

**Working Together:
Our Purpose, Your Safety**

2015 Year In Review
BC Health Regulators

Saying you are one
doesn't make you one.



Working Together: Our Purpose, Your Safety BC Health Regulators*

Vision: BC Health Regulators lead collaboration and partnership among health profession regulators for excellence in public protection and safe, quality care for British Columbians.

On April 22, 2015 BC Health Regulators met to develop an 18-month strategic positioning and direction guide. This Year in Review reports on our work and success during 2015.

Goal 1: Collaborating to effectively meet our public interest mandate

Phase 3 of our public awareness program was launched in October 2015. The theme focuses on ensuring awareness of the importance of choosing a regulated health care professional. The campaign "Saying you are one doesn't make you one" includes television spots and a digital campaign. The ads feature child actors pretending to be health care professionals and the humorous outcomes of their work. The theme became a key message for several public statements about misrepresentation of professionals, or practice without authorization, and reinforces the requirements and advantages of regulation.

BC Health Regulators have built a relationship with SUCCESS, a province-wide immigrant settlement and integration program, to provide information to new Canadians about regulated health professionals. BCHR participated in the annual health fair sponsored by SUCCESS and provided their caseworkers with information to share in six frequently used languages among new Canadians.

A collaborative project was launched to develop publicly accessible descriptions of the scope of work, education, accessibility and quality practices for all regulated health professionals in BC. The project team worked with the Patient Voices Network to develop and refine the framework to help ensure that information is relevant and consistent. The results will be posted on the BCHR website in early 2016.

A draft framework for a Model Patient-Practitioner Relationship Program is under development. The intent behind the framework is to provide general guidelines for each college to consider or include in the development of their Patient Relations Program. Considerations for the framework include recognition of the differences between professions and the need to address care in remote communities. The next stage will include the development of a process for registrants to use when making decisions that may involve challenges to traditional boundaries, informed consent and patient relations issues.

* On November 25, 2015 a special resolution was passed to change the name from Health Regulators of BC (Society) to BC Health Regulators (Society).



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"The colleges are committed to developing a video for all BC health professionals regulated under the Health Professions Act explaining the significance and content of the Act..."

Goal 2: Provide relevant and supportive education to our staffs and boards

Eight meetings of registrars were scheduled in 2015, including two education sessions.

At one meeting, the Ministry of Justice provided an overview and update on the efforts underway to build a common business platform and set of principles to guide the more than 24 administrative tribunals in BC. Additionally, a presentation from the Health Professional Review Board (HPRB) included an overview of the completion rate and the drop of applications to the HPRB, which may be attributed to improved colleges' complaints resolution processes.

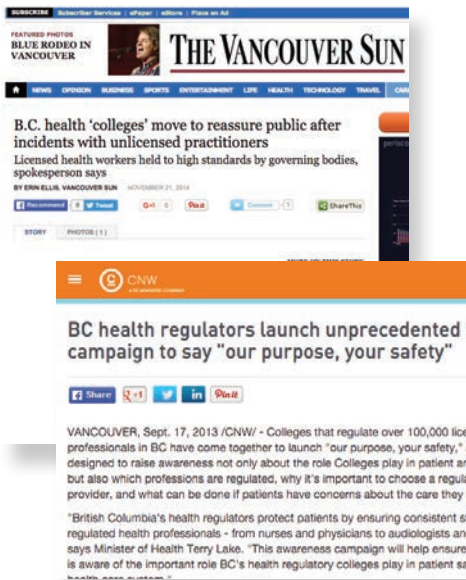
A second education session focused on Duty to Report standards specifically as they relate to mental disorders and addictions and recovery. BCHR is reviewing existing protocols addressing fitness to practice. The goal is to translate these protocols into best practice recommendations while balancing public protection, maximizing privacy issues and respecting the confidentiality of personal health information.

A second annual BCHR forum was held on October 26 and was open to board and staff of all health profession regulators. Harry Cayton, CEO of the Professional Standard Authority in the United Kingdom offered a daylong session focused on right-touch regulation and the changing trends in health profession regulation.

Goal 3: Promote excellent regulatory practices through effective leadership

BCHR was pleased to conduct several meetings with the Ministry of Health on matters of mutual benefit and interest. Topics included bylaw and regulation updates, patient relations, duty to report and patient relations programming.

The colleges are committed to developing a video for all BC health professionals regulated under the Health Professions Act explaining the significance and content of the Act and its impact on professional practice.



Goal 4: Build an effective and sustainable BC Health Regulators

The growth and sustainability of BCHR is built on continued commitment to work together and leverage common understanding and collaboration. As a group of dedicated administrators, we endorse opportunities for improving operations within our respective colleges and where possible, sharing the development of best or promising practices. In order to facilitate the implementation of our priorities, BCHR has agreed to develop a funding model, a plan to monitor the success of their action priorities, and ensure that resources are available to implement priorities beginning in 2016



Brand Statement: *The new BCHR brand identity was developed to enhance the recognition of BC's more than 20 regulatory colleges governed by the Health Professions Act and the Social Workers Act. The overlapping three key BCHR colors (blue, green, and orange) retained from the former established campaign used in conjunction with the new title "BC Health Regulators" enhances the solid graphic form of the design and brings focus on "BC Health". Both the established colours and strong graphic form conveys the unity and resourcefulness of all the regulatory bodies working together to protect the public.*

Regulatory Colleges

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| College of Chiropractors of BC | Michelle DeRosa, Registrar |
| College of Dental Hygienists of BC | Jennifer Lawrence, Registrar |
| College of Dental Surgeons of BC | Jerome Marburg, Registrar * |
| College of Dental Technicians of BC | Ron Revell, Registrar |
| College of Denturists of BC | Jennifer Roff, Registrar * |
| College of Dieticians of BC | Fern Hubbard, Registrar |
| College of Licensed Practical Nurses of BC | Carina Herman, Registrar |
| College of Massage Therapists of BC | Susan Addario, Registrar |
| College of Midwives of BC | Louise Aerts, Registrar |
| College of Naturopathic Physicians of BC | Howard Greenstein, Registrar |
| College of Occupational Therapists of BC | Kathy Corbett, Registrar * |
| College of Opticians | Connie Chong, Registrar |
| College of Optometrists of BC | Robin Simpson, Registrar |
| College of Pharmacists of BC | Bob Nakagawa, Registrar |
| College of Physical Therapists of BC | Brenda Hudson, Registrar |
| College of Physicians and Surgeons of BC | Heidi Oetter, Registrar * |
| College of Podiatric Surgeons of BC | Valerie Osbourne, Registrar |
| College of Psychologists of BC | Andrea Kowaz, Registrar * |
| College of Registered Nurses of BC | Cynthia Johansen, Registrar * |
| College of Registered Psychiatric Nurses of BC | Kyong-ae Kim, Registrar |
| College of Social Workers of BC | John Mayr, Registrar |
| College of Speech and Hearing Health Professionals of BC | Diane O'Connor, Registrar |
| College of Traditional Chinese Medicine Practitioners and Acupuncturists of BC | Mary Watterson, Registrar |

* Executive Committee