; is allowing the support workers to use the title "Physiotherapists with their PhDs"; is allowing the support workers to practice

unsafely, including the use of a TENS machine that contains a severed wire; and is providing complementary alternative therapy treatments to patients without providing them with an explanation and option for other treatment methods.

Following an investigation the committee determined that there was cause to take action against the physical therapist under section 36 of the *Act* for breaching *Health Professions Act* Physical Therapist Regulation Section 6; College Bylaws Section 53(1)(f) and Section 58(1)(c), and Clinical Practice Statements No. 2 - Electro-physical Agents, No. 3 - Assignment of Tasks to a Physical Therapy Support Worker and No. 9 - Complimentary and Alternative Therapies.

The Inquiry Committee determined to act under section 33(6)(c) of the *Health Professions Act* and request that the physical therapist:

1. Undertake not to repeat the conduct to which the matter relates under section 36(1)(a) of the *Act*;
2. Consent to a reprimand under section 36(1)(c) of the *Act*;
3. Undertake or consent not to employ, contract with or otherwise engage, for a period of twenty four consecutive months from the date of the Undertaking and Consent, any physical therapy support worker under section 36(1)(d) of the *Act*;
4. Undertake to provide the College, within seven calendar days of the date of its effect, and for a period of not less than twenty four consecutive months from the date of the Undertaking and Consent, a copy of any employment agreement, contract or letter of engagement for every person who is retained in any way to work in the physical therapist's

physical therapy clinic; and if there is no written form of agreement then to provide the College, within seven calendar days of the date of its effect, with relevant information regarding any verbal agreement or arrangement to engage a staff person in the physical therapist's physical therapy clinic under section 36(1)(d) of the *Act*; and

5. In the event that the physical therapist practises physical therapy from a clinic or practice setting other than a physical therapy clinic that is owned by the physical therapist, the physical therapist undertake not to provide supervision to any physical therapy support worker for the time period referred to in paragraphs numbered 3 and 4 herein under section 36(1)(d) of the *Act*.

Professional Misconduct

The College Inquiry Committee received information from the College Board in connection with the advertisement on the physical therapist's website. The College Board was informed that the physical therapist was allegedly advertising on the website that she is using acupuncture to treat a wide variety of conditions and that not all of these conditions are within the physical therapy scope of practice. The Committee determined to act under Section 33(4) of the *Health Professions Act* and moved to investigate this complaint based on the information received.

Following an investigation the Committee determined that there was cause to take action against the physical therapist under section 36 of the *Act* for breaching *Health Professions Act* Physical Therapist Regulation Section 1 and College Bylaws Section 53(1)(o) - Professional Misconduct - contravening the *Health Professions Act*, the regulations, or any of these Bylaws.



The Inquiry Committee determined to act under section 33(6)(c) of the *Health Professions Act* and requests under section 36(1)(c) that the physical therapist consent to a reprimand for practicing acupuncture for the treatment of conditions beyond the scope of physical therapy practice and for misleading advertising in that regard; under section 36(1)(a) that the physical therapist undertake not to practice acupuncture for the treatment of any conditions beyond the scope of physical therapy, and not to advertise such treatments to the public; and under section 36(1)(d) that the physical therapist undertake or consent to undergo one chart audit within the next 12 months for a maximum cost of \$750.00.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist did not treat her for the neck and shoulder issues for which she was referred but rather for hip arthritis. When asked to disrobe behind a closed curtain that did not touch the floor and was not completely shut, she refused. This allegedly prompted the physical therapist to inform the patient that she would advise WorkSafeBC of the patient's non-compliance.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 56(1)(a)(v) - Standards of Practice - Minimal Treatment Standards - Prior to initiating treatment a registrant must attempt to obtain relevant medical information concerning the client by discussing the results of the assessment and proposed

treatment plan with the client or, where the client is a minor or mentally impaired, the client's guardian or agent, and the Clinical Practice Statement No. 11 - Draping for Patients. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist made unprofessional comments to her, including that he has the right to expose and treat any part of the complainant's body he wants regardless of her referral and that he does not care if he hurts her or her spine. She also alleges that the physical therapist defamed her character.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 55(1.1) - Standards of Practice - Responsibilities to the Client - Physical therapists shall consider the well-being of the client as their primary concern by respecting the client's legal rights, dignity, needs, wishes and values. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist did not inform her about the reasons why her physical therapy treatment is being discontinued and that the physical therapist did not provide her with alternative treatment sources.

Following an investigation the committee determined that there was cause to take action against the physical therapist under section 36 of the Act for breaching College Bylaws Section 53(1)(i)(ii) -

Professional Misconduct - discontinuing professional services that are needed unless alternative services are arranged, and Section 56(2)(b)(iii) - Standards of Practice - Minimal Treatment Standards - Once treatment is initiated the registrant must inform the client and/or family about the reasons why service is being discontinued, e.g. treatment is not effective, problem is alleviated, or client requests discontinuation.

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 undertake to provide the Committee with a draft protocol regarding steps to be taken, in the future, when refusing to provide services to a client having regards to College Bylaws Section 53(1)(i) and Section 56(2)(b)(iii).

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist was rude and hostile towards him during a telephone conversation regarding the physical therapy care of his son. The complainant has shared joint guardianship of his son and wished to discuss his son's physical therapy care with the physical therapist.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, the Committee was satisfied that the physical therapist was not in breach of College Bylaws Section 55(3.2) - Standards of Practice - Responsibilities to the Profession - Physical therapists must conduct themselves in a manner as to merit the respect of society for the profession and its registrants. The file is closed.

Professional Misconduct

The Inquiry Committee moved, under Section 33(4) of the *Health Professions Act*, to investigate issues arising from documents provided by the physical therapist regarding another matter before the Inquiry Committee. The document indicated that the billing practices may be in contravention of the College Bylaws related to billings and the role of a chiropractor in potentially providing physical therapy services at the clinic.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws section 53(1)(n) - Professional Misconduct - submitting an account or charge for services that the registrant knows is false or misleading, and section 57(1)(a) - Standards of Practice - Business Practice Standards - A registrant must not charge fees for services which have not been provided. The file is closed.

Professional Misconduct

The College received an anonymous letter alleging that the physical therapist, who is an interim registrant, has been practicing physical therapy without supervision of a full registrant on site at the clinic. The committee determined to act under Section 33(4) of the *Health Professions Act* and moved to investigate this complaint based on the information received.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws

Section 53(1)(e) - Professional Misconduct - contravening a term, condition, or limitation imposed on the registrant's certificate of registration. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that he paid for physiotherapy treatment with the physical therapist, but he did not receive any treatment.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 57(1)(a) - Standards of Practice - Business Practice Standards - A registrant must not charge fees for services which have not been provided. The file is closed.

Professional Misconduct

The Inquiry Committee moved, under Section 33(4) of the *Health Professions Act*, to investigate issues arising from records received for another matter before the Inquiry Committee. The records indicated that there is apparent breach of the supervisory agreement the physical therapist signed with the College and an interim registrant, and/or possible misconduct under section 53 of College Bylaws.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 53. The file is closed.

Professional Misconduct

The Inquiry Committee moved, under Section 33(4) of the *Health Professions Act*, to investigate the physical therapist based on the fact that he has not completed the criminal record review as required under the *Criminal Record Review Act*.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the basis of the evidence and the physical therapist's subsequent compliance with the statutory requirement of the Ministry of Justice under the Criminal Records Review Act, there were no grounds to justify taking further action in this matter against the physical therapist for breaching *Health Professions Act* section 32(2)(a) - If a registrant fails to authorize a criminal record check or a criminal record check verification, as applicable, under the Criminal Records Review Act, the inquiry committee must take the failure or the determination into account, investigate the matter and decide whether to impose limits or conditions on the practice of the designated health profession by the registrant or whether to suspend or cancel the registration of the registrant. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that he ridiculed her answers to her questions and made her feel very little. The complainant also alleged that the physical therapist put her down and berated her for being injured.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were insufficient evidence to justify taking



further action in this matter against the physical therapist for breaching College Bylaws Section 55(1.1) - Standards of Practice - Responsibilities to the Client - Physical therapists shall consider the well-being of the client as their primary concern by respecting the client's legal rights, dignity, needs, wishes and values. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that she was not informed that the treatment she and her son were receiving at the clinic was physical therapy when she had specifically requested the services of a kinesiologist.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were no grounds to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 55(1.3) - Standards of Practice - Responsibilities to the Client - Physical therapists must respect the client's rights to be informed about the effects of treatment and inherent risks; and College Bylaws Section 55(1.4) - Standards of Practice - Responsibilities to the Client - Physical therapists must give clients the opportunity to consent or decline treatment or alterations to the treatment regime. The file is closed.

Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist falsified information in his WorkSafeBC discharge report

and that the physical therapy treatment exacerbated his back symptoms.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were insufficient evidence to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 53(1)(m) - Professional Misconduct - signing or issuing, in the registrant's professional capacity, a document that the registrant knows contains a false or misleading statement; and College Bylaws Section 55(1.1) - Standards of Practice - Responsibilities to the Client - Physical therapists shall consider the well-being of the client as their primary concern by respecting the client's legal rights, dignity, needs, wishes and values. The file is closed.

Professional misconduct

The College received a written complaint against a physical therapist alleging that the physical therapy treatment caused her rib and shoulder pain. She alleged that the physical therapist was reckless, that he was rushing all the time and he did not explain his treatment.

Following an investigation the Inquiry Committee determined to act under Section 33(6)(c) of the *Health Professions Act* and requested under section 36(1)(d) that, in light of his response regarding documentation of consent, the physical therapist undertake to review College Practice Standard No. 1 - Clinical Records, and provide the Committee with a letter outlining how he will comply in future with the requirement to chart patient consent.

Professional misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist is not competent to work in an acute care setting. The complainant is a Clinical Practice Leader who, along with two other physical therapists, supervised and evaluated the physical therapist's clinical abilities.

Following an investigation the Inquiry Committee determined to act under section 33(6)(a) of the *Health Professions Act* to take no further action as, on the face of the information before it, there were insufficient evidence to justify taking further action in this matter against the physical therapist for breaching College Bylaws Section 55(1.6) - Standards of Practice - Responsibilities to the Client - Physical therapists are responsible for recognizing their limitations, continuing to develop their own level of competence, and confirming clinical diagnosis and management in those areas of practice in which they have been educated. The file is closed.

Remembering

Anne Sagorski
Maple Ridge, BC
March 30, 2014

Yvonne Schneider
Kelowna, BC
May 22, 2014

Do you know your broker's name? What insurance company are you insured with? If you don't know, then you haven't been receiving the service you deserve.

You have a choice when it comes to your Professional Liability insurance. For more than 13 years, PhysioSure has been protecting Canadian Physiotherapists from coast to coast. If you appreciate exceptional service, give Derek Grieve a call to discuss your options. Our policy meets with all of your College requirements and we do not require you to be a member of any association to get coverage.

Contact us to discuss your professional liability options:
 1-800-328-7887 x 342 or
derek.grieve@hubinternational.com



PhysioSure

Advertising Rates

The rates below are for black & white or two colour (blue and black) ads. Please contact the College for quotes on full colour ads and artwork submission deadlines.

Sizes (black & white, black & blue, blue only)	Dimensions	Advertising Rates
Full Page	7.75" wide x 9.5" tall	\$800.00
2/3 page (vertical format)	5" wide x 9.5" tall	\$600.00
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1/3 page (vertical format)	2.45" wide x 9.5" tall	\$300.00
1/4 page (square format)	5" wide x 4.75" tall	\$200.00

Who to Contact at the College

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Registrar**

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**Ann Lo,
Deputy Registrar**

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Manager**

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If you are moving, changing your name or status, please be sure to notify the College.

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Please address all newsletter items and queries to the Newsletter Editor.