



College of
Speech and Hearing
Health Professionals of BC

Regulator of Audiologists, Hearing Instrument
Practitioners and Speech-Language Pathologists

Strategic Plan 2015 – 2018



Our Purpose, Your Safety.

Our Philosophy:

We are a regulatory body entrusted with setting standards for three speech and hearing health professions to protect the public. Our governance is based on strategic planning and policy development. We endeavor to ensure registrants meet the highest professional and ethical standards in the best interests of the public.



2013/15 Board Members: I-r front row: Indershini Pillay RSLP, Susan Batstone RSLP, Louise Parton RHIP Retired, Jane Baynham, I-r back row: Diane O'Connor Registrar/CEO, Joseph McLaughlin, Marian Gunn RHIP, J. Alexander Dutton, Suzanne Kornhass RAUD,RHIP, Christine Harrison RAUD, Patrick Wong, Amanda Lenk RSLP missing: Dinusha Peiris RSLP

Quick Facts

Number of board members: **12**
Consisting of:
Elected Speech-Language Pathologists: **4**
Elected Audiologists: **2**
Elected Hearing Instrument Practitioners: **2**
Appointed public representatives: **4**

Number of registrants (September 2015): **1,566**
Speech-Language Pathologists (SLPs): **1,074**
Audiologists (AUD): **274**
Hearing Instrument Practitioners (HIPs)
(includes 227 Audiologists): **443**
Student HIPs: **37**
Number of Staff: **4**

We are the first, and still the only, health regulator in British Columbia to regulate multiple health professions. The first regulation year commenced April 1, 2010 when 1,256 applications were processed by two full time staff.

Message from the Board Chair

It is with great pride and anticipation that the College of Speech and Hearing Health Professionals of BC has approved its Strategic Plan for 2015-2018. This important brochure has been in development for many months with several strategic objectives already accomplished.

Our mission is clear: "to serve the public by ensuring competent and ethical practice by our registrants. Our College is governed by the Health Professions Act of BC."

Our College embraces many values, including:

Professionalism

We expect the highest standard of professional competency from our registrants and our College.

Integrity

We operate in a respectful and fair manner that engenders honesty, trust, reliability and ethical practices.

Transparency

We communicate in an open, timely, impartial, and clear manner in order to ensure understanding of our bylaws, policies, procedures and decisions. We strive for regulatory excellence by setting necessary standards to ensure our registrants are educated, competent and inspired to provide safe care that can be trusted by all British Columbians. We work tirelessly to deliver regulatory services efficiently and within the principles of "Right Touch Regulation".

Sincerely,

Susan Batstone, RSLP, Chair

Our Mission:

*To serve the public by ensuring competent and ethical practice by our registrants.
Our College is governed by the Health Professions Act of BC.*



l-r: Susan Batstone RSLP, Christy Faherer-Amidon RSLP, Amanda Lenk RSLP

The scope of practice for Speech-Language Pathologists (SLPs) involves the assessment, diagnosis and intervention of speech communication disorders, delays and differences across the human lifespan. SLPs provide services in school districts, child development centres, public health and other government agencies, hospitals and through private practice.

We Pursue our Mission by:

- setting high standards of entrance to practice for the professions we regulate.
- verifying the credentials of applicants to ensure authenticity and that they meet the requirements to practice.
- establishing standards of practice to ensure registrants adhere to best practice when using professional judgement.
- educating the profession and the public about the role of the College in order to ensure safe and ethical practice by our registrants.
- addressing complaints and concerns raised about our registrants.
- collaborating with other regulators and providers of education and training.

In addition to continually addressing ongoing operational priorities such as the development of Quality Assurance Standards, Competency Assessments, Clinical Practice Guidelines, and ongoing reviews of existing standards, we will place special emphasis on the following Strategic Goals over the next 3 years. Actions stated form part of the current Operational Plan. These actions will be updated each year.

STRATEGIC GOAL #1

Raise Awareness of the College

By increasing public and registrant awareness of the role of the College and how to access appropriate resources.

GOALS AND OBJECTIVES

ACTIONS (2015-2016)

Broaden the understanding of registrants' legal responsibilities under the Health Professions Act

- Design and implement an online jurisprudence course for all registrants.
- Ensure all current registrants have completed the course by December 31, 2016.
- Ensure all applicants complete the course within 6 months of registration.

Educate the public regarding the purpose of health regulation

- Presentations to target markets about health regulation and the role of the College; and how to identify if the provider is registered with this College.
 - Enhance the College website with links to various resources.
 - Provide financial support to the BC Health Regulators public awareness campaign.
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Our Vision:

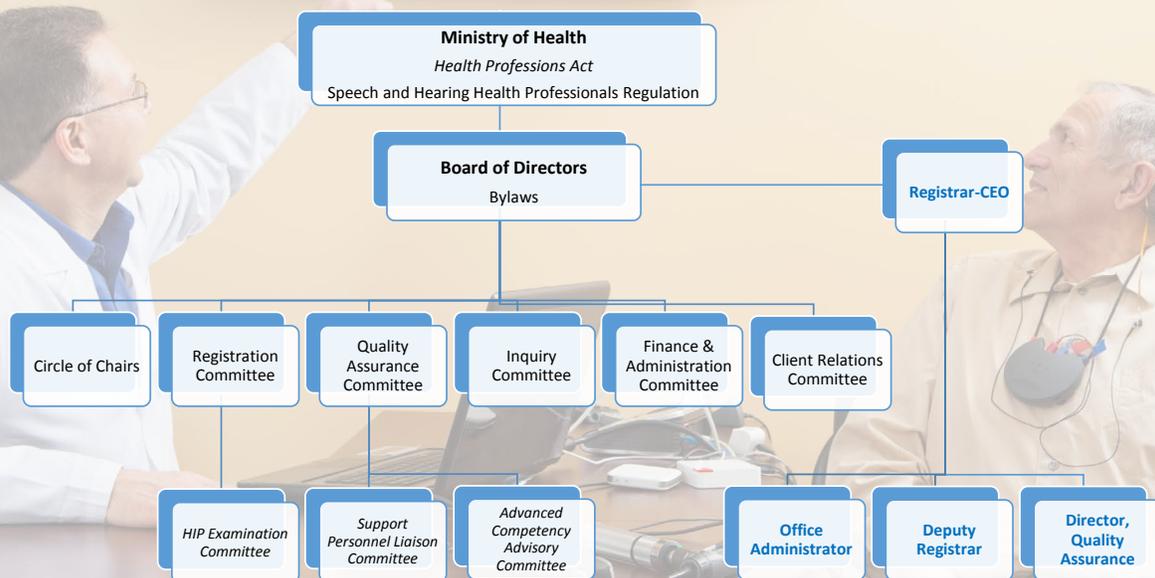
All British Columbians receive the highest level of professional and ethical care from registered speech and hearing health professionals.



The scope of practice for Audiologists (AUDs) involves the assessment, diagnosis and intervention of auditory communication disorders, delays and differences across the human lifespan. AUDs provide services in public health and other government agencies, hospitals and through private practice.

l-r: Christine Harrison RAUD, Suzanne Kornhass RAUD, RHIP

College of Speech and Hearing Health Professionals of BC Organization and Governance Chart



STRATEGIC GOAL #2

Collaborate With Other Colleges and Stakeholders Who Share Our Interests

To pursue our shared mission of protecting the public from unethical and incompetent practices; and to improve quality of care provided to the public.

GOALS AND OBJECTIVES

ACTIONS (2015-2016)

Ensure best practices in health regulation

- Adopt the principles of “Right Touch Regulation” in the development of bylaws, policies and procedures.
- Explore best practices in governance by attending other colleges’ board meetings and through board development opportunities.
- Identify and articulate bench marks for determining best practices in regulation.
- Educate stakeholders about the rationale for our regulations, bylaws, policies and procedures.

Identify demographic trends of the professionals we regulate

- Upgrade the College database through a grant by the Ministry of Jobs, Tourism and Skills Training – Labour Market & Immigration Division to ensure adequate and accurate demographic data.
 - Utilize the data for planning and budgetary purposes.
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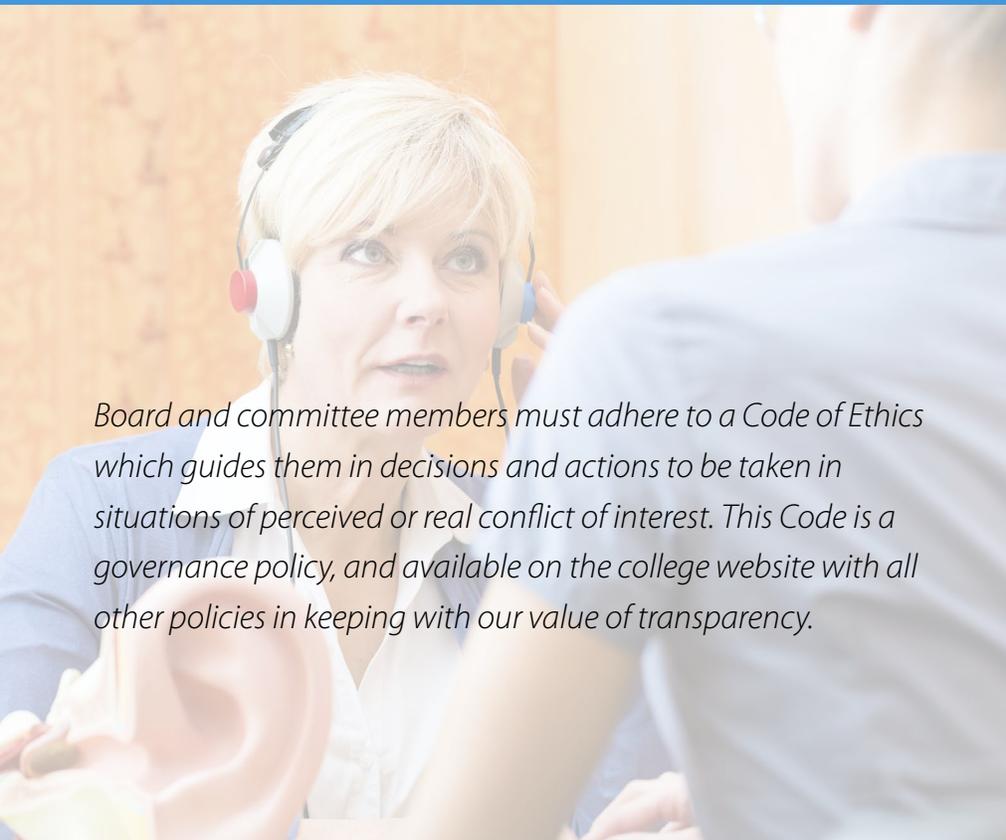
Trust Safe Care

Our purpose, your safety.



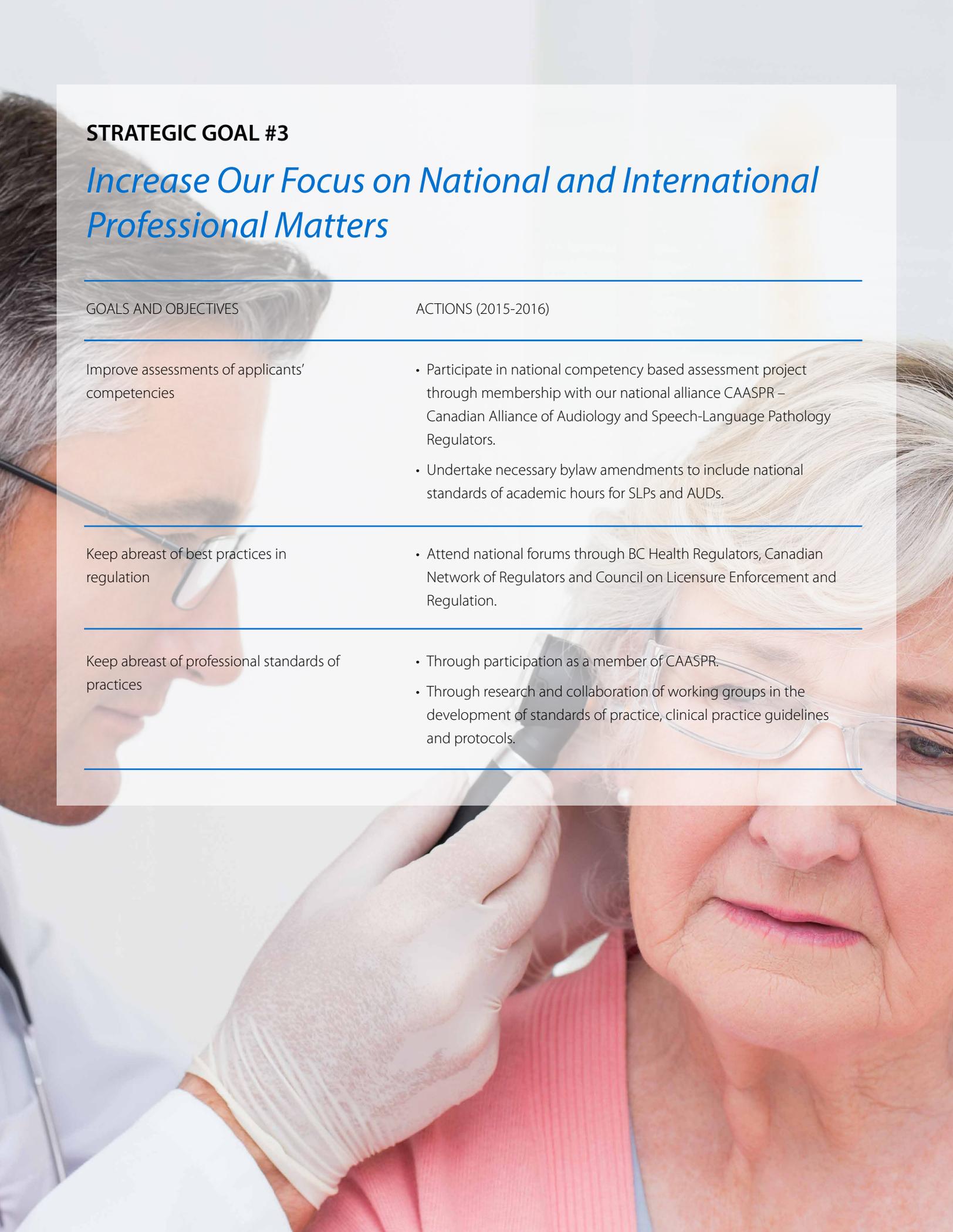
l-r: Marian Gunn RHIP, Amy MacLean, RHIP

The scope of practice for Hearing Instrument Practitioners (HIPs) involves the assessment, intervention and dispensing of hearing instruments for people sixteen years and older who have hearing loss. HIPs provide services through private practice.



Board and committee members must adhere to a Code of Ethics which guides them in decisions and actions to be taken in situations of perceived or real conflict of interest. This Code is a governance policy, and available on the college website with all other policies in keeping with our value of transparency.





STRATEGIC GOAL #3

Increase Our Focus on National and International Professional Matters

GOALS AND OBJECTIVES

ACTIONS (2015-2016)

Improve assessments of applicants' competencies

- Participate in national competency based assessment project through membership with our national alliance CAASPR – Canadian Alliance of Audiology and Speech-Language Pathology Regulators.
- Undertake necessary bylaw amendments to include national standards of academic hours for SLPs and AUDs.

Keep abreast of best practices in regulation

- Attend national forums through BC Health Regulators, Canadian Network of Regulators and Council on Licensure Enforcement and Regulation.

Keep abreast of professional standards of practices

- Through participation as a member of CAASPR.
 - Through research and collaboration of working groups in the development of standards of practice, clinical practice guidelines and protocols.
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Public Safety is our Number One Priority



Through the Health Professions Act of BC, the government ensures the public interest is represented on all health regulatory boards by appointing one third of its members from the public. In addition, public representatives make up one third of all core committees.

l-r: Joseph McLaughlin, Jane Baynham, Patrick Wong, J. Alexander Dutton

Duties of board members:

1. Set strategic goals and review progress regularly.
2. Set and monitor policies.
3. Support and evaluate the performance of the Registrar-CEO.
4. Engage in succession planning for the Registrar-CEO and the board, to ensure continuity of governance and operations.
5. Ensure effective risk management.
6. Set Fiscal policy, approve annual budget, and exercise effective controls.
7. Ensure legal and ethical integrity of all College activities.
8. Serve as advocates and ambassadors for the College.
9. Evaluate board effectiveness, success regularly.
10. Attend meetings of the board and serve on College committees.
11. Serve as a resource of knowledge and counsel to the Registrar-CEO, committees and other board members.
12. Abide by the Board Members' Code of Ethics, and report potential Code breaches.
13. Participate in mentorship and orientation activities for new board members.

*We are what we repeatedly do.
Excellence, then, is not an act but a habit.* Aristotle



l-r: Mardi Lowe-Heistad RSLP Director of Quality Assurance,
Diane O'Connor Registrar/CEO, Cameron Cowper Deputy Registrar



l-r: Elizabeth Poon Interim Office Administrator,
Christina Chen Office Administrator

Message From the Registrar/CEO

During the first six years of operation, the College has grown from one staff in 2009 to four staff in 2015. The board has transformed from a working board to a governance board. The board articulates the philosophy, mission, vision and sets strategic goals.

Staff have the responsibility for making the mission a reality and putting strategic goals into action.

In addition to ensuring strategic goals are realized, staff respond to over a thousand requests a year from registrants, applicants and the public. We process new applications and annual renewals. We support the board of directors and ten committees in their work. We build relationships with our stakeholders and advise committees and the board on trends in best practices in regulation.

And we do all this in keeping with our values and Right Touch Regulation. What is Right Touch Regulation?

The concept of right-touch regulation first emerged from the application of the principles of good regulation identified by the Better Regulation Executive in Europe in 2002. In 2010, the principles were adopted by the UK's Council for Healthcare Regulatory Excellence:

Proportionate – Regulators should only intervene when necessary;

Consistent – Rules and standards should be implemented fairly;

Targeted – Regulation should be focused on the problem;

Transparent – Regulators should be open, and keep regulations simple and user friendly;

Accountable – Regulators should be able to justify decisions and be subject to public scrutiny;

Agility – Regulators should look forward to anticipate change rather than looking back to prevent the last crisis from happening again.

Right-touch regulation recognizes that there is usually more than one way to solve a problem and that regulation is not always the best answer. It may be more proportionate, for instance, to promote greater cooperation and sharing of good practice. Today, more than ever the challenge is to find the most efficient, common sense solutions to problems.

Right-touch regulation is the minimum regulatory force required to achieve the desired result.

Sincerely,

Diane O'Connor, Registrar & CEO

Our Purpose, Your Safety.



2015/16 Board: I-r front row: Christy Faherer-Amidon RSLP, Susan Batstone RSLP, Jane Baynham, Amy MacLean RHIP

I-r back row: Diane O'Connor Registrar/CEO, Joseph McLaughlin, Christine Harrison RAUD, J. Alexander Dutton, Suzanne Kornhass RAUD, RHIP, Marian Gunn RHIP, Patrick Wong, Amanda Lenk RSLP missing: Dinusha Peiris RSLP

Diane O'Connor, Registrar & Chief Executive Officer

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Cameron Cowper, Deputy Registrar

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Mardi Lowe-Heistad, RSLP, Director Quality Assurance

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