

**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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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.

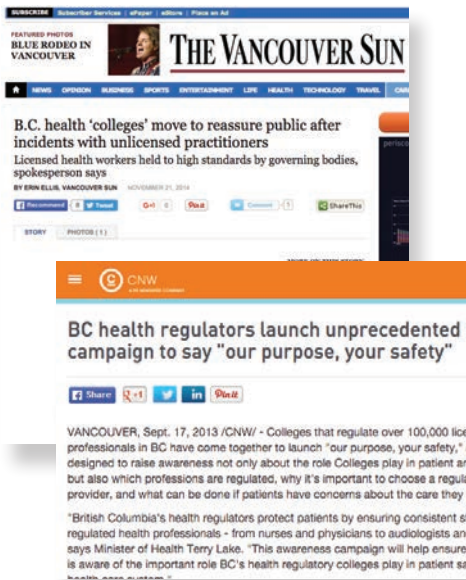
A second education session focused on Duty to Report standards specifically as they relate to mental disorders and addictions and recovery. BCHR is reviewing existing protocols addressing fitness to practice. The goal is to translate these protocols into best practice recommendations while balancing 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

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