

Practice Support Program

Life-long learning.
Safe competent care.

Pilot Testing for the PSP begins next week!

Here are some FAQs regarding the PSP.

What is the purpose of the PSP Pilot Testing?

To date, we have done very small-scale pilot testing on some aspects of the PSP and, based on the recommendations and suggestions from the early testers, we have incorporated some changes and are ready to undertake testing on a broader scale. Pilot testing feedback will provide us with important information on the PSP, such as:

What do registrants like?

What do registrants have difficulty with?

What could be improved?

To what extent do registrants see a benefit across their career-span through participation?

How much time does Pilot Testing take?

Time requirements for pilot testing may vary between registrants, but we expect it will require a few hours of work on your part over a period of about one month. This includes the provision of your feedback via online survey. In addition, an optional feedback webinar will be held on April 29 (Monday) at 7:30 pm (max. 90 minutes), in which we encourage your participation.

How will participating in the Pilot Testing benefit me?

The College recognizes that you, our registrants, are our greatest asset. We believe that all registrants can provide valuable input to inform the development of the PSP. The benefit to you, as a registrant, is that you will have a hand in personally shaping the program to make it a tool to assist your professional development across your career-span.

I'm concerned about the confidentiality of the data collected in the Pilot Testing. What data will be collected? What data will be shared, and with whom? What data will the College have access to? How will the data be used for analysis?

The PSP will be comprised of 3 parts:

- Comprehensive Self-Assessment (CSA),
- Client (Patient) Feedback (CF), and
- Registrant Development Planning (RDP).

ALL of the information collected within those documents will be **confidential**, that is, available to the registrant only. This is the case not only for the pilot testing, but also for the PSP itself when it's fully running. The Pilot Testing is run independently from the College by the project consultant and the College will only see an aggregate of feedback for the Pilot Testing without any identification information.

The PSP is intended to trigger self-reflection and professional growth, and we feel that the only way that registrants can truly assess their practice is through an assurance from the College that the information is for **them only**.

The only data that the College will ever see will be that the CSA, CF, and RDP tools have been completed. How they've been completed, and how you've assessed yourself, and your development plan is completely up to you. As with anything, the more thorough your self-reflection, the more useful the PSP will be in your career.

But what about Client Feedback? What if my clients complain about me?

As is the case with the CSA tool, the CF data will be confidential. The clients/patients invited to participate will be selected by the registrant by way of an invitation to complete an anonymous third-party survey. They will be asked to answer questions that they should be easily able to respond to, such as their perception of the registrant's communication skills and professionalism. In order that clients feel comfortable providing honest answers, individual client responses will NOT be available to the registrant, nor will the CF tool be used as a means to launch a complaint about a registrant. The registrant will only see an aggregate of feedback from a group of clients. More importantly, the College will **NOT** see the CF responses, even in aggregate form. The only data that the College will receive will be the number of clients who provided feedback to the registrant.

Can I participate in the Pilot Testing if I don't speak English?

Unfortunately, at this point, pilot testing is limited to only those registrants who are comfortable reading and writing in English.

What if I can speak and read English, but my patients can't? Can I participate in the Pilot Testing?

Yes. Pilot testing tools and written materials that are for your clients (patients) (i.e. instructions and the feedback form) will be available in English, Chinese and Korean.

What if I'm only practicing part-time, or I'm a TCM teacher or administrator? Will the PSP apply to me? Am I a good candidate for the Pilot Testing?

Yes, you are still a great candidate for the pilot testing. The PSP has been deliberately designed to apply to ALL registration categories regardless of work-setting, which makes it completely unique in terms of professional quality assurance programs. In other words, even those registrants not involved in direct patient care such as teachers, researchers, administrators etc., will be required to participate in the PSP, and the CSA, CF, and RDP tools will be exactly the same for all registrant categories. The only exception to the above would be for 'non-practicing' registrants.

Can I participate in the PSP if I live outside the Lower Mainland?

Yes. The PSP pilot testing is available to all registrants wherever they may be located. Feedback about the program will be via online survey, with an optional opportunity to participate online in a 90-minute webinar on April 29 (Monday) at 7:30 pm.