

Minutes of the 2014 Annual General Meeting held on January 11, 2015, at the Radisson Hotel Vancouver Airport, 8181 Cambie Road, Richmond, BC, V6X 3X9.

Board Members Present:

Ben Bao Qi CAO (Chair), Paul Chang-Jen CHEN (Board Member), Paul Sit Cheong HO (Board Member), Te Cheng KAO (Board Member), Bar-Chya LEE (Board Member), Xiaochuan PAN (Board Member), Weijia TAN (Board Member), Mark WARKENTIN (Board Member), Mary WATTERSON (Registrar).

Also Present:

6 CTCMA management/staff, 4 casual staff, 1 interpreter, 69 registrants and 1 proxy.

Meeting began at 2:05 p.m. with Ben Bao Qi Cao in the Chair.

1) Call to Order

Chair Ben Bao Qi Cao confirmed the presence of the quorum and called the meeting to order at 2:05 p.m.

2) Confirm Quorum

69 registrants in attendance presented along with 1 proxy at the Annual General Meeting.

3) Introduce Guests & New 2014 Registrants

Ben Bao Qi Cao, on behalf of the Board, welcomed everyone to the 2014 Annual General Meeting of the College. The Chair introduced the new Board Member Mark Warkentin, followed by introducing the other Board Members and the Registrar.

The recent registrants were welcomed and introduced by video listing.

4) Adoption of the Agenda

Agenda approved.

5) Approval of the Minutes of the 2013 Annual General Meeting held on January 12, 2014

Minutes adopted.

All in favour, no contrary.

6) Convention Standing Rules

Convention standing rules were circulated when registrants came to the meeting. Approved by 2/3 majority.

7) Chairman's Report

Good afternoon Colleagues, Ladies and Gentlemen,

On behalf of Board members, Registrar and staff of the College, I would like to welcome you and extend my appreciation to all the guests present for your support and contribution to the TCM profession. And also I would like to congratulate Mr. Mark Warkentin on appointment to the CTCMA Board and to welcome Mark to the Board.

While the Registrar will give a comprehensive and detail report, I would like to mention some work completed in 2014 as follows:

- Entry-level Occupational Competencies and Performance Indicators for Dr.TCM and Jurisprudence Course Handbook have been developed by the college. They are contemporary concrete explanations of the thoughts of Dr. SUN Si-miao's Virtues of a Great Physician (Da Yi Jing Cheng) in Canada.

The purpose of updating the Entry-level Occupational Competencies and developing the Jurisprudence Course Handbook is to improve our professional level and consciousness to abide by the law and relevant regulations, in order to protect the public interests and reduce the occurrence of patient's complaints.

- The Board approved the Communications Working Group's recommendation regarding a consultation with officers of the professional associations. An invitation to complete a questionnaire was sent to the ten associations in BC requesting a response. Very good responses have been received. It is very constructive to improve the College's work. On behalf of The College, I want to express many thanks to you.
- The College is expanding the English website to a bilingual (English and Chinese) website according to the results of registrant voting during the Annual General Meeting in 2013.
- The college took part in the BC Health Regulator's Public Awareness Campaign.
- CTCMA Strategic Plan - 2015-2019 has been developed.
- The CTCMA is currently in the process of drafting a proposal to amend the Traditional Chinese Medicine Practitioners and Acupuncturists Regulation in accordance with the new model of the *Health Professions Act*. Certain limits and conditions on the services provided in the current Regulation will be removed when the proposed Regulation amendments are enforced.
- Administration of fiscal income and expenditure looks healthy (a positive outcome).

Maybe it is a good idea that we set up a special fund to buy an office if we continue having a surplus. Certainly it needs to be broadly consulted and carefully evaluated in the future.

- The second Pan-Canadian Registration Examinations are being completed smoothly.
- Cooperative work with the Canadian Alliance of Regulatory Bodies for Traditional Chinese Medicine Practitioners and Acupuncturists (CARB-TCMPA) is ongoing.

Thank you for joining us today. Hope you continue support the College's work.

Happy New Year and Best wishes to you and your family!

Dr. Ben Bao Qi Cao
Chair of CTCMA

8) **Financial Report**

Finance Committee – Paul Sit Cheong Ho, Chair

The Registrar presented a summary of the financial report at the AGM.

9) Committee Chairs Introduction

The Chair introduced the Committee Chairs present at the AGM

- **Examination Committee:** Chair Ben Bao Qi Cao
- **Finance Committee:** Chair Paul Sit Cheong Ho
- **Patient Relations Committee:** Chair Paul Sit Cheong Ho
- **Quality Assurance Committee:** Chair Weijia Tan
- **Registration Committee:** Chair Bar-Chya Lee
- **Standards of Education Committee:** Chair Weijia Tan

Discipline Committee – Bill MacLeod

The Discipline Committee is mandated to:

1. Deal with matters related to the Professional Medical Code of Ethics and Code of Conduct
2. Conduct evaluation of investigation results handed over by the Inquiry Committee, and
3. Issue citation for and conduct hearing session(s)
4. Consider and take action if necessary as follows:
 - a) dismiss the matter
 - b) reprimand the respondent
 - c) impose limits or conditions
 - d) suspend respondent's registration
 - e) cancel respondent's registration
 - f) fine the respondent
 - g) assess costs (or part of them) of the hearing against the respondent

Two Discipline Hearings were held during the year.

1. The Discipline Hearing of Mubai Qiu, R.Ac. was concluded December 5, 2013.

At the outset of the disciplinary hearing, the College sought an interim order under section 38(8) suspending the Registrant's registration pending the decision of the Discipline Committee on liability. The Discipline Committee ordered a suspension of registration pending an order of the Discipline Committee under section 39(2) or a dismissal of the matter by the Discipline Committee, pursuant to section 38(8) of the *Health Professions Act*.

At the conclusion of the discipline hearing, a panel of the Discipline Committee found the Registrant guilty of over-billing MSP on a massive scale, breaching a consent order he entered into with the College by failing to provide weekly reports and providing inaccurate information in at least some of the reports that he submitted, and failing to maintain adequate clinical records. Specifically, the panel made findings that:

- a. the Registrant had billed MSP for services he did not provide contrary to ss. 3.2 and 5.4 of the Standards of Practice. The Panel found that this conduct constituted professional misconduct;
- b. the Registrant's provision of inaccurate weekly reports to the College constituted professional misconduct;
- c. the Registrant's failure to provide weekly reports to the College after April 8, 2013 constituted professional misconduct; and
- d. the Registrant failed to prepare proper clinical documentation that was even remotely consistent with the requirements under s. 2.2.8 of the Standards of Practice (which requires that a practitioner prepare timely and accurate reports of relevant observation, including conclusions drawn from them).

Reasons for Decision

The Discipline Committee panel determined that:

- a. the number of patients the Registrant purported to have treated and for which he sought and obtained payment from MSP was patently absurd;
- b. the evidence from the Inspector's surveillance demonstrated that the Registrant was prepared to misrepresent to the College the treatment he had been providing to the patients he had been seeing;
- c. the evidence from purported patients also demonstrated that the Registrant was prepared to misrepresent the truth in his treatment records;
- d. the evidence demonstrated that, at the very least, a substantial portion of the MSP billings were improper (i.e., that the services the Registrant claimed to have provided were not in fact provided);
- e. the evidence established that the Registrant provided inaccurate weekly reports to the College;
- f. the evidence also established that the Registrant failed to deliver weekly reports to the College after April 2013 contrary to the terms of the interim Consent Order.

Penalty

Following receipt of submissions on penalty, the Discipline Committee panel issued reasons imposing the following penalties:

- a. the Registrant be reprimanded;
- b. the Registrant's right to practice acupuncture shall be cancelled;
- c. the Registrant shall pay to the College costs of \$6,000.00 in the tariff and \$5,902.81 in disbursements for a total of \$11,902.81.

The Discipline Committee panel also ordered public notification of its decision pursuant to s. 39.3 of the Health Professions Act.

2. The Discipline Hearing of Kit Wong, R.TCM.P. commenced in Victoria in November 2012 and reconvened May 21, 22, 24, and June 27, 2013. The Hearing reconvened July 7th to hear the parties on penalty, costs, and publication. At year end resolution of the case remained pending.

Examination Committee – Ben Bao Qi Cao

The Examination Committee consists of three Members appointed by the Board.

The Examination Committee is responsible for advising the Registrar with regard to registration examinations, and acts as a consulting body to the Registrar in the appropriate testing of applicants' knowledge and skills.

The Examination Committee had a busy and productive year working on a number of projects.

The Dr.TCM Competencies/Performance Indicators/Assessment-Educational Blueprint was initiated. An RFP was posted on the CTCMA website in addition to six consulting organizations being directly notified of the posting. On July 11, 2013 the Examination Committee completed the final evaluations and selected Catalysis Consulting as the project consultant.

Invitations to registrants to apply for appointment to the Dr.TCM Expert Committee resulted in 23 applications and at a meeting held July 30, 2013 the selections were made.

The Expert Committee met on November 1 – 2, November 14 – 15, and November 25 – 26, 2013. The meetings were very productive and an extensive amount of work was completed, including a first draft of the *Entry-Level Occupational Competencies for the Doctor of Traditional Chinese Medicine*.

The survey consultant developed a validation instrument in the form of a registrant survey. Following the Committee's review, the *Entry-Level Occupational Competencies for the Doctor of Traditional Chinese*

Medicine Draft and registrant survey was translated to Chinese and the survey was completed in January 2014. Following the analysis of the survey data, the Expert Committee met on February 15, 2014. It is anticipated that the *Performance Indicators for the Entry-Level Occupational Competencies for the Doctor of Traditional Chinese Medicine Draft* will be finalized in the next Expert Committee meeting which will take place on April 26 -27, 2014. The document will then be taken to the Board for approval and implementation.

Pan Canadian Examinations

The Pan-Canadian Written Examination for Acupuncturists, Herbalists, and TCM Practitioners was held on October 8, 2013 with 185 candidates. The results of the Pan-Canadian Written Examination was posted on the CTCMA website on November 6, 2013.

The Pan-Canadian Clinical Examination for Acupuncturists, Herbalists, and TCM Practitioners was held on January 21, 2013 with 160 candidates. The results of the Pan-Canadian Clinical Case-study Examination was posted on the CTCMA website on March 12, 2014.

Mandatory Safety Program Examination

The new Safety Examinations based on the Safety Program Handbook (December 2012) have replaced the former Mandatory Safety Course in mid-January 2014. To date, three examinations had been completed with a dozen more scheduled in late March.

Inquiry Committee – Vivienne Stewart

The Inquiry Committee investigates written complaints made regarding the practice of a College registrant and matters related to professional practice under the *Health Professions Act*. It also investigates matters involving unauthorized practice by non-registrants and can also initiate an investigation on its own motion.

During 2014 the Committee held sixteen meetings and one Inquiry hearing. Seventeen new complaints were received and twenty eight complaints, both new this year and other cases from previous years were disposed by the Inquiry Committee. There were twenty-six cases resulting in remedial action by consent under the *HPA* section 36. The resolution of cases constituting serious matters are posted on the CTCMA website under *Public Notifications*. Three citations for hearing by discipline committee were issued under *HPA* section 37.

Patient Relations Committee – Paul Sit Cheong Ho

The Committee's mandate is to deal with complaints of professional misconduct of a sexual nature by:

1. establishing and maintaining procedures to deal with such complaints,
2. developing and coordinating educational programs for professionals and the public,
3. developing guidelines for professional conduct, and
4. providing information to the Public re the College's complaint and disciplinary process

The Committee shall function in accordance with the relevant provisions set out in the *Health Professions Act* and the College Bylaws, and shall report its findings and recommendations to the Board.

The Committee will continue to examine tools for registrant education. The Committee will also be following the HRO Subgroup on professional boundaries and the potential for collaborative work.

Quality Assurance Committee – Weijia Tan

The Quality Assurance Committee consists of four professional members and two public members appointed by the Board. It is mandated to review the standards of practice and to enhance the quality of practice and to reduce incompetent, impaired or unethical practice among registrants; to establish and maintain a continuing competency program to promote high standards of practice among registrants; and to recommend criteria to the Board for continuing education requirements.

Regulation Amendment Task Force (RATF)

Monographs for the fifty-four TCM Prescription herbs were completed by subject matter experts and approved as a working draft for stakeholder consultation.

An on-line Survey on the Proposed Regulation Amendment was posted on the CTCMA website from July 8, 2013 to July 29, 2013. A total of 528 registrants completed the Survey representing an excellent response rate of 33%. In addition to the Survey results, the RATF monitored a range of questions and concerns received by the College in response to the survey.

Follow up to the survey took place by way of a letter of thanks and a Focus Group was held January 25, 2014.

Safety Program and Mandatory Safety Examination

The Safety Program handbook, Phase I Mandatory Courses was implemented in early 2014 to replace the previous Safety Course for Acupuncturists and Herbalists.

Jurisprudence & Important Legal Principles Practitioners Need to Know Handbook

With the kind permission from the CTCMPAO, the Jurisprudence Course Handbook was adapted for use in British Columbia. The document was approved by the Board in early 2014 and completion of the Chinese translation is anticipated in mid May 2014. The Chinese version is considered as a translation of the legal principles referenced in the Handbook, while the English version remains the official document.

Registration Committee – Bar-Chya Lee

The Registration Committee consists of six Members appointed by the Board.

The Registration Committee is responsible for reviewing and approving the registration of a person as a member of the College under the authority delegated by the *Health Professions Act* of BC.

The Registration Committee had thirteen meetings in 2013/2014 (April 24, May 16, June 19, July 17, August 14, August 27, September 18, October 23, November 20 & December 11, 2013 and January 29, February 19 & March 24, 2014).

The annual full registration renewal rate in 2014 was 96% which is same with the year of 2013.

As of March 31, 2014, the register consisted of: 827 R.Ac., 36 R.TCM.H., 442 R.TCM.P., and 305 Dr.TCM.

The Registration Committee approved applications for examination candidacy in 2014 including applications for Dr.TCM examination and Acupuncturist and Herbalist examinations.

40 applications to write 2013 Dr.TCM Examinations (Apr 1 2013- Mar 31.2014).

238 applications to write 2013 Pan-Canadian Examinations (Acupuncturist/Herbalist/Practitioner) (Apr 1 2013- Mar 31.2014).

As of March 31, 2014, there were 5 outstanding HPRB cases, among which one case was consolidated from 10 applications by HPRB.

Standards of Education Committee – Weijia Tan

The Standards of Education Committee consists of six members appointed by the Board. The Committee is responsible for establishing, implementing, enforcing and evaluating the standards of education for the approval of training programs and for reviewing and making recommendations to the Board regarding education programs.

The Standards of Education Committee focused on the Training Program Review Project in the past year. The Training Program Review Project (TPR) is developed for schools offering TCM/A training programs within BC to ensure students who successfully graduate from those programs meet the minimum education program requirements as listed in Schedule E and demonstrate proficiency in the entry-level occupational competencies.

As of March 31, 2014, 7 TCM schools completed the TPR and 1 school is undergoing the review.

10) CTCMA Registrar Report

Registrar's Report: AGM January 11, 2015

Jade and salmon are official symbols of BC. Jade brings healing properties and the salmon dependability and renewal. The year 2015 promises to be a good year, a harmonious Year of the Sheep. The future of our profession is bright and Chinese medicine is thriving as more and more British Columbians seek care from TCM health professionals.

The College has had another busy and productive year. The Board has moved forward with a Strategic Plan 2015-2019 having spent the past months establishing goals and setting priorities. The budget will allocate financial resources to achieve these goals and the staff will implement the plans. Strategic planning is a dynamic process with changes, challenges, revisions and ongoing monitoring and reviewing.

The planning is an eight step process. Once one has visualized where one wants to be, then you must identify who you are and reflect on one's purpose. Critical issues must be considered, goals and objectives determined, and an action plan formulated. Once the plan is implemented, one must review, revise and review and revise.

The goals are three-fold: To advance professionalism, to enhance communication and to improve efficiency and risk management. Each goal promotes the public interest – the over-riding responsibility is to always act in the public interest.

Goal #1 to advance Professionalism

Professional competence has been defined by Epstein and Hundert as *the habitual and judicious use of communication, knowledge, technical skills, clinical reasoning, emotions, values and reflection in daily practice for the benefit of the individual and community being served.*

The Goal is the integration of programs into a comprehensive quality assurance system involving practice advisors, clinical support, learning modules, jurisprudence courses/testing and self assessment.

Goal #2 Enhance communication and engagement

The guiding principles for enhancing communication are to work provincially, nationally and internationally using effective tools and to remain accessible. Objectives include reviewing expansion of Chinese language on the website; meeting with associations and educators; expanding communication tools through website, newsletter and surveys; and promoting the Public Awareness Campaign run by the provincial Health Profession Regulators.

The website statistics show last year 72,000 visitors, of those 43% were first time users. Language was 80% English and demographics were across a broad range of ages. The Public Awareness Campaign is in ten languages using multi-material including print, tv, radio, bus shelter posters, community service announcements, newspaper articles/advertisements, talk shows and an expanding website.

Goal #3 Improve organizational efficiency and risk management

The guiding principles are to meet the challenges of change, moving with the times; ensuring sound financial management; and using the technology and online communication resources available in our increasingly digital world. Objectives include Regulation and Bylaw amendments, compliance with privacy legislation *Privacy Impact Assessment*, and online registration renewal and providing registrants with the ability to self-manage information.

Online renewal will be available for the first time this year. There are four easy steps: sign in, update information, make the declaration, and submit fee by credit card. The advantages are improved data accuracy, registrant self-management, capability to conduct real-time statistics, and electronically conducted business.

In conclusion I would like to acknowledge the people behind the activities. This year two of the public appointees have completed full terms. Vivienne STEWART, formerly Chair of the Inquiry Committee, and Bill M MacLeod, formerly Chair of the Discipline Committee are leaving us. Both their terms have expired – each completing six years on the Board. They will be greatly missed and we will forever be indebted to them for their generous and valuable contributions. The Minister of Health has just announced the board appointment of Mark Warkentin and a second appointee is expected shortly.

It is important for registrants to know that the Government makes these appointments after a comprehensive assessment of potential appointees. The assessment includes a review of personal attributes and key competencies, high ethical standards and integrity, responsible to the public, willing to raise potentially controversial issues, flexible and open to other opinions, ability to work as a team member, distinct skills and experience, and expertise in governance. These are important criteria for all Board members.

The College is well supported by all Board members and others. There are 45 registrants and 34 members of the public supporting the College in regulating the profession in the public interest. We also have a dedicated staff who works very hard to support all the College activities. One must remember that the success of the College is due to the dedication, commitment and hard work of so many individuals.

Thank you for another successful year!

11) A brief Questions & Answers period followed.

12) Adjournment

The meeting adjourned at 3:10 p.m.