

P.O. Box 21351 St. John's, Newfoundland and Labrador, CANADA A1A 5G6
Phone: 709-753-6527 Fax: 709-753-6526 E-mail: collegept@nf.aibn.com Website: http://nlcpt.com/

2018 Annual General Meeting

CHAIRPERSON'S REPORT

This past year has been a very exciting and busy time for the Newfoundland and Labrador College of Physiotherapists. Our staff and volunteer council members have completed several large projects and begun new initiatives that will continue to improve the accessibility and efficiency of the college's work. As our Registration numbers continue to rise, regulatory responsibilities and issues present a constantly evolving body of work to past year has been a very exciting and busy time for the Newfoundland and Labrador College of Physiotherapists. Our staff and volunteer council members have completed several large projects and began new initiatives that will continue to improve be completed on a daily basis. I would encourage everyone to read through the reports that have been circulated from the various committees to gain a greater understanding of the breadth of work being done on behalf of the membership.

First and foremost, I would like to thank Josephine Crossan, our registrar and executive director, for all the work she does. She accomplishes an immense amount in her part time office hours and her input into the day to day business of the NLCP is invaluable. Each year our membership increases which means our staff are required to do more behind the scenes office work and deal with increasing requests and inquiries from both members and the public. We are one of the smallest colleges in the country yet we continue to deal with complex issues and challenging workloads on a regular basis.

Further, I think it is important to acknowledge our government appointed public member, John Riche. John has served on council for several years and brings a great deal of experience and valuable insight to our discussions and decisions. We continue to have a vacant public member position on council and so John often completes extra work so that we can continue to operate and move forward with our work.

Over the course of this past year council has focused on a variety of important projects. A vast amount of time is given by council members, staff, and volunteers from the membership to keep things moving forward and I would like to thank everyone for their contribution. As new committees and projects emerge we continue to require more volunteers to help share the workload. I encourage anyone who might be interested in becoming involved to contact our office.

Several highlights from this year's initiatives are listed below:

• Logo - This year council contracted a graphic designer to design a college logo .

- Online Registration/Webpage- Council continues to work towards increasing our online
 presence in order to improve our accessibility to membership and the public. This year
 we successfully moved a portion of our registration process including the
 distribution/submission of forms and payment to online platforms. We have received a lot
 of positive feedback from the membership about this change. In this coming year, we will
 move forward with the next steps in having more of our resources on our website.
- Continuing Competency In the past year our Continuing Competency Committee has
 been busy reviewing our portfolio review process and planning how to make changes as
 we move forward with this important component of our registration requirements. Part of
 this process has involved a survey of the processes in other provinces. Mike Kay
 continues to chair this committee and I encourage you to read his report for more
 information on the work they have done and continue to do.

As I conclude my report I would like to acknowledge each individual council member;

- Ryan Johnston as vice chair,
- Deb Noseworthy as both treasurer ,Canadian Alliance of Physiotherapy Regulators representative and Legislative Review committee chair .
- Mike Davis as a member at large and complaints authorization committee chair
- Kelli O'Brien as our secretary
- Melissa Coish as member at large, complaints authorization committee member
- Catherine Pilgrim as member at large and council representative on the continuing competency committee
- John Riche as public member

I would like to thank each of you for all the time you have given to council work this past year. Without your continued dedication we would not be able to continue our very important work. It has been a pleasure to work with each of you. We have several members finishing their term on council this year and I look forward to working with new members as they join us.

It has been a privilege to serve on council again this year and I look forward to moving forward in the time to come. After the AGM, members of council will determine the positions for each member for the upcoming year.

Respectfully submitted by

Rachelle Ryan

Chair of the Newfoundland and Labrador College of Physiotherapists.

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2018 Annual General Meeting

EXECUTIVE DIRECTOR / REGISTRAR'S REPORT

The winds of change are blowing across the NLCP!

As I reflect on the variety of issues that have come before council in the last number of years it brings to mind the evolution of our profession and how the role of the College has changed. Who could have envisioned the impact technology and innovation would have on the delivery

and scope of physiotherapy services or the challenges our College needs to address in order to protect the public in this changing world.

The advent of social media the evolution and creation of new treatment techniques, the utilisation of telehealth and tele-rehabilitation and expansion of roles for physiotherapists are just some of the issues that have influenced and affected the work of the College.

Council met for a total of seven times during the year to review ,discuss issues, vote on policy matters when able, and drive the strategic direction of the College's work.

There are three vacant council positions coming up this year and a number of members have put their names forward to serve on Council.

Certificates of recognition will be awarded to Melissa Coish and Deb Noseworthy. Thanks to Melissa for completing a three-year term and serving on our Complaints Authorization Committee. A special mention to Deb our retiring member who has now completed the maximum allowed terms .She has served the College in various capacities. First, as my predecessor and most recently triple, roles including Treasurer .Deb is always willing to step up when needed and I will miss her as a valuable resource.

Last but not in least, I would like to extend a heartfelt thanks to the College Council, committee members, and volunteers for their dedication and hard work over the past year.

I have continued to represent the College at both Provincial and Federal levels as follows:

Health Professions Regulatory Network:

This is comprised of 16 regulated health professions in Newfoundland and Labrador which meets on a quarterly basis to discuss and share topics of mutual interest

This year the network hosted an education session on February 22nd 2018 titled: Complaints Authorization Committee Fundamentals.

Session highlights included:

- The concepts of natural justice and transparency.
- The powers and processes of the CAC.
- A panel discussion on the challenges of decision-making.
- · Considerations in decision writing

Some additional topics discussed:

• The possibility of the smaller Colleges joining a larger group with shared administrative space has gathered some momentum, with an initiative in the preliminary planning stages put in place by ARNNL .The College has expressed an interest in participating in the ongoing discussion.

- Frustration with government in obtaining Public Representative appointments.
- Continued discussion around the increasing sophistication and complexity of complaints received by all the boards regardless of size.

Office Management:

My heartfelt thanks to our office support Lorne Warren and Jonathan Miller our IT support in making online registration a final reality in time for the 2018-2019 registration renewal.

The process was well received and easier for our members with 85% using the PayPal payment option and 47% emailing rather than mailing in their completed registration forms.

The office still operates part time. Even with increased efficiency and the elimination of some of the manual procedures, it still presents a challenge to provide the level of service expected by our increasing membership.

REGISTRAR'S REPORT

As always, a large portion of my dual part-time position is increasingly taken up by my duties as Registrar. This past year registration and discipline that are the key elements in ensuring our mandate of public protection took up most of the time.

Registration:

Registrants to Dec.31st, 2017:

•	Total	316
•	Active	291
•	Conditional	12
•	Inactive	13

Conditional Registrants

- 12 applicants granted Conditional Registration (P.C.E. Candidates) during 2017
- 9 have been successful in P.C.E. and have been granted Active status.
- Three failed candidates are attempting the exam again in June 2018

Physiotherapy Clinics

• 43 clinics registered in 2017

Registrar's Committee Meetings:

This standing committee of the Alliance met face to face at the Alliance AGM in May 2017 and November 2017 with additional teleconferences, scheduled through the year. Some of the topics dealt with throughout the year:

- Collaboration with The Canadian Council of Physiotherapy University Programs (CCPUP) on professionalism
- Uniform approach to the application and enforcement of advertising standards
- Physiotherapist role in assessment and management of concussion

- Harmonised registration process
- Online physiotherapy

Canadian Institute of Health Information (CIHI): The College continues to collaborate with CIHI and provides the data collection on NL registrants' demographics in order that CIHI could develop a report on Physiotherapy across the country. All provinces have signed on again with the Physiotherapists Data Sharing Agreement effective until December 31st 2021.

Discipline: Apart from my involvement as Registrar with the current case being investigated by the CAC, throughout the year, I dealt with the following:

- One Conditional Registration was revoked as the member no longer met our Conditional Registration requirements.
- A cease and desist letter was issued following a complaint that a non- registered, foreign trained, physiotherapist was using the protected term PT.
- Currently under investigation at my level, are two complaints from the public both dealing with treatment outcomes and documentation issues .

Once more, I still get calls from the public and physiotherapists on business practices. While the College does not have jurisdiction over business agreements, from a public interest perspective there are still things to consider .This would include ownership of patients' charts, documentation, advertising and issues of employment and billing practices.

I encourage members to call the office for information and clarification on any matter of concern so that they can make informed decisions.

Respectfully submitted,

Josephine Crossan Executive Director/Registrar

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2018 Annual General Meeting TREASURER'S REPORT

2017 Fiscal Year

The Newfoundland and Labrador College of Physiotherapist's Financial Statements for the period of January 1, 2017 to December 31, 2017 shows another sound financial year. There was a net excess of \$15,890 of revenue over expenses. The primary contributors to this surplus is related to an increase in overall membership numbers as well as less than anticipated legal and office expenses.

The Contingency Reserve Fund currently has \$30,000 in anticipation of any unexpected costs of disciplinary proceedings.

The College's current investment strategy continues to aim to ensure maximal interest with low risk. This continues with a 2 year laddering strategy of GICs and a high-power savings account. This continues to be an appropriate and fiscally responsible approach for the College's needs.

2018 Proposed Budget

Below is a summary of anticipated revenue and expenditures to accompany the attached 2018 proposed budget.

Revenue Notes

Membership Fees - \$325 x 310 Active + \$55 x 10 Inactive + \$100 x 43 Clinics; 2018 brought introduction of allowing registrations payment through Paypal **Levied Fines** - any fines from disciplinary process; undetermined amount **Interest** - estimation based upon previous year

Expenses Notes

Executive Director - salary based on ~ 22 hrs/week for Registrar/ED position; increase in salary with new contract to reflect current job market

Legal Fees - based on last year's fees and current anticipated needs; Contingency Reserve Fund in place to cover any disciplinary fees in excess of projected budget **Office** - includes office staff hours up to 300 hours/year, office supplies and professional fees for IT and website;

Rent - new rental term 2015 – 2018 will stay the same at ~\$537/month

Meetings - 4 Alliance meetings including 2 CAPR Board of Directors and 2 Registrar meetings/year; also includes AGM, Council and Committee meetings or other special meetings e.g. Health Regulator's Network Meeting

Membership Fees - includes CAPR Fees and Canadian Society of Association Executives (CSAE). CAPR Fees include \$500 for NLCP as member and registrant levy; increased by 2%/yr (cost of living increase).

Audit Fees - based on 2017 Audit fees

Gifts and Honorariums - honorariums to be equivalent to registration fee;

Telephone/Internet - same or gradual increase costs expected

The proposed budget for 2018 demonstrates a fairly balanced expectation of revenues and expenses. This budget is prepared to show and ensure the College will maintain its fiscal responsibility to maintain a fair and appropriate financial position.

This Treasurer acknowledges that this report and budget reflects as accurately as possible at this time the College's fiscal outlook for the upcoming year.

Respectfully submitted,

Deb Noseworthy Treasurer

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2018 Annual General Meeting 2018 PROPOSED BUDGET

	2017 Proposed	2017 Actual	2018 Proposed
Revenue	FTOPOSEG	Actual	FTOposeu
Membership Fees	101,450	103,386	105,600
Fines Levied	101,100	100,000	100,000
Interest	500	105	250
Total	101,950	103,491	105,850
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Expenses			
Executive Director	41,833	41,833	49,493
Legal Fees	15,000	8,224	10,000
Office	9,715	5,717	7,000
Rent	6,600	6,625	6,625
Meetings	7,000	6,021	7,000
Membership Fees	6,523	6,945	7,195
Audit Fees	4,520	4,860	4,860
Gifts/Honoraria	2,700	2,600	2,700
Telephone/Internet	2,500	2,390	2,500
Insurance	1,350	1,496	1,496
Bank Charges	400	323	350
Amortization	250	567	500
Total	98,391	87,601	99,719
Net revenue over			
Expenses			
(Deficiencies)	3,559	15,890	6,131

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CANADIAN ALLIANCE OF PHYSIOTHERAPY REGULATORS REPORT

The Canadian Alliance of Physiotherapy Regulators (CAPR) is the pan-Canadian federation of provincial and territorial regulators of the practice of physiotherapy in Canada. As a Board of Director in 2017 I attended 2 face to face meetings and a number of teleconferences through the year as well as sat on the Governance Committee. In this annual report I share a few highlights of some of the ongoing work of CAPR.

2017 had much focus on completion of the CAPR 2018-2022 Strategic Framework:

Vision Every physiotherapist is a competent and ethical physiotherapist.

Mission To support the physiotherapy community in protecting the public.

Values Serving the public interest, Good governance, Excellence, Integrity, Collaboration and Transparency

Ensure Excellence in Evaluation Services:

- Through innovation and evidence-based policy-making, develop and implement leading edge competency assessment
- Implement an effective and efficient governance model for evaluation services
- Continue to be leaders in education credential assessment

Engage Stakeholders

- Develop collaborative, research-based processes to inform the development of a single system of ensuring competency of physiotherapists
- Collaboratively develop and implement a single Physiotherapy Identification Number (PINC)
- Develop and implement a communication strategy to engage all stakeholders

Cultivate Regulatory Excellence

- Proactively explore the harmonization of regulatory processes to enhance regulatory effectiveness and achieve efficiencies
- Continue collaborative policy work, environmental scanning and the sharing of information to protect the public interest

Other 2017 highlights with the Evaluation Services continuing to run smoothly and effectively with credentialing wait times below benchmarks and now

running computerized written exams. The CAPR website now also includes a user friendly guide and webinars for credentialing applicants. There is also "PCE Quick Facts" on the website which provides good to know information in brief about the Physiotherapy Competency Exam (PCE).

Another significant achievement was the Physiotherapy Practice Profile (Triple P Project), which was the collaborative initiative by the National Physiotherapy Advisory Group (NPAG), completed and endorsed the Competency Profile for Physiotherapy (2017). This document provides guidance in a number of areas including: informing physiotherapy curriculum content, setting accreditation standards and establishing a baseline for areas of specialization. This document also allowed the development of a new physiotherapy competency exam blueprint linking the 7 physiotherapy domains, 34 competencies and 104 entry-to-practice milestones. This new blueprint will help ensure the PCE reflects current practice for entry level physiotherapists.

In the fall of 2017 CAPR CEO, Katya Masnyk, also had the opportunity to visit our College to meet with some of our Council members to share the strategic directions of CAPR as well as capture a moment at Cape Spear in the fog.

The CAPR website is frequently updated with interesting national and international regulatory news and has now joined Facebook so find out more at http://www.alliancept.org.

I would like to thank Council and our College for their support. It has been a privilege to serve as the College's appointed representative on the Canadian Alliance of Physiotherapy Regulators Board of Directors.

Respectfully submitted,

Deb Noseworthy

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2018 Annual General Meeting

LEGISLATIVE REVIEW COMMITTEE REPORT

The Legislative Review Committee (LRC) had a couple of committee meetings in the past year. The current focus of the Committee work remains to be the ongoing additions and review to the Bylaws to make reference to a Code of Ethics, definitions of professional misconduct and conduct unbecoming of a Physiotherapist, advertisement guidelines, the current clinic registration process and professional standards and competence. Though near completion it will continue to be an evolving process needing updates over time.

With the Core Standards of Practice and Code of Ethics national project approved in principal by Council these documents will be made reference to in NLCP's Bylaws. Some collaboration with our Continuing Competency program is one of the next steps to ensure the current professional portfolio will reflect these Core Standards of Practice before implementation.

The Legislative Review Committee members currently include Susan Quinton, Jennifer Burt and myself who are committed to fulfilling the ongoing tasks. I would like to thank both Susan and Jennifer for volunteering their time and sharing their thoughtful discussion with this committee.

Respectfully submitted, Deb Noseworthy Chairperson

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2018 Annual General Meeting COMPLAINTS AUTHORIZING COMMITTEE REPORT

This past year the CAC Committee completed an investigation into the one existing current complaint. The investigation involved extensive investigation by the committee. The findings of the CAC have been reviewed with the member subject of the complaint and will be forwarded to the Registrar for further action.

No additional complaints have been forwarded to the CAC to date.

Michael Davis Chair, Complaints Authorization Committee

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CONTINUING COMPETENCE COMMITTEE REPORT

Committee members: Michael Kay, Catherine Pilgrim, Tom Farrell, Tracy Penney, Nicole Peters

Last year 60 portfolios were submitted to the Continuing Competence Committee(CCC) for review and analysis. There were a number of concerns identified by committee members, these were communicated to the Executive.

Since that time portfolio assessment issues have been clarified:

- 1. The main requirement currently is that members complete the portfolio
- 2. If there is reason to suspect a portfolio is lacking in some way, the CCC would contact the Executive.
- 3. More specifics may be needed when evaluating portfolios: number of goals, number of hours needed for continuing education...
- 4. In separate Parts we do not have a minimum standard
- 5. Members can contact CCC for information

A primary goal for the college is protection of the public and this assessment is part of that commitment. It ensures that physiotherapists are taking steps to maintain skill and knowledge.

Physiotherapists should consider:

Registered physiotherapists need to keep their portfolios up to date all the time, not just when they think they are due for a review or the month or week before they are requested.

Part A is essentially a self-assessment and provides a key step in reflective practice. As a result it should prompt development of goals.

The actual goal setting section (Part B) is a powerful technique used by elite athletes, business leaders and achievers in all fields. Goals give direction, purpose, heighten performance and determine priorities to list just a few benefits.

Members are advised to utilize a SMART model in writing them: The specific nature of goals means you know exactly what you are striving for, including measurable criteria, and might answer the question: how will I know when I have reached my goal? An Action oriented approach produces results. Being realistic ensures the goals are practical and can be achieved. And finally time and resource constraints provide a definite deadline. A minimal number of goals was not required prior to this AGM.

Part C provides an insight into the range of how physiotherapists are maintaining skill and education. Keeping up to date in your area of practice is critically important. This section goes beyond the typical day to day requirements and emphasizes what hours go into self-directed education. For some physiotherapists, this may include formal presentations e.g. Grand Rounds, workshops and facilitating Webinars... not included: meetings at work or patient rounds. As a result there is room for: educational events, taking courses, providing education, mentorship (a formal agreement with specific topics listed, preparation time for meeting can be included however, the whole block of time the student is present in your clinic is not submitted), research, volunteering for physiotherapy related activities, communication with peers and a section on self-directed study.

This is a good time for all to re-consider the context of the portfolio submission.

Areas that were issues and concerns for submitted portfolios to date:

- 1. Limited amount of education hours eg 14 hrs or less
- 2. 1 goal only
- 3. Several submissions had no goals but the sheet was signed
- 4. No use of the SMART format for a number of submissions
- 5. Vague physiotherapy application for written goals
- 6. Example: reading Runners World for 52 hrs in education section
- 7. Example: 12 issues of JOSPT reportedly read but no details
- 8. Lack of clear times for mentoring, one individual submitted 581 hrs.

As a result of all the issues and subsequent discussion related to submissions, the CCC is now looking at specific requirements and more guidelines to make the completion of the portfolio easier.

Registered Physiotherapists are still responsible for knowing the requirements to maintain their licence and registration.

The CCC does recognize that there are times, perhaps even a year or two where an individuals continuing education hours, might be lower than other years. For this reason, we are considering other models. For example: Physiotherapists may be requested to complete 200 hrs of continuing education for a 5 year period, in this model physiotherapists would submit completed portfolios for that 5 year period.

Hours are one issue, content is another aspect of the continuing education section. A number of individuals wrote out the articles read, source and indicated value. This would seem to be the ideal. Others were less detailed; for example, simply recording you read the CPA journal 3 times per year may not be a relevant indicator of continuing education - since it is well known papers submitted are from a range of topics and systems. CCC will be reviewing whether additional detail needs to be added to this section.

Webinars and courses are common valuable sources of education and a number of PTs submitted copies of certifications to supplement their submissions. These are valuable and useful in reviewing submissions.

To assist in ensuring physiotherapists understand the extent of their responsibilities the CCC is considering the use of a jurisprudence exam. If this were implemented it would require members to achieve a certain score.

Aside from the requirement to submit us a copy; using and building your portfolio has inherent value in reflecting on your practice and planning for the future. The hope of the CCC and the executive is that individuals will make the best use of the tool and develop it to their unique needs.

We don't have an answer yet as to what would be done if one failed to submit a portfolio – that has not happened. The CCC will come up with a more detailed plan with minimal expectations and communicate recommendations with the Executive. Since physiotherapists have to be registered to practice and each member signs the declaration statement on the application for registration indicating they will maintain their professional portfolio; the portfolio and subsequent assessment is an important part of maintaining your licence.

Thanks very much to my fellow committee members for taking time to serve on the committee and carry out reviews to make meaningful change to the portfolio evaluation system.

Michael Kay, Chair of the Continuing Competence Committee

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2018 Annual General Meeting

MEMBERSHIP COMMITTEE REPORT

The Membership Committee, a standing committee of the College, is comprised of the Registrar; a Council member, representing the public; a College member representing the administrative perspective and a College member who is a recent graduate who successfully completed the Physiotherapy Competency Examination (PCE). The Registrar is currently the Chairperson.

The objectives of the Membership Committee are:

To make recommendations to the Registrar regarding issues arising from registration of members. Examples of issues include but not limited to Physiotherapy Competency Examination (PCE) failure, continuing competency issues or re-entry.

To research registration information and practices in other provinces and to maintain current knowledge of the PCE.

To provide input on policy development regarding registration of members.

This year, I called on the committee to meet on three issues .

- 1. Application for Active registration from an individual who did not meet all of our registration requirements. This was a difficult situation in that the applicant still had outstanding restrictions affecting his practice, resulting from a disciplinary action while registered with another Canadian College. While we were struggling to find a solution we were informed by the applicant that he had decided to withdraw his application and leave the province.
- 2. Two applications were submitted for review from current members regarding practice hours. In both cases the Council of the College upheld the recommendation of the Membership Committee to allow physiotherapy related other hours to be used towards the registration renewal practice hours requirement.

Council this coming year, will be looking for a new recent PCE graduate member to replace Nichole Douglas who has reached the limits of her term.

Thank you to the current members of the Membership Committee John Riche, public representative; Raeleen Baggs, administration representative; Nichole Douglas our recent PCE graduate and Ryan Johnston representing the Council of the College.

I look forward to working with all of them in the near future.

Respectfully Submitted

Josephine Crossan Registrar

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2018 Annual General Meeting

College of North Atlantic Rehabilitation Assistant Advisory Committee Report

The College of the North Atlantic (CNA) Rehabilitation Assistant Advisory Committee met on May 23, 2017.

In the program report, they discussed present enrollment; there were 8 graduates in 2016, and 11 possible graduates this year. CNA RA program has a passing grade of 60%.

The new website for the CNA RA program: http://dls.cna.nl.ca/rehab.shtml was presented. The Clinical Training Manual for use at clinical sites is online and the manual will be updated annually in August. The National Student Fieldwork Evaluation Form is developed but it is not in use yet. The present clinical placement forms are on the CNA website in the documents area. It was discussed that preceptors are unfamiliar with the new evaluation form and uncertain of certain procedures with students. Frank plans to offer an education session in the fall of 2017 with preceptors to discuss the clinical forms and clarify questions prior to the start of clinical placements. Also, the present placement structure was discussed. The first 2 week placement is possible in private practice but the longer placements require a public health clinical placement to cover the 19-20 core competencies. This year, there were some placement challenges and individual issues, but placements did occur in city hospitals as well as rural areas. There was some discussion of the shared OTA/PTA position.

The CNA RA program has received accreditation approval from November 30, 2016 to 2022. To fulfill this, there are a number of items they need to report on to the accreditation team. Items for 2017 are staffing and performance related, and items for 2018 deal with Faculty performance evaluations, and the programs vision/mission. They shared stakeholder feedback for 2015-2016. There was a low response rate. Ways were discussed to improve graduate and employer feedback, and how to better foster the student-preceptor relationship.

Respectively Submitted,

Thelma Hardy, CNA RA Advisory Committee Member