

Practice Support Program

Life-long learning.
Safe competent care.

More details about the PSP

As you've heard, 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. The PSP will utilize assessment tools to help you objectively evaluate your practice. In addition, it will identify ways to support you in areas that you feel could be improved upon. Think of it as a continuing education program or course that is specifically tailored to you.



In the coming weeks, we will be sending out more information to registrants regarding the CSCs. Let's talk about Career Span Competencies 4 through 9 now:

CSC #4 Function in a Client-Centred Manner.

You ensure that client wellbeing is at the centre of the decisions you make and are aware of your obligations to safeguard young persons and vulnerable adults. You give each client your complete attention and allow sufficient time to fully address their needs. You respect client uniqueness and take into account their views, preferences and concerns. You actively involve clients in decision making and ensure that they are fully informed about and consent to the services you provide.

Fun Fact: Did you know that some studies have shown that more than 50% of patients view personality and relationship with their doctor as more important than treatment results?

CSC #5 *Work Within Areas of Personal Knowledge and Skills.*

You clearly identify the parameters of your work, based upon a realistic understanding of the extent of your knowledge, skills and experience. You work independently only within these parameters, and you address client needs that exceed your personal limits by referral or collaboration.

CSC #6 *Maintain a Safe Work Environment.*

You take action to ensure the physical safety of all who enter your work environment. You optimize the physical and emotional safety of clients throughout service provision. Notice that the CSCs are broadly based, allowing you to take responsibility as to how they will apply to your practice situation.

CSC #7 *Maintain Comprehensive Records.*

You ensure that complete, accurate, clear, legible and up-to-date records are kept of all your professional activities, using appropriate terminology. You ensure that records are secure and maintained for any period of time that may be required by statute. You make complete client records available to clients themselves, and to others with a legitimate right of access. As you told us in the validation survey, the CSCs are core expectations of TCM practice.

CSC #8 *Maintain Personal Wellness Consistent with the Needs of Practice.*

You maintain your own health, wellbeing and personal care such that you are able to provide optimal client services; this includes maintaining your physical, mental and emotional health and addressing work-life balance.

CSC #9 *Manage Time and Resources Effectively.*

You treat your own time and that of your clients as valuable resources that must be managed to optimize service provision. You take steps to utilize the resources of your practice in a manner that best serves the collective needs of all your clients. You recognize, and where appropriate contribute to, the efficient use of public resources in the broader public interest.

Fun Fact: According to a 2014 for the Associated Press and the NORC Centre for Public Affairs Research, being respectful of a patient's time is considered a character trait of a good doctor.

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/>

