



**CPTBC**

College of Physical Therapists  
of British Columbia

# Update

newsletter

Fall 2016 • Volume 20 • Issue 3



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## 2017 Board Meetings:

- January 21
- April 22
- June 24
- September 16
- November 25

## Save the Date

**Annual General Meeting  
& Physiotherapy  
Practice Forum:**

**Saturday April 22, 2017**  
Westin Bayshore Hotel  
1601 Bayshore Drive  
Vancouver, BC

## Your 2017 registration renewal is due by January 1, 2017!



Pursuant to section 44(3) of the College Bylaws, please be advised that your registration with the College of Physical Therapists of BC must be renewed by **January 1, 2017**.

Please complete your registration renewal on time to avoid penalties or cancellation of your registration. Please note that you must not practice physical therapy in BC if your registration is cancelled. The College will notify the Medical Services Plan (MSP) if your registration is cancelled and your billing number will no longer be valid.

## Instructions

- Your user ID and password will be emailed to you on November 25, 2016.
- Online renewal will be available as of 8:00 a.m. PST on Thursday, December 1, 2016.
- Log in at [www.cptbc.org](http://www.cptbc.org) and click on the renewal link on the upper left-hand side of your profile page.

## 2017 Registration Fee

	REGISTRATION FEE December 1, 2016 to January 1, 2017	LATE FEE * January 2, 2017 to January 31, 2017	REINSTATEMENT ** February 1, 2017 to December 31, 2017
Full, Interim, Limited	\$425.00	\$510.00	\$573.75
Inactive	\$100.00	\$120.00	\$135.00

\* Fee + 20% as per Bylaws Section 44(6)    \*\* Fee + 35% as per Bylaws Section 44(7)(c)

- If you hold private malpractice insurance, please forward a copy of your insurance certificate to [info@cptbc.org](mailto:info@cptbc.org) or fax it to 604 730 9273.
- If you were notified in September 2016 to complete the 5-year criminal record re-check, please do so by November 17, 2016 in order to be able to renew your registration for 2017.

Registration information continued on page 2...



# Registration Renewal – continued from cover

## PLEASE NOTE:

### Changing Status from ‘Inactive’ to ‘Full’?

Please contact the College immediately if you plan to change your registration from ‘inactive’ to ‘full’ for 2017.

Apply before December 12, 2016. Your application may be approved with an effective date of January 1, 2017.

Please note that the College will not be processing new applications between December 12, 2016 and January 4, 2017.

### Changing Status to ‘Inactive’?

Go to the employment section on your profile page:

- Change the **employment status** to NOT WORKING or RETIRED
- Edit your employer by setting an **expiry date** for your employment (setting a date into the future is allowed)
- Deselect the **primary Employment** box
- Click on the **save** button

Set the expiry date for any other employers as needed.

Change your **status to ‘inactive’**.

### Practice Hours for 2016:

Practice hours are defined as hours worked in physical therapy practice.

This includes clinical practice, physical therapy administration, teaching, management, research and consultation where the knowledge, skills, and abilities of a physical therapist constitute the basis for the job responsibilities. It does not include continuing education, volunteer work, professional association or College activities, vacation leave, sick leave, family leave, leave of absence, education leave or statutory holidays.

### E-mail Address:

Please make sure that only one e-mail address is linked with your College account.

### Post-dated Cheques as a Payment Option:

If you do not wish to pay before December 31, 2016, complete your online renewal anytime during December and send the College a cheque post-dated for December 31, 2016.

### A Message to Clinic Owners:

Please remember to identify yourself as the owner of the clinic in the ‘Workplace’ section of the database. This will enable the College to contact you more easily in the future if required.

If you have more questions, contact the College at 604 730 9193 or email [registration@cptbc.org](mailto:registration@cptbc.org).

## Office Hours During the Holiday Season

The office will maintain regular office hours (8:30 a.m. – 4:30 p.m.) during the holiday season:



### The office will be closed on:

- Monday, December 26, 2016
- Tuesday, December 27, 2016
- Monday, January 2, 2017





## Message from the Board Chair

Hello again,

I hope everyone is enjoying the fall season! It's hard to believe the holidays are fast approaching, and as we all get even busier I applaud you for taking the time to stay informed by reading this newsletter.

At the College, we too have been busy with several projects, the foremost being the hiring of a new Registrar. At this time, we have contracted an executive recruiting firm to conduct the search and aim to find our new Registrar by the New Year. Brenda Hudson, our current Registrar, has kindly agreed to stay on to support her successor before moving on into well-earned retirement bliss. The Board is immensely grateful for Brenda's time and continued dedication to this organization.

You may have heard that in the coming year the College will be reaching out to more of our registrants across the province. We are starting a new program to reach out to communities in the North, the Interior and on Vancouver Island to connect with physical therapists in a series of town hall meetings. These engagements aim to help provide information to educate registrants on College operations and the Quality Assurance Program, and allow them to voice questions. Updates on the specifics will be coming out in the New Year.

As I sit here today, after having recently celebrated Thanksgiving, I want to personally thank the physical therapists across the province for the commitment they make to their practices every day, to prioritize safety and to make a positive impact in their clients' lives. In each of our practices, it is important to foster a culture of quality, and it is through the advice and support of our peers that very often ensures we uphold this. For those of you who give this support to your peers and to those of you who openly receive it, I sincerely thank you. I know these people have been essential in my practice and I am truly grateful for their efforts.

I would also like to thank the volunteers of the College. Throughout the year, their work enables physical therapists everywhere to enjoy the privileges of being part of a self-regulated profession. At a time when public trust in certain professions has been lost due to the inability to act on unethical situations, you all have played an integral part in ensuring that physical therapists are trusted in their practice and meet the requirements laid out by the Ministry. I wholeheartedly give you my thanks for your time and efforts! You do an excellent job in a role that is at times challenging, but infinitely rewarding and fulfilling.

Happy holidays to everyone as we enter the festive season!

Yours truly,

Heather Leslie

## BOARD OF DIRECTORS

*Call for Nominations*

### Make a difference! Join the Board!

The College is responsible for regulating the practice of physical therapists in the province. It derives its authority from the *Health Professions Act* and the College Bylaws. The College's Mission is to serve and protect the public by ensuring that physical therapists provide safe, competent and ethical services.

Each college must have a Board that oversees the mandate of the college. The Board's role is critical for our profession. It determines the standards for entry to practice, sets and enforces regulations that registrants must follow and develops programs to promote quality. Policy decisions that affect all physical therapists in the province are made by this Board.

The Board itself consists of 9 members: 6 physical therapists elected by the College registrants and 3 public representatives appointed by the Ministry of Health. Student representatives from the University of British Columbia's Department of Physical Therapy also attend the meetings.

Board positions are both challenging and exceptionally rewarding. They offer an excellent opportunity to learn and develop a greater understanding of the profession of physical therapy in British Columbia.

As a Board member you would be expected to attend all Board meetings and to serve on one or more of the College's committees. Board meetings are held at least 5 times a year, usually on Saturdays in Vancouver. Although some committee meetings occur around the same time as Board meetings, in order to facilitate travel for out-of-

town members, other meetings can be held at different times and also via teleconference.

Full registrants in good standing from all parts of the province, who practice either in the public or private sector, are encouraged to accept nominations for the 3 upcoming vacancies on the Board. The term of office is for 2 years starting April 22, 2017.

This is a great time to be involved with your College. Come join us and make a difference!

Nomination forms for Board positions can be obtained from the College office by contacting Jenny at 604 730 9193; toll free at 1 877 576 6744 or [jenny\\_wu@cptbc.org](mailto:jenny_wu@cptbc.org).

### **NOMINATIONS ARE NOW OPEN**

**Deadline for Board Nominations :**

**12:15 p.m.  
Pacific Time**

**Wednesday,  
MARCH 22, 2017**

## DISCIPLINE COMMITTEE POSITIONS

The Discipline Committee derives its statutory authority from the *Health Professions Act* and College Bylaws. Its mandate is to hear and determine complaint matters that were not resolved by consent agreement at the Inquiry Committee. The Committee strives for diversity in its composition. With currently 3 male members, the Committee is seeking female physical therapists. Committee members are supported with training in administrative law and hearings, decision making and writing skills. If you have an interest in law, this is a Committee for you!

Board and Committee members are compensated for their attendance, as well as expenses incurred on behalf of the College.

For further information regarding these opportunities, contact the College Nominations Committee c/o the Registrar at [brenda\\_hudson@cptbc.org](mailto:brenda_hudson@cptbc.org) or call 604 730 9193 or 1 877 576 6744 (toll free).

## WRITERS NEEDED FOR THE RCA

The RCA Item Writing Group is currently seeking writers with clinical experience in the musculoskeletal and cardiorespiratory contexts, preferably in a facility or community setting. Item writers are required to:

- hold full registration status as ‘physical therapists’ with the College;
- have good written and verbal communication skills;
- be able to work independently and in small groups; and
- have at least 5 years of recent clinical experience in their chosen practice context.

For further information, please contact Chris Smerdon, Quality Assurance Program Manager at [chris\\_smerdon@cptbc.org](mailto:chris_smerdon@cptbc.org).

## *Congratulations!*

To **Victor Brittain**, Physical Therapist, who was recently appointed to the position of Chair, Board of Examiners of the Canadian Alliance of Physiotherapy Regulators (The Alliance).

## Notice of Fee Increase in 2018

After the Board of Directors annual financial review, the Board of Directors voted to increase the annual registration fee for 2018 from \$425.00 to \$500.00 upon the recommendation of the Finance Committee. The reasons for this increase are primarily due to the increased cost of operations, for which the College typically observes an adjustment after a 5-year period, and to the development and implementation of the Quality Assurance Program.

## Information from Pacific Blue Cross

### Online Claims

Join almost 80% of BC's physical therapists who bill Pacific Blue Cross directly through the PROVIDERnet website.

This free, easy-to-use website means patients don't have to wait to be reimbursed for their claims. You submit claims to Pacific Blue Cross and they pay for what's covered.

Patients seek out practitioners who offer the convenience of direct billing.

Features include:

- Claiming in as little as 30 seconds
- Instant adjudication
- Weekly direct deposits so you save on credit card fees
- No-fee registration

*Sign up today at [providernet.ca](http://providernet.ca).*

### Reminders

Pacific Blue Cross requires the following information on receipts:

- |                                      |                           |
|--------------------------------------|---------------------------|
| ✓ Provider College ID number         | ✓ Length of treatment     |
| ✓ Receipt date                       | ✓ Date of service/supply  |
| ✓ Provider name/address/phone number | ✓ Charge amount           |
| ✓ Patient name                       | ✓ Government plan payment |
| ✓ Type of service/supply provided    | ✓ Receipt number          |
| ✓ Quantity provided                  | ✓ Method of payment       |

### Questions?

**Local** (within Metro Vancouver): 604 419-2000, **Toll-Free:** 1 877 PAC-BLUE

[https://www.clhia.ca/domino/html/clhia/CLHIA\\_LP4W\\_LND\\_Webstation.nsf/resources/Claim+Forms+PDFs/\\$file/Receipt\\_Best\\_Practices.pdf](https://www.clhia.ca/domino/html/clhia/CLHIA_LP4W_LND_Webstation.nsf/resources/Claim+Forms+PDFs/$file/Receipt_Best_Practices.pdf)

## Update is Going Electronic

In 2017, the College will be replacing its printed newsletter *Update* with an electronic version. The newsletter will continue to be published and distributed to registrants in the winter/spring, summer and fall.

If you prefer to continue receiving a printed copy of *Update*, please e-mail Alice at [alice\\_yu@cptbc.org](mailto:alice_yu@cptbc.org) or call the College by **December 31, 2016** with this request.





## Quality Assurance Program

### SHARE YOUR THOUGHTS ON REGISTRANT PRACTICE SUPPORT

The Quality Assurance Committee designed a proposed program that meets the requirements of the *Health Professions Act*, the guiding principles of the Quality Assurance Program and the advice of legal counsel, which would guide a registrant from the assessment phase to the remediation phase.

#### How it works:

##### Assessment of Professional Performance

If a registrant does not meet standard on a second attempt (retake) of the RCA, the QAC requires the registrant to participate in an assessment of professional performance:

- An in-person assessment is conducted using the framework of the *Essential Competency Profile for Physiotherapists in Canada* by an assessor trained and appointed by the College.
- The QAC reviews the assessor's report and either decides that the registrant has demonstrated competence or recommends that the registrant enter the Registrant Practice Support Program.

##### Remediation

The registrant designs and implements a learning plan based on the deficiencies identified through the assessment of professional performance:

- The assessor will again meet with the registrant to check his/her progress after 6 months.
- The QAC reviews the assessor's report and determines either that the registrant has demonstrated competence or that there are still deficiencies in the manner in which the registrant's practice is being conducted.

Through careful planning and consideration, the Program proposed by the QAC is defensible and flexible, and aligns with the principles of the Quality Assurance Program. Your feedback will be valuable in determining the details of the final Program. We would like your input on details such as:

- How many hours of an assessor's time should the College finance?
- How long should a registrant be able to participate in the Registrant Practice Support Program before being expected to demonstrate competence in deficient areas?

*Please be sure to provide your feedback in an online survey coming in January. We look forward to hearing from you!*

## Retired Physiotherapists Group of BC

For the last 3 years, a group of retired and soon-to-be retired physical therapists have been meeting in Vancouver in the spring for an afternoon of fun and to rekindle old friendships.

The events were a great success and we are planning another one for 2017.

**Mark your calendars for June 8, 2017** from 12:00 p.m. to 3:00 p.m. for the fourth annual gathering of the Retired Physiotherapists Group of BC (RPG) at the Royal Vancouver Yacht Club. Registration details for this event will be emailed to those on the RPG mailing list in March 2017.

If you are retired, semi-retired or almost retired and would like to be on the RPG mailing list, please email us at [rpg.of.bc@gmail.com](mailto:rpg.of.bc@gmail.com).



# Annual Self Report

You may recall the Annual Self Report question that referenced the provision of pilates services. The question was included because the College continues to receive questions about ‘clinical pilates’ and whether or not it can be billed as physical therapy. The answer is that only ‘physical therapy’ can be billed as physical therapy services. According to College Bylaws, physical therapy must meet the Minimal Treatment Standards Bylaw (<http://cptbc.org/resources/bylaws/#fiftysix>) and must be documented according to Practice Standard No. 1 - Clinical Records (<http://cptbc.org/wp-content/uploads/2014/04/Practice-Standard-1-Clinical-Records.pdf>).

Pilates exercises are another ‘tool in the toolbox’ of the physical therapist and, in some cases, physical therapists integrate these exercises into the individualized physical therapy treatment plan to accomplish specific physical therapy goals. However, in other cases, the service provided is not physical therapy, but rather a pilates session that is not for specific therapeutic purposes.



The physical therapist, therefore, must determine whether:

**Pilates techniques were used as part of the individualized physical therapy treatment plan,** to accomplish specific physical therapy goals that arose from the findings in the physical therapy assessment. If so, the clinical record reflects a physical therapy assessment and treatment plan, with reassessments and treatment progression. Be sure to chart all of the treatment provided – education, postural correction, specific pilates techniques, any hands-on cueing, as well as any other treatment techniques or modalities.

**OR**

**The service provided to a patient is a pilates session, and not a physical therapy session,** in which case a physical therapy receipt must not be issued. In cases of audits by third parties, clinical records may be reviewed and if receipts were submitted for physical therapy services, but the clinical record does not support that physical therapy services were provided, the patient may be asked to reimburse the insurer for the amount submitted as physical therapy services.

The public should always be clear about what service they are receiving, and the clinical record as well as the receipt provided should be consistent with that service. Although in this case we are discussing the relevance of pilates in the scope of physical therapy services, there are other strategies that we may use (for example, yoga or tai chi) which are also worthy of our reflection.

## A Note of Caution

A reminder to registrants that the College does not approve or vet courses for physical therapists. Recently, the College has received reports of potential fraudulent activity related to educational courses. We cannot verify or investigate the accuracy of this information. Registrants are reminded to exercise due diligence before paying for a course. If you have experienced fraud, please report the details to the police as the College does not have jurisdiction in this matter.

### Professional Misconduct - Billing

The Inquiry Committee moved under Section 33(4) of the *Health Professions Act* to investigate a physical therapist based on an audit report delivered to the College by the Chair of the Health Care Practitioners Special Committee for Audit Hearings.

Following an investigation, the Inquiry Committee determined under section 33(6)(a) of the *Health Professions Act* to take no further action in this matter against the physical therapist for breaching College Bylaw 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 was closed.

### Professional Misconduct

The College received a written complaint from the Registration Committee regarding an apparent conflict between information provided to the College by the Respondent and information provided to the College by the Canadian Alliance of Physiotherapy Regulators regarding the Respondent's examination status.

Following an investigation, the Inquiry Committee determined under section 33(6)(a) of the *Health Professions Act* to take no further action in this matter against the individual for breaching College Bylaw section 53(1)(k) – Professional Misconduct - Professional misconduct for the purposes of section 33(4)(c) of the *Health Professions Act* includes but is not limited to: falsifying a record relating to the registrant's practice. The file was closed.

### Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist cleared the complainant for a gradual return to work without having done an assessment of the injured shoulder, or having put a proper treatment plan into effect.

Following an investigation, the Inquiry Committee determined there was cause to take action against the physical therapist under section 36 of the *Act* for breaching College Bylaw section 56(1)(a)(ii) - Standards of Practice - Minimal Treatment Standards - Prior to initiating treatment a registrant must attempt to obtain relevant medical information concerning the client by completing a physical examination relevant to the presenting symptoms, including measurable and observable physical findings.

The Committee determined to act under section 33(6)(c) of the *Health Professions Act* and requested under section 36(1)(d) of the *Act* that the physical therapist undertake to complete and document a full subjective, objective and functional assessment of the patient prior to making any determination and before offering any opinion to a third party that may affect a patient's legal rights, particularly with respect to a patient's capacity to return to work, and do the same for each and every future patient about whom the physical therapist may be required to provide a physical therapy assessment to a third party. The file was closed.

### Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist kissed her cheeks many times, touched her face with both hands, and that his body touched her chest and belly, and that he did not stop these behaviours when asked. The complainant also alleged that the physical therapist did not do any proper treatment.

Following an investigation, the Committee determined, with respect to the allegations of inappropriate touching, 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 was insufficient evidence to justify taking further action on this matter under the *Health Professions Act*. The Inquiry Committee did determine that there was cause to take action against the physical therapist under section 36 of the *Act* for breaching College Bylaw sections 56(1) and 56(2), Minimal Treatment Standards as well as Practice Standards #1 Clinical Records and #2 Electrophysical Agents.

The Committee determined to act under section 33(6)(c) of the *Health Professions Act* and requested under section 36(1)(d) of the *Act* that the physical therapist undertake to fully comply with College Bylaw section 56, Minimal Treatment Standards with particular reference to sections 56(1) and 56(2), to fully comply with College Practice Standard #1. Clinical Records and #2. Electrophysical Agents, to provide a report to the Inquiry Committee that demonstrates reflection on how the referenced Bylaws and standards apply and impact future practice to prevent reoccurrence

of circumstances similar to those that gave rise to the complaint, and to consent to a random inspection of the physical therapist's practice and an audit of clinical records within the next six months. The file was closed.

### Professional Misconduct

The College received a written complaint against a physical therapist alleging that the physical therapist claimed expertise and provided services in areas outside scope of practice as well as misrepresenting as an Occupational Therapist or allowing to be so represented and attending meetings of a client who had no physical therapy needs.

Following an investigation, the Inquiry Committee determined 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, on either an evidentiary or public protection basis, on this matter against the physical therapist for breaching College Bylaw 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 was closed.

## 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)	Dimension	Advertising Rate
Full Page	7.75" wide x 9.5" tall	\$800.00
2/3 page (vertical format)	5" wide x 9.5" tall	\$600.00
1/2 page (horizontal format)	7.75" wide x 4.75" tall	\$400.00
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

**Brenda Hudson,  
Registrar**

Corporate Programs  
(Legislative, Finance & Board)  
Email: [brenda\\_hudson@cptbc.org](mailto:brenda_hudson@cptbc.org)

**Alice Yu,  
Deputy Registrar**

Inquiry Committee  
Newsletter  
Email: [alice\\_yu@cptbc.org](mailto:alice_yu@cptbc.org)

**Susan Paul,  
Practice Advisor**

Patient Relations Committee  
Standards of Practice Subcommittee  
Email: [susan\\_paul@cptbc.org](mailto:susan_paul@cptbc.org)

**Chris Smerdon, Manager  
Quality Assurance Program**

Email: [chris\\_smerdon@cptbc.org](mailto:chris_smerdon@cptbc.org)

**Olga Nestic,  
Registration Coordinator**

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**Aidan Dennis,  
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**Jenny Wu,  
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Email: [jenny\\_wu@cptbc.org](mailto:jenny_wu@cptbc.org)

**Elizabeth Hunter,  
Administrative Assistant, Inquiry**

Email: [elizabeth\\_hunter@cptbc.org](mailto:elizabeth_hunter@cptbc.org)

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

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**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.

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