COLLEGE OF KINESIOLOGISTS OF ONTARIO

Registrant Guide to the Peer and Practice Assessment

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Introduction

The peer and practice assessment (PPA) is a legislated requirement of the College's Quality Assurance Program. The PPA is an educational opportunity designed to assess your knowledge, skill and judgment based on the *Essential Competencies of Practice for Kinesiologists in Ontario* and the College's Practice Standards and Guidelines. The goal is to help you identify areas of strength and opportunities for improvement within your practice.

The PPA is a semi-structured interview conducted by a trained peer assessor. The peer assessor asks you situation-based questions (relating to a recent event or situation) and/or case-based questions (relating to a recent patient/client case). You are asked to describe the situation and/or case, your actions, and the results and/or patient/client outcomes.

Each year, kinesiologists registered in the General Class may be selected to undergo PPA, based on the following criteria:

1. Random selection, including stratified random sampling;
2. Previously granted a deferral;
3. Have not practiced kinesiology at least 1500 hours within the previous 3 years);
4. Not compliant with a Quality Assurance program requirement (e.g. self-assessment); and/or
5. Volunteer to participate.

What you need to know

If you provide direct patient/client care (clinical/mixed practice), you also need to:

Select and upload to the College's cloud one patient/client record. The record should reflect a course of treatment (including discharge); note delegated controlled acts (if applicable); note delegation to support personnel/students (where applicable); and be recent (within the past year). Review the file prior to the assessment and makes notes to prepare as you will refer to it during the Patient Record Review and you may consult it during the Case-based Clinical Questions.

Confidentiality

The College does not notify your employer of your participation in and/or the outcome of your assessment. If the employer must be notified to obtain the patient/client record, it is your responsibility to advise them of the process. You may wish to provide your employer with the document: *Access to Patient/Client Information and Records* (Appendix B).

Scheduling the PPA

The PPA should take place within 90 days of receiving written notice from the College. After you have indicated your availability and determined any conflict of interest with the College's assessors on the Pre-assessment Questionnaire, you will work with the College's Quality Assurance staff or the peer assessor assigned to determine a mutually convenient date and time for your assessment.

If your practice is clinical in nature (i.e., you provide direct patient/client care) or mixed (clinical and non-clinical), the PPA will be approximately three hours in length. If your practice is non-clinical in nature (i.e., you do not provide direct patient/client care), the PPA will be about two and half hours in length.

Arranging a place for your interview

You must find a suitable location to conduct the interview, a quiet, private room with stable internet connection. Make sure you have room to review the patient/client file (if applicable) and take notes.

The Pre-assessment Questionnaire

The purpose of the Pre-assessment Questionnaire is to:

1. Assist College staff in coordinating a mutually agreeable date and time of the interview;
2. Assist College staff in identifying questions best suited to assess your practice;
3. Assist the College, Quality Assurance Committee, and peer assessor in understanding your practice and putting into context your PPA responses; and
4. Determine if a conflict of interest with a peer assessor exists.

What resources can I use to prepare?

After you submit your completed Pre-assessment Questionnaire to the College, the College will send you a copy of the interview questions tailored to your role. Some questions will need to be submitted in advance of the PPA interview (*Pre-assessment Core and Trigger Questions*). Others you will respond to during the PPA interview.

The assessment is founded on the College's practice standards and the *Essential Competencies of Practice for Kinesiologists in Ontario*. Therefore, you are encouraged to review the competencies, practice standards, guidelines, webinars, articles, and videos available on the College website, to self-assess whether you are currently meeting the standards for the profession.

Patient/Client Record Review

If you are in clinical or mixed practice, you need to select and upload to the College cloud one patient/client record two weeks in advance of the PPA interview. The record should reflect a course of treatment (i.e., include initial assessment, progress, and discharge notes - not just a single visit); should note delegated controlled acts/delegation (if applicable), assigning tasks to support personnel/students (where applicable); and be recent (within the past year). Both assessment and treatment details are preferred but not required if you only perform assessment or treatment as part of your role and responsibilities.

Be sure to include the following records for the patient/client:

- All progress notes to which you entered documentation;
- Assessment records;
- Patient/client history notes;
- Referral forms and discharge notes;
- Equipment records;
- Consent record; and
- Financial records for patient/client billings in private practice (e.g., copies of price points, invoices and receipts or balanced account print outs).

The College's right to access this information is cited in the *Health Professions Procedural Code* made under the *Regulated Health Professions Act, 1991 (RHPA), ss. 82. (1)(c).* The College has the authority to request access to personal information for the purpose of conducting an assessment and gathering information about kinesiologists' care of patients/clients. Under ss*. 82(2)* and *82(3)* of the *Code*, facility operators and health information custodians are required to provide access to premises and charts. This section applies despite any provision in any act relating to confidentiality of health records *[(Code), ss.82 (5)].* For more information, review *Access to Patient/Client Information (Appendix B).*

You are encouraged to follow the policies that your practice setting has set out to access patient/client records. Although the College does not require you to inform your employer of your participation in the PPA, in some practice settings this may be necessary to retrieve patient/client records and upload them to the College's cloud.

The Pre-assessment Patient Record Keeping Checklist

Use the Pre-assessment Patient Record Keeping Checklist to self-assess whether the necessary indicators are present in the patient/client record you selected and uploaded to the cloud. The assessor will refer to this document during the Patient Record Review portion of the PPA interview

The Pre-Assessment Patient Background Information Sheet

The assessor requires some initial information from you about the patient you selected for the Patient/Client Record Review (i.e., the record you selected to upload to the cloud and self-assess your record keeping). The assessor will refer to this information and the clinical notes documented in the patient/client record when they ask you Clinical Questions during the interview.

Competency-based interview questions

The PPA is a structured interview based on the behaviour-based interview methodology, where you describe a recent situation or a patient/client case and discuss your actions and the results of the situation or patient/client outcomes. The questions asked are based on the *Essential Competencies of Practice for Kinesiologists in Ontario* and the practice standards and guidelines.

Clinical / mixed PPAs

The peer assessor will discuss the care/services you provided and your decision-making process regarding the patient/client record you selected for the Patient Record Review using Clinical Questions.

Example: *Describe the steps you took to obtain informed consent prior to initiating services.*

Then the assessor will ask situation-based/hypothetical questions (Core Questions) focused on recent events or situations that have occurred in your practice. To prepare to answer these questions, you will need to recall specific situations in which you personally managed or acted.

Example: *Describe a time when you identified a risk to one of your patients/clients or in the workplace and how you handled the situation.*

Non-clinical PPAs

For non-clinical practice, you will be asked two sets of situation-based questions: Core Questions focused on recent events or situations that have occurred in your practice (see above), and Trigger Questions customized to your specific responsibilities and function.

Example of Trigger Question: *Describe an ergonomic assessment you did recently for a client. In your description be sure to include:*

- *Risk and safety issues, if any, and steps you took to mitigate immediate and potential risks*
- *Ergonomic risk factors, adaptations, alterations and accommodations*
- *Your interventions, recommendations for the client and others in the same environment*

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For a complete list of Clinical, Core and Trigger questions see Appendix C. For each question relevant to your practice, think about specific practice examples that have taken place over the last year, and prepare notes about each before the interview so you can recall the details when answering questions.

The peer assessor may ask you probing questions to determine if you met the performance indicators associated with the competencies being measured, and/or to help focus your answer to ensure all questions obtain the detail required in the responses in the amount of time allocated. For example, for the Clinical Question, *Describe the steps you took to obtain informed consent prior to initiating services,* the assessor may ask the following probing questions:

- *What information would you share to ensure that the patient/client is fully informed to make a decision?*
- *Identify a situation when obtaining informed consent may be problematic.*
- *What steps would you take to rectify the issues?*
- *How would you determine who has the authority to provide informed consent?*

Respond using the Problem, Action, Result (PAR) format

With behaviour-based questions, peer assessors are listening for specific details about a case. You need to outline:

1. **The 'Problem'**: Three or four sentences detailing the practice setting and the situation: who was involved, when it happened, where it happened (practice setting), and what the specific problem was.

2. **The 'Action'**: Details of what happened/actions you took to remedy the specific problem – what you did that exhibits the competency.

3. **The 'Result'**: How it turned out.

*Use "I" statements – the peer assessor wants to hear about what *you* did in a *specific case*, not what you or other people or your practice setting team *generally do* in such situations.

Pre-assessment Core and Trigger Questions

Registrants are required to submit responses to some of the Core and Trigger Questions in advance of the PPA Interview. The intent is to provide more time for registrants to structure responses to these questions and compress the length of the PPA interview. The assessor will review the registrants' responses in advance of the PPA interview and follow up with any probing questions to ensure all responses provide the requisite the detail during the interview.

Frequently Asked Questions

Do I need to tell my employer about the interview?

You are not obligated to tell your employer about your participation in the PPA or share any feedback or results with them. You may, however, have to let your employer know that you were selected for the interview to allow the review of your patient/client records and other documents and to ensure you get time off work to complete the interview.

Does my employer pay me for my time spent completing the interview?

Please discuss this with your employer as the College has no control over employer/employee relations. As a regulated health professional, you must participate in PPA.

How do I request a deferral or exemption?

If your current circumstances make it difficult to complete the PPA, you can request a deferral or exemption. Please email the Director, Quality Assurance at lara.thacker@coko.ca to submit a request as soon as possible after receiving the notice of selection to participate in PPA.
The deferral/exemption request should include the following:

- your name and registration number;
- the request for the exemption or deferral;
- an indication of the amount of time being requested;
- any information/reasons that is/are pertinent and supportive of the request and would assist the College in making its decision;
- medical certificates, notes or letters to support a medical reason for the request; and
- an indication of your current work status.

How do I request accommodation for my special need?

If you require accommodation to complete the PPA, please contact the Director, Quality Assurance as soon as possible and we will work with you to accommodate your needs.

Who are the peer assessors?

The College's QA Committee appoints qualified peer assessors who are trained interviewers.

- Peer assessors are registrants of the College in good standing.
- An application and interview are part of the selection process.
- Extensive training on interviewing, scoring and the PPA process is provided by the College.

- Peer assessors adhere to a confidentiality agreement and a conflict-of-interest policy.
- Peer assessors themselves have been assessed.

After the Assessment

Following the PPA you will receive post-assessment questionnaires that will be used to collect feedback on the process and the assessor to improve the program.

The peer assessor writes a report. You will receive a letter that includes a copy of the report, and a summary of opportunities for improvement identified. You will be asked to provide a written submission to address any opportunities for improvement identified.

The assessor's report, summary of any opportunities for improvement identified, summary of your regulatory history and your submission will be considered by the Quality Assurance Committee (QAC).

The QAC will consider all of the information and make a decision. The decision and reasons letter will be provided to you as soon as reasonably possible following the QAC meeting.

If the QAC determines that your knowledge, skill, or judgment is not satisfactory, you will be advised to make a further submission to them.

Should the QAC still consider your knowledge, skill or judgment not satisfactory, they may provide advice, recommendations or direction regarding future actions to be taken by you. You will be notified of the outcome of this meeting in writing, as soon as reasonably possible following the meeting.

What to include in a Post-PPA Submission

You may wish to include in your written submission:

- A summary of your self-identified strengths and/or areas for further learning;
- Evidence of self-remediation (e.g., corrected omission in record keeping, enhanced knowledge and changes made to practice related to a specific competency, new templates developed, etc.);
- Any details of implemented changes in your practice based on feedback received during the PPA process; and/or
- Points of clarification related to the report and requested by the Committee.

A *Registrant PPA Submission Template* (Appendix D) can also be used to make a submission.

Appendix A: Registrant PPA Timeline

	Activity	Resources	Timeline
	Review *Registrant Guide to the Peer and Practice Assessment*	Guide	Within one week of receipt of selection notice
	Submit the *Pre-Assessment Questionnaire* to Director, Quality Assurance via email	Survey	Within two weeks of receipt of selection notice
	Schedule your PPA date. College staff/peer assessor will contact you to schedule your Virtual PPA interview.		Within three weeks of receipt of selection notice
	Review Interview Questions	Appendix C	Within four weeks of receipt of selection notice
	Book a quiet, private location that has internet connectivity, an electrical outlet, and a table and chair (3 hours for clinical/ mixed, 2 ½ for non-clinical)	Interview Room	Within four weeks of receipt of selection notice
	Access patient/client records and inform employer of pending PPA (if required to access and share records/take time off work for PPA interview)	Appendix B	Within four weeks of receipt of selection notice
	Submit responses to *Pre-Assessment Core and Trigger Questions* to Director, Quality Assurance via email		Three weeks prior to the PPA interview
	For Clinical/Mixed PPAs- upload a copy of one patient/client record, including financial records for private practice (e.g. price points, invoices, receipts or balanced account print outs). Record should reflect a course of treatment; should note delegated controlled acts (if applicable); delegation to support personnel/students (where applicable); and be recent. Submit the *Pre-assessment Patient Background information Sheet*, and *Pre-assessment Patient Record Checklist* via email to Director, Quality Assurance	Patient/ client records dept.	Three weeks prior to the PPA interview
	Review the *Essential Competencies of Practice for Kinesiologists in Ontario*, standards and guidelines.	Practice resources on CKO website	At least two weeks before PPA
	Complete PPA on the scheduled date		Date of PPA
	Registrant receives a copy of the assessor report and summary of opportunities for improvement.		Within four weeks of PPA date
	Complete online post-questionnaires		Within four weeks of PPA date
	Complete Post-PPA Submission to College if applicable	Appendix D	Within 30 days of receipt of report
	Registrant receives a copy of the Quality Assurance Committee's decision and reasons letter and any next steps that need to be taken.		Within four weeks of the QA Committee's decision

Appendix B: Access to Patient/Client Information and Records

Every year, the College of Kinesiologists of Ontario selects kinesiologists to engage in a peer and practice assessment (PPA) to encourage continual practice improvement by providing constructive feedback. The PPA is one component of the Quality Assurance Program. The goal of the PPA is to assess whether the kinesiologist has knowledge, skills, and judgement to practice safely, competently, and ethically. It also provides feedback to the kinesiologist to encourage practice improvement. The PPA involves a trained peer assessor, who is also a registered kinesiologist, conducting a competency-based interview. All information collected is kept confidential between the College and the kinesiologist. The College will not advise the employer of the kinesiologist's participation.

To facilitate this interview, the registrant is asked to provide one patient/client record prior to the interview. This may include a copy of the hard file/ electronic health record relevant to the care/services the registrant provided.

One of the questions that kinesiologists and employers may have is whether the College can legally access patient/client records for this purpose. For the purpose of carrying out a peer and practice assessment, a peer assessor may, at any reasonable time, require the registrant to allow the peer assessor or College to review any records related to the care of the patient/client. The right for the College to access this information is cited in the Health Professions Procedural Code made under the *Regulated Health Professions Act, 1991*(RHPA)*, ss. 82. (1)(c).* The College does have the authority to request access to personal information for the purpose of conducting an assessment and gathering information about the kinesiologist's care of patients/clients. Under ss. 82(2) and 82(3) of the Code, facility operators and health information custodians are required to provide access to premises and charts. This section applies despite any provision in any act relating to confidentiality of health records [(Code), ss.82 (5)]. Further, the *Personal Health Information Protection Act, 2004 (PHIPA),* clause.9(2)(e) supports the College's right of access and states that PHIPA is not to be construed to interfere with the regulatory activities of the College under the RHPA.

The College requires kinesiologists to follow the applicable policies set out by their practice setting to facilitate access to the patient records. For example, if the practice setting requires that the registrant submit written notification prior to accessing patient records for non-treatment purposes, the College would require the registrant to adhere to the policy.

The College encourages employers to seek legal advice and/or contact Lara Thacker, Director of Quality Assurance at Lara.thacker@coko.ca or 416-961-7000 ext. 103 if it is still unclear as to their duty to cooperate with the requirements of their practice setting as it pertains to obtaining patient health records for non-treatment purposes.

Appendix C: PPA Interview Questions

Clinical case-based questions (Clinical and Mixed PPAs only)

The peer assessor will discuss the care/services you provided and your decision-making process for the patient/client record you uploaded and discussed during the Patient Record Review. The primary questions follow:

- Describe the steps you took to confirm the reason for a patient's/client's services;
- Describe the steps you took to obtain informed consent;
- Describe the steps you took to conduct an assessment;
- Describe the factors that influence the type of assessment method or tools you used;
- Kinesiologists are expected to analyze and synthesize assessment data to inform an impression; describe your clinical findings;
- Describe your plan of care and/or exercise prescription;
- Describe the treatment/intervention you performed;
- Describe how you determined the treatment plan was effective;
- Describe your discharge or follow-up plan for this patient/client; and
- Describe a recent situation when you were asked to perform a controlled act (if applicable).

Core and Trigger situation-based questions

Situation-based questions are focused on recent events or situations that have occurred in your practice. To prepare to answer these questions, you will need to recall specific situations in which you personally managed or acted.

Core Questions (all PPAs):

- *Describe a situation in which you experienced a barrier to your communication with a patient/client or other and how you handled it;
- Describe a situation when you provided education to a patient/client or others;
- *Kinesiologists are expected to use effective counseling, and coaching skills and strategies in their practice. Describe a time when you motivated change in a patient's/client's or other behaviour or actions;
- Describe a time when you identified a risk to one of your patients/clients or in the workplace and how you handled the situation;
- *Describe a situation when you felt that a patient/client-kinesiologist relationship was going beyond a professional relationship; and
- *Describe a situation when you took steps to maintain the confidentiality and security of information.
- Describe a time when you assigned a task to a support personnel, student or volunteer.

Interview questions will be customized to your specific responsibilities and function. The peer assessor will ask questions based on your role; they will select relevant Trigger Questions from the following:

- Kinesiologists are expected to apply principles of financial stewardship and management. Describe a situation when you identified the need to improve productivity and efficiency to optimize resources (e.g. efficient supply management, student placement to help reduce workload, scheduling staff time or room bookings, etc.).

- Describe the steps you would take to obtain informed consent prior to initiating services. **All members, regardless of the nature of their practice, are expected to understand and apply the principles of informed consent, including knowledge around capacity. Informed consent is a common area for improvement for kinesiologists.**
- *Describe the steps you took to determine the need for a wellness, exercise or health program; the steps you took to develop the program; and the steps you took to evaluate the program.
- Describe the steps you took to initiate a formal research project.
- *Describe a time when you assessed a work site for a patient/client or other.

You will email the Director, Quality Assurance responses to Core and Trigger questions marked with an Asterix (*) using the *Pre-assessment Core and Trigger Questions* sheet prior to the PPA interview.

Appendix D: Post-PPA Submission Template

1. **Identify the Essential Competency being addressed (e.g., Competency 2.11 – Uses a systematic approach to record keeping consistent with the practice standards of the profession).** Or simply state the practice issues identified by the Quality Assurance Committee or panel thereof.	
2. **State the relevant College practice resource (e.g., standard, guideline, webinar, video) reviewed and additional resources consulted.** If you did not consult a College document, simply state what source you consulted, noting that this could be an expert R. Kin or other health professional from whom you sought professional mentorship.	
3. **Indicate what you have learned.** Remember to link the learning back to the practice issue identified in #1 above.	
4. **Provide evidence of changes made to your practice (i.e. supporting documentation) (e.g. revised consent form/equipment maintenance checklist/master list or legend of abbreviations and acronyms, etc.). Include attachments as required.**	
5. **State the changes made to your practice based on the new knowledge.** Remember to link the changes back to the practice issue identified in #1 above.	
6. **Explain how the new knowledge impacts patient/client care/service.**	