



College of Respiratory Therapists of Ontario

COLLEGE PERFORMANCE MANAGEMENT FRAMEWORK (CPMF) Summary Report

“How well are Ontario’s regulatory health colleges protecting the public interest?”

This is the question the Ontario Ministry of Health asked health profession regulators to answer when it developed the College Performance Measurement Framework (CPMF).

Health regulatory colleges exist to protect the public interest. To help the public understand how well colleges are doing their job and to help continually improve accountability, transparency and oversight, all colleges are reporting on their work in the CPMF Reporting Tool. The new tool was developed by the Ministry, together with Ontario’s health regulatory colleges, subject matter experts and the public.

The CPMF covers a wide variety of topics, like how colleges:

- perform as an organization,
- register applicants,
- measure practice improvement of related health professionals, and
- process complaints about their registrants.

This CPMF provides information on how colleges work with external partners, such as other regulatory colleges, educational programs and the broader healthcare system to improve public protection.

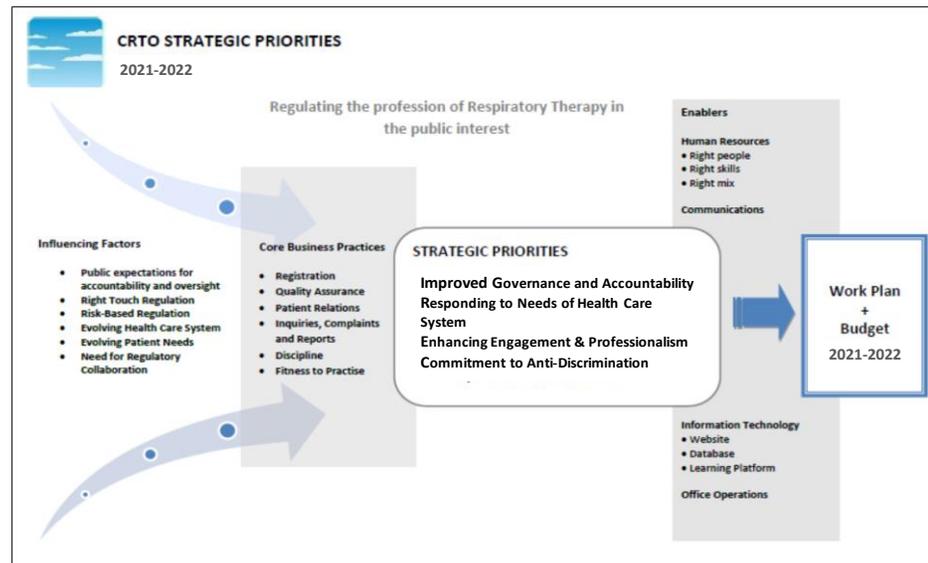
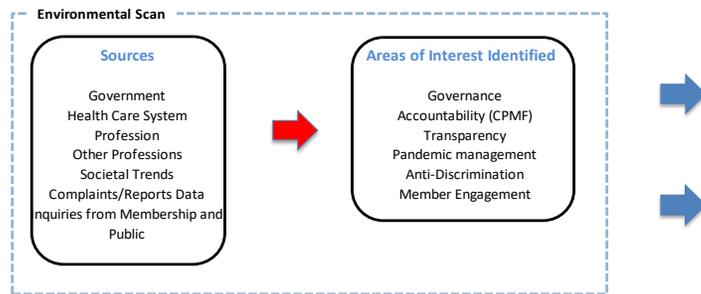
The CPMF also shares raw data about Ontario’s regulated health professionals and their participation in practice improvement. There is data about the number of complaints and the type of those complaints, and how many health professionals participated in practice improvement activities. Finally, the CPMF details each college’s commitment to making improvements over the next year, giving clear action/improvement plans.

Colleges will update this report annually, noting any progress on areas identified for improvement or adding new or updated information required by the Ministry of Health. These reports are one of the many ways colleges demonstrate their commitment to the public interest for the people of Ontario.

The CRTO is committed to improving how we carry out our mandate so we've added the CPMF and the associated improvements to our strategic directions for the year ahead.

College of Respiratory Therapists of Ontario

STRATEGIC PRIORITIES
2020-2021



STRATEGIC PRIORITIES

- Improved Governance and Accountability Responding to Needs of Health Care System
- Enhancing Engagement & Professionalism
- Commitment to Anti-Discrimination

Work Plan + Budget 2021-2022

How is the CPMF organized?

The CPMF consists of 7 measurement Domains, each of which includes a number of Standards and individual Measures (in total, there are 15 Standards and 41 Measures).

The 7 measurement Domains are:

- 1 Governance
- 2 Resources
- 3 System Partner
- 4 Information Management
- 5 Regulatory Policies
- 6 Suitability to Practice
- 7 Measurement, Reporting and Improvement

How is the CRTO “scored” on each Measure?

For each measure, the CRTO was asked to self-score and indicate whether the measure has been fulfilled, responding with either Yes, Partial or No.

Our Overall Scores

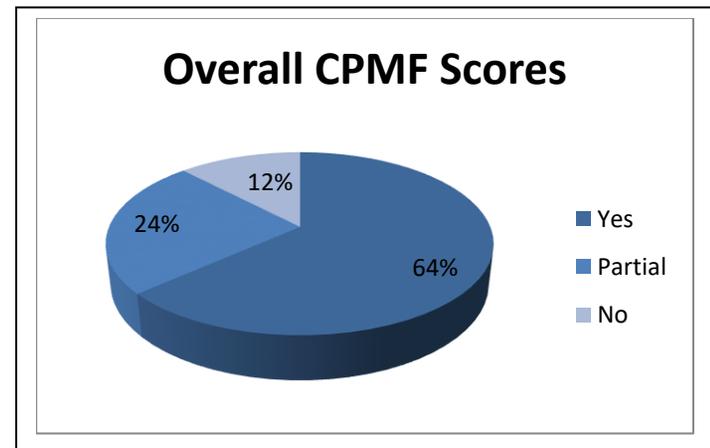
In the draft CRTO Report, we scored the following:

Total # of Measures = 41

YES = 26 Measures

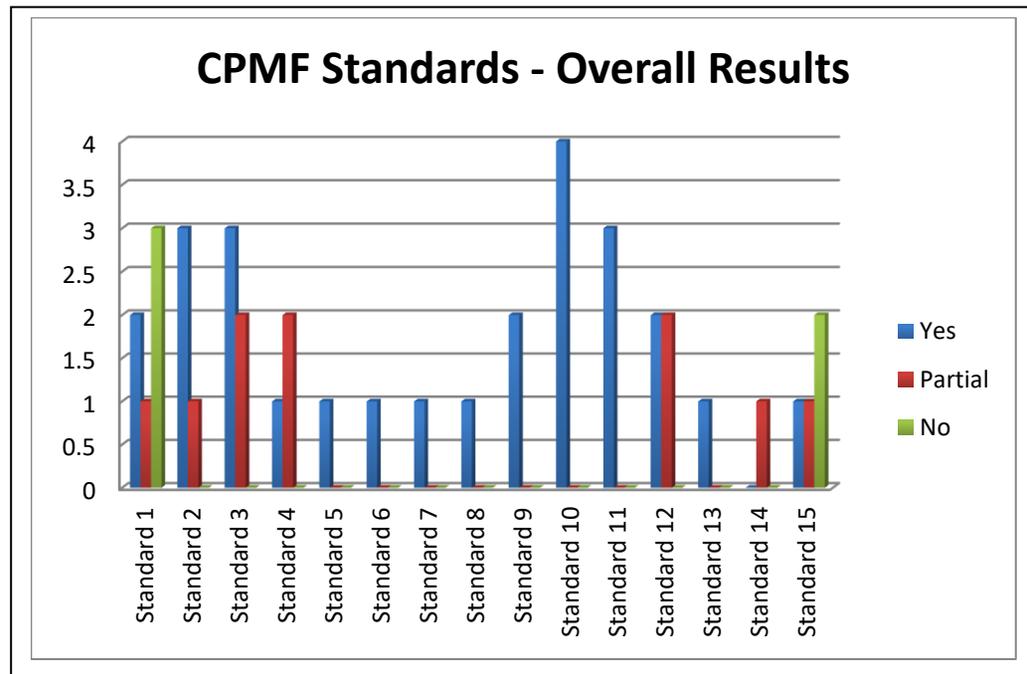
PARTIAL = 10 Measures

NO = 5 Measures



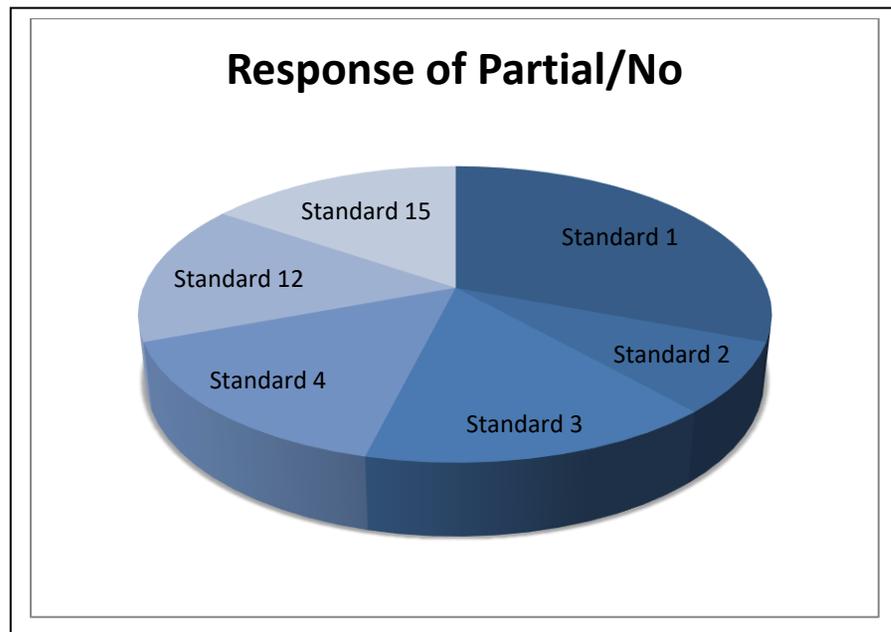
Our Areas of Strength

The CRTO scored best in Standards 5-11, 13, 14. More specifically, we scored well on measures pertaining to: functioning effectively as a system partner, effective information management, administration of our statutory functions (registration, quality assurance and practice, professional conduct).



Our Opportunities for Improvement

The CRTO identified opportunities to improve in Standards 1-4, 12 and 15. Specifically, this pertains to: Governance and transparency practices (revised eligibility criteria for elections, governance-related info available on the website), evaluation of Council and Committees and subsequent ongoing training, more stringent conflict of interest practices, and expanded KPIs and operational reporting for Council and the public.



How We're Going to Get Better: Specific Initiatives in Response to our Results

We've identified a number of specific initiatives that we can move forward on. These have been added to our work plan for the year, along side other initiatives to help us achieve the goals in our strategic plan.

Domain	Measure	CRTO Score	Report Page No.	Initiative(s)
Governance	1.1 a	Partial	11	<ul style="list-style-type: none"> Place eligibility criteria for election to Council/Non-Council Committee positions on website (currently found only on the nomination/eligibility form). Offer orientation to the CRTO as an online module to be completed prior to running for election, as part of eligibility criteria. Continue to offer in-person orientation for public appointees and support attendance at the HPRO Governance Workshop
Governance	1.1 b	Yes	14	<ul style="list-style-type: none"> Place eligibility criteria for members elected or appointed to statutory committees on website (currently found only on the nomination/eligibility form).
Governance	1.2 a	No	17	<ul style="list-style-type: none"> Develop a framework to regularly evaluate the effectiveness of Council and committees, Council and committee meetings, and the performance of Council and committee membership.
Governance	1.2 c	No	18	<ul style="list-style-type: none"> Identify ongoing training needs for Council and committee members, informed by the results of the evaluation.
Governance	2.1 c	Partial	18	<ul style="list-style-type: none"> Add a guide document to Council packages defining conflicts of interest and questions aimed at assisting Council members in identifying COI.
Governance	3.1 a	Partial	22	<ul style="list-style-type: none"> Develop a comprehensive General Operational Report/Dashboard for Council that will incorporate the status of initiatives and decisions.

Governance	3.1 b	Partial	23	<ul style="list-style-type: none"> Place agendas for Executive Committee meetings on website and continue to report on activities at the Executive Committee in the publicly available materials for each Council meeting. Explore placing agendas for all committees on the CRTO online calendar.
Resources	4.1 b	Partial	25	<ul style="list-style-type: none"> Develop a policy to define the amounts required in the CRTO financial reserves. This should be reviewed and validated by our auditor.
Resources	4.1 c	Partial	27	<ul style="list-style-type: none"> Include an HR element in the General Operational Report/Dashboard to be developed in 2021.
Suitability to Practice	12.1 a	Partial	57	<ul style="list-style-type: none"> Complete an assessment of our practices to identify areas requiring a change in how they are handles in our professional documents (e.g. an item that is currently a checklist may be better as a policy, etc.)
Suitability to Practice	12.1 b	Partial	58	<ul style="list-style-type: none"> Establish 5 days as an expected response time for inquiries from the public. Continue to monitor response times.
Measurement, Reporting and Improvement	15.1 a	No	64	<ul style="list-style-type: none"> Revise and expand the scope of the risk register for the CRTO. Develop a battery of KPIs based on i) Strategic priorities, ii) Regulatory functions, and iii) Operational practices. Place these in the General Operational Report/Dashboard.
Measurement, Reporting and Improvement	15.2 a	Partial	65	<ul style="list-style-type: none"> Include General Operational Report/Dashboard in the Council minutes available on the CRTO website.
Measurement, Reporting and Improvement	15.3 a	No	66	<ul style="list-style-type: none"> Develop a version of the General Operational Report/Dashboard for the public and maintain on the CRTO website.