

What is the PSP?

The **Practice Support Program (PSP)** is based on **14 Career-Span Competencies (CSCs)** which relate directly to all aspects of workplace performance. Many of you viewed our [introductory video](#) and responded to the survey validating the CSCs as core expectations of TCM and Acupuncture practice. The CSCs are intentionally broadly stated, and intended to allow you to determine how they will map out in your own practice.

When fully developed, the PSP will utilize assessment tools to help you identify those areas of practice in which you might benefit from additional support. Assessment tools currently being considered are Comprehensive Self-Assessment (CSA), and Client Feedback (CF). The CSA would be a questionnaire in which you rate your own workplace performance according to indicators derived from the [14 Career Span Competencies](#). The CF will allow patients, selected by you, to provide feedback based on their experience with you as a TCM professional. This assessment information will be confidential to you alone, and will be used by you to prepare a personalized professional development plan.



Here are the first 3 Career Span Competencies and their interpretations:

CSC #1 Act with Professional Integrity.

You are honest and trustworthy in all professional dealings, and share information openly (within the bounds of others' rights to privacy and confidentiality). You respond to situations thoughtfully, and in accordance with ethical principles. You exhibit congruency of intention and action. You maintain appropriate professional boundaries with clients and colleagues. You avoid behaviours which may damage the reputation of profession. You maintain professional deportment consistent with the needs of your workplace.

CSC #2 *Communicate Effectively.*

You provide others with information in a way they can understand, adapting your language and communication approach as appropriate. You communicate clearly and as concisely as possible and take steps to ensure that you are understood. You listen carefully to what others have to say. You are alert to, and address, non-verbal signals that suggest discomfort, lack of understanding or unspoken concerns. You identify and take action to resolve conflicts.

Fun Fact: In a study based on follow-up interviews with nearly 200 patients treated at the Mayo Clinic in Arizona and Minnesota from 2001 to 2002, effective communication was listed as one of seven character traits of a good doctor.

CSC #3 *Comply with Legal Requirements.*

You comply in a timely manner with laws, rules, regulations and other requirements established by those with authority to govern the practice of the profession and the professional workplace. This includes federal, provincial / territorial, municipal and local governments, regulatory bodies, and professional authorities.

We'll be pilot testing the PSP beginning March 19, 2019, we want to invite your participation. This is your opportunity to be a voice in shaping the PSP. Send an email to psp@ctcma.bc.ca so you get notified first!

More information about the PSP (including the CSCs) at <http://ctcma.bc.ca/quality-practice/practice-support-program/>.