

College Performance Measurement Framework (CPMF): CRTO 2021 Summary Report

Background

The CPMF was developed by the Ontario Ministry of Health (MOH) to answer the question, “how well are Colleges executing their mandate, which is to act in the public interest?” This initiative is intended to:

1. strengthen accountability and oversight of Ontario’s health regulatory Colleges; and
2. help Colleges improve their performance.

Each year, beginning in 2020, health regulatory Colleges began reporting on 14 performance-based standards within seven measurement domains. The report also includes 14 context measures to provide statistical data related to the standards.

CPMF Measurement Domains

1. **Governance** (3 standards and 21 measures)
 - competent and effective Council and Committees; transparent decision-making process and actions
2. **Resources** (1 standard and 4 measures)
 - responsible stewardship of human and financial resources
3. **System Partners** (2 standards - measures not scored)
 - active engagement with other health regulatory Colleges and system partners
4. **Information Management** (1 standard and 2 measures)
 - collected information that is protected from unauthorized disclosure
5. **Regulatory Policies** (1 standard and 3 measures)
 - policies, standards of practice, and practice guidelines that are based on the best available evidence
6. **Suitability to Practice** (5 standards and 16 measures)
 - risk-based and right touch quality assurance, registration and professional conduct practices
7. **Measurement, Reporting, and Improvement** (1 standard and 4 measures)
 - ongoing monitoring and reporting of organizational performance

CRTO's Overall Score

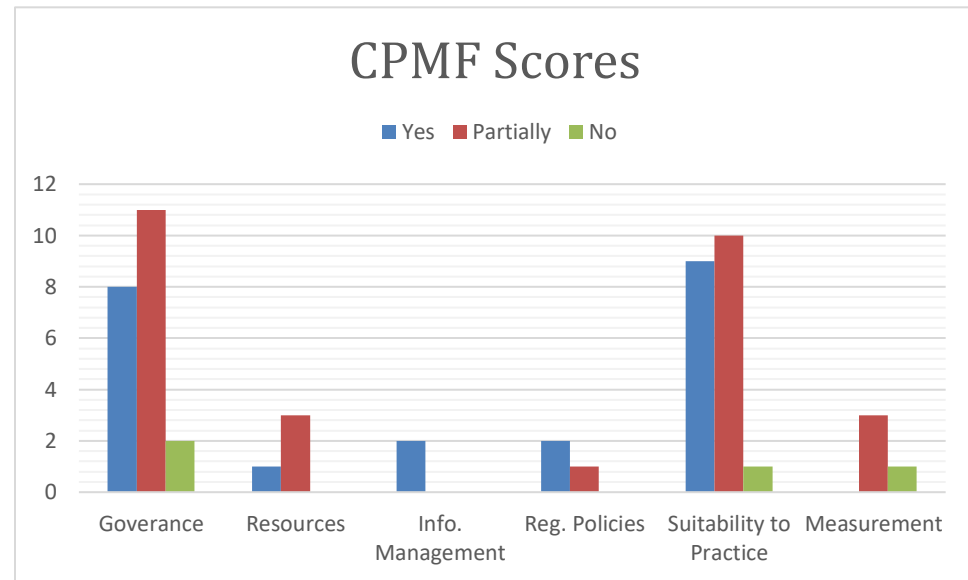
There were 50 measures, and for each, we were required to self-declare whether we met the criteria – “yes”, “partially” or “no”.

- Our overall score was as follows:
 - Yes - 22
 - Partially – 25
 - No – 3
- When the response was “partially” or “no”, we provided a brief outline of our objectives for meeting the criteria in 2022.

CRTO's Objectives for 2022

Domain 1: Governance

- Augment our competency and suitability criteria for professional members seeking nomination to Council or Committees and require them to participate in orientation training pertaining to the CRTO's mandate and the essential elements of good governance.
- Develop a framework to regularly evaluate the effectiveness of Council meetings and Council, including a third-party assessment to be conducted every three years
- Provide ongoing training for Council and Committee members [(e.g., Diversity, Equity and Inclusion (DEI))] based on a continuous educational needs assessment.
- Enhance our processes for conflict-of-interest declarations to ensure they are completed annually and prior to every Council and Committee meeting. A summary of the declarations will be appended to each meeting package.
- Develop an all-encompassing organizational Risk Management Plan.
- Provide regular status updates on the implementation of Council decisions and make them accessible on the CRTO website.



Domain 2: Resources

- Transition succession plan into the CRTO Employee Handbook.
- Update our cyber security technology, as informed by IT infrastructure review.

Domain 3: System Partners

- Continue collaboration with a broad range of system partners and seek our new engagement opportunities that will enhance the CRTO's fulfillment of its mandate.

Domain 4: Information Management

- Implement the IT architecture assessment recommendations.

Domain 5: Regulatory Policies

- Apply an Equity Impact Assessment to all CRTO policies, standards of practice, guidelines, and practices

Domain 6: Suitability to Practice

- Review and revise the CRTO *Registration Regulation*
- Begin plans for a complete Professional Development Program (PDP) Evaluation
- Implement the Professional Conduct review recommendations

Domain 7: Measurement, Reporting, and Improvement

- Develop Key Performance Indicator (KPI) dashboards to track our performance in the following three key areas:
 1. Strategic priorities
 2. Regulatory functions
 3. Operational practices
- Provide Strategic Direction Status Report at every Council meeting

CRTO 2021 – 2025 Strategic Direction

The CRTO regulates the practice of Respiratory Therapy in the public interest through:

