

College Performance Measurement Framework (CPMF): CRTO 2022 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.

Beginning in 2020, health regulatory Colleges began reporting annually 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

What's New in 2022

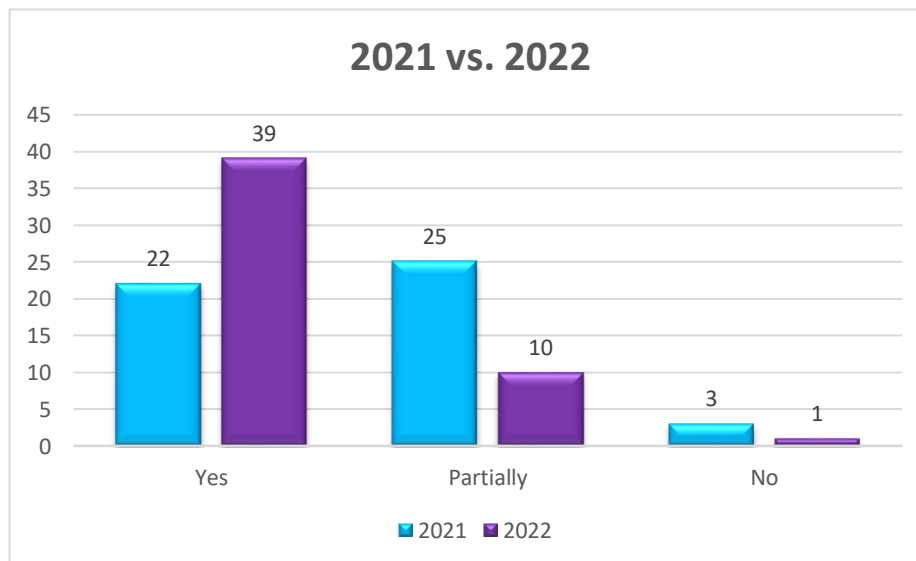
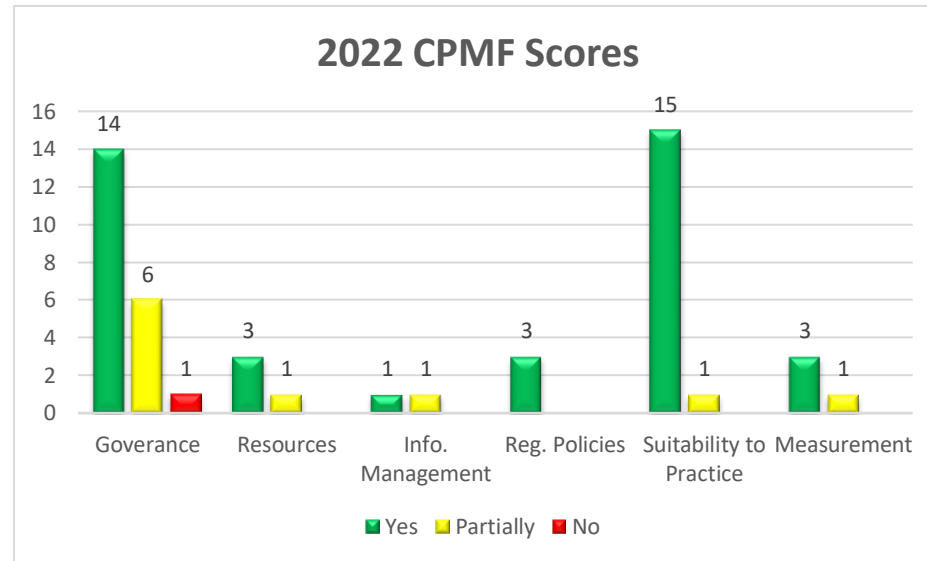
This year, eight (8) measures have been categorized as Benchmark Evidence that Colleges are expected to meet or work towards meeting, and they include:

1. **Governance 1.1 a i**
 - Professional members are eligible to stand for election to Council only after meeting pre-defined competency and suitability criteria.
2. **Governance 1.1 b i**
 - Professional members are eligible to stand for election to a statutory committee only after meeting pre-defined competency and suitability criteria.
3. **Resources 4.1 c i**
 - Colleges regularly review and update their written operational policies to ensure the organization has the necessary staffing complement (e.g., Succession planning for Senior Leadership).
4. **Information Management 7.1 a ii & iii**
 - College protects against and addresses unauthorized disclosure of information through cybersecurity measures & processes to address accidental or unauthorized disclosure of information.
5. **Regulatory Policies 8.1.a**
 - Colleges regularly evaluate their policies, standards and guidelines to determine whether they are appropriate, require revisions, or require new direction or guidance based on the current practice environment.
6. **Regulatory Policies 8.1 b i – vi**
 - When developing or amending policies, standards and practice guidelines, Colleges use an evidence-informed approach (e.g., the risk posed to the public, current practice environment, etc.).
7. **Suitability to Practice 11.1 a iii**
 - The College evaluates the different stages of the complaints process and all relevant supports available to complainants to ensure the information provided to complainants is clear and useful.
8. **Measurement, Reporting & Improvements 14.2 a**
 - Council uses performance and risk review findings to identify where improvement activities are needed.

CRTO's Overall Score

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

- In 2022, our overall score was as follows:
 - Yes – 39
 - Partially – 10
 - No – 1
- When the response was “partially” or “no”, we briefly outlined our objectives for meeting the criteria in 2023.
- The chart to the right illustrates how we performed, per domain.
- The chart below illustrates our performance compared to our 2021 CPMF submission.



Scores for Benchmark Evidence

Of the eight (8) measures that have been categorized as Benchmark Evidence, the CRTO scored the following in 2022:

- “Yes” for five (5)
- “Partially” for three (3)

CRTO’s Objectives for 2023

Domain 1: Governance

- Complete the development of a Council & Committee Member Competency Profile.
- Finalize the pre-nomination Council and Committee Orientation eLearning module.
- Update the Annual Board Affiliation & Conflict of Interest form.
- Complete the Council Effectiveness Evaluation Framework.

Domain 2: Resources

- Validate the CRTO’s Reserve Policy.

Domain 4: Information Management

- Incorporate the strategies for accidental disclosure of confidential information into our organizational Risk Management Framework.

Domain 6: Suitability to Practice

- Update the feedback form to be completed by complainants after the disposition of their complaint.

Domain 7: Measurement, Reporting, and Improvement

- Develop a Risk Register.

CRTO 2021 – 2025 Strategic Direction

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

