



COLLEGE CALLINGS

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College Callings is published quarterly by the College of Physical Therapists of Alberta to communicate College decisions, standards, guidelines, policies, and other important matters to members.

As all members are sent a copy, the College assumes that members have read and understand the information within.

If you have any questions regarding the content within, please contact the College office.

Return undeliverable Canadian addresses to:

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ALBERTA GOVERNMENT RELEASES ITS INFECTION PREVENTION AND CONTROL (IPC) STRATEGY

The College expects members to follow appropriate IPC protocols by maintaining knowledge of protocols and programs relevant to their practice. Members are therefore encouraged to read Alberta Health and Wellness newly released IPC strategy and standards, and apply them as appropriate, to their respective workplace/practice.

We also recommend you print a copy of the strategy as reference for yourself or any other staff involved in patient care.

The College recently updated its IPC policy statement to ensure it aligns with government expectations. The updated statement is available on the College website.

IPC STRATEGY OVERVIEW

The strategy describes the collective actions to be taken by the government, regional health authorities (RHAs) and the province's health profession regulatory bodies to effectively improve IPC.

The government's IPC goal is twofold—to protect Albertan's health by preventing and controlling infection transmission and to assure the public of quality of IPC in Alberta. To accomplish this, the government has developed the following six strategic directions:

1. Leadership and accountability.
2. Provincial standards and monitoring.
3. Province wide surveillance.
4. Human resources requirements.
5. Physical infrastructure.
6. Public awareness and education.

The government will implement, further develop and evaluate its IPC strategy over the next 10 years.

GOVERNMENT IPC STANDARDS

Further to the government's strategy, provincial IPC standards and resources have been released and are available on Alberta Health and Wellness' website (www.health.gov.ab.ca/resources/pub_infection-prevention.html).

The standards include:

- **Alberta hand hygiene strategy**—a 10 year plan to improve hand hygiene behaviors.
- **IPC accountability and reporting standards**—clarifies accountability between RHA senior executives, regional medical officer of health and the chief medical health officer of IPC.
- **Standards for cleaning, disinfecting and sterilizing reusable medical devices**—describes requirements for assessing, purchasing, handling, transportation, cleaning, disinfection, sterilization and storage of reusable medical devices for health care facilities and settings.

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NEW LOOK AND FEEL

Introducing the College's new logo and colour scheme

The College is pleased to present its new look. A strong and striking visual identity (or brand) helps attract attention and establish a strong and defined presence. All of which is crucial when trying to create stakeholder recognition and build awareness. That's why the College felt it was time to update and refresh our existing brand with something crisp, clean and modern. Something that would stand out from the crowd and attract attention.

A local design firm experienced in healthcare branding designed the new logo. A new tagline, 'protecting Albertans through effective regulation and leadership,' was added to the logo to complete our new brand.

Taglines are short succinct phrases that sum up an organization—its purpose, role and value. Our new tagline provides stakeholders with a short overview of the College's purpose, what we do and why. Our new brand will help the College achieve its strategic goal to 'ensure CPTA's protection role is recognized and understood by stakeholders,' and will help attract attention and build stakeholder awareness and recognition.

The new logo and colour scheme is being launched to members first, in our 2007 annual report and this newsletter. Next we will begin a phased roll out across all other College communications and documents.



SURVEY SAID...

Member response to College communications survey

The College recently conducted a survey to better understand member perception regarding the College's role, responsibilities, activities, and member communication. The survey's goal was to measure the quality of College/member communication to date and understand member perceptions and needs.

SURVEY RESPONSES

Essentially respondents told us we were doing a good job. The two areas ranked the highest in member use and satisfaction were, College Callings and license renewal.

While respondents are happy with the job we are doing, they did express a desire for more communication around College initiatives and strategic goals, and complaints received by the College—something we plan to do in future issues of College Callings and other member communication initiatives.

While respondents clearly understand the College's regulatory role, most respondents seemed to also link the role of advocacy, marketing and public relations on behalf of the profession to the College, and not the Association.

SAMPLE OF SURVEY RESPONSES

- 40.2 % are very/well satisfied with communication regarding College programs and initiatives.
- 79.9% feel public isn't aware of College—what it is and does.
- 82% felt uninformed about complaints received by college.
- 44.9% felt somewhat informed about what constitutes unprofessional conduct.

- Only 6.9% feel well informed about CPTA's strategic plan, with only 8.3% feeling well informed of the College's strategic goals.
- 91.1% receive their College related information from the newsletter (with CPTA email and website coming second and third respectively).

ENHANCEMENT SUGGESTIONS

Respondents also provided some suggestions on how the College can enhance its member communication, including:

- Expand newsletter content/scope.
- Highlight important information and key points.
- More information on College and Council activities, programs and projects.
- Information on inter-professional activity, government, regional health authority and insurer activity and/or communication.
- More tips, suggestions, articles, and practice advice.
- More information on competencies, continuing education and complaints (specifically nature and outcomes).

THANK YOU

Thanks to all who participated. Your feedback will be used to guide future communications and help us better tailor communications around your diverse and evolving information needs.

ENVIRONMENTAL LEADERSHIP

Helping reduce the College's carbon footprint

As College Callings is our primary member communication vehicle to relay important member impacting information such as new practice and professional standards, members will continue to receive a published paper copy (sent to the mailing address on College files). Electronic versions will also be available on the College website for anyone wanting back copies.



To help reduce our impact on the environment, the College will be implementing a more environmentally responsible format for our printed communication materials by moving to 25% recycled acid and chlorine free paper, soy-based ink and a waterless printing process. Our 2007 annual report was printed in this format. The change will result in no additional printing cost, and we are currently investigating available options to increase the recycled content of our paper.

REVISED SPINAL MANIPULATION PROFILE

Enclosed with newsletter

The College, in cooperation with other regulatory Colleges and the Canadian Physiotherapy Association, recently completed a re-validation of the Spinal Manipulation Competency Profile for Physical Therapists. A copy of the revised profile is included with this newsletter.

While only some Alberta physical therapists are authorised to perform spinal manipulation, other members may be interested in learning about the competencies required.

WCB CONTRACT APPLICATIONS

For provision of physical therapy services

The WCB invites Alberta physical therapists to apply as an authorised provider of physical therapy services, including but not limited, to assessment and acute and work conditioning phases of physical therapy.

Please contact osana.reis@wcb.ab.ca or sonia.bersan@wcb.ab.ca for application information and guidelines. Guideline information is also available on the WCB website at www.wcb.ab.ca/publications/health_care_providers/therapy.asp.

WCB reserves the right to accept or reject any or all applications submitted.

- **Standards for single-use medical devices**—clarifies practices related to appropriate use of 'single-use' and single 'patient-use' medical devices.
- **Methicillin-resistant staphylococcus aureus (MRSA) prevention and management standards**—outlines requirements for preventing the spread of MRSA in all healthcare facilities/settings and managing outbreaks when they occur. Also clarifies the role of the regional Medical Officer of Health in outbreak management. Alberta's provincial MRSA IPC guidelines are available from the Health and Wellness website.

BEST PRACTICES

Alberta Health and Wellness is currently developing a best practices guide to supplement these standards. Until then, please consult the following resources for more information:

- **Best practices for cleaning, disinfecting and sterilizing healthcare settings**—Ontario's provincial infectious diseases advisory committee available at www.health.gov.on.ca/english/providers/program/infectious/diseases/best_prac/bp_cds_2.pdf.
- **Canadian committee on antibiotic resistance's website**—www.ccar-ccra.com.

COUNCIL NEWS

The following is an overview of key discussions and decisions made during Council's January, February and March 2008 meetings:

OPERATIONAL DECISIONS

- **New expense reimbursement policy** was approved for Council members, staff and volunteers for expenses incurred in connection with their CPTA responsibilities.
- **Audited financial statements approved** for year-ending September 30, 2007.

REGISTRATION DECISIONS

- **Temporary provisional licenses** - effective March 1, 2008 members with a temporary/provisional license are limited to two attempts, within a two-year time frame, to complete the clinical component of the physiotherapy competency exam.
- **Registration fee** - the annual fee will be prorated at six months when new bylaws are developed under the Health Professions Act (HPA). At that time, the practice of providing a partial refund of the annual registration fee will be discontinued.
- **Membership year** - the bylaws developed under the HPA will reflect a membership year of October 1 to September 30.
- **Liability insurance** - once governed by the HPA, practicing physical therapists will be required to have a minimum of \$5,000,000 in professional liability insurance on any patient and a \$5,000,000 minimum for the policy year.

Coverage must be obtained by the individual physical therapist and extend to all areas of their practice.

REGISTRATION DECISIONS (CONTINUED)

- **English language proficiency** - applicants whose physical therapy education was not taught in English may demonstrate English proficiency in one of three ways:
 1. meeting English language requirements established by Canadian Alliance of Physiotherapy Regulators;
 2. completing physiotherapy competency exam in English;
 3. or providing evidence satisfactory to the Registrar they safely and competently practiced physical therapy in English in another Canadian jurisdiction.

PROFESSIONAL PRACTICE

- **Jurisprudence program** - Council endorsed the development of a jurisprudence program as a component of competence assessment.
- **Supervision Resource Guide** - Council approved a new resource guide to address member requests for information about supervision.

PROFESSIONAL CONDUCT CHANGES

TO BE IMPLEMENTED UNDER HPA

- **Conditions** - the Registration Committee Chair may decide, on recommendation of a Hearings Tribunal or Complaints Director, if conditions (restrictions/suspension) should be imposed on a member's registration if there is reason to believe the public is at risk while proceedings are in progress.
- **Appeals** for investigated member of the College, will be heard by a panel of the Council. The past president or Council designate will select panel members.
- **Professional Conduct Committee** - one Professional Conduct Committee will be formed from which a Complaints Review Committee and Hearing Tribunals will be selected.

IMS PLUNGER STERILIZATION

Further to a recent College email bulletin, all members practising intermuscular stimulation (IMS) are reminded they should:

1. Not sterilize re-useable IMS plungers in gravity displacement sterilizers unless the manufacturer can prove the sterilizer is validated for narrow lumen devices and sterilization instructions are explicit.
2. Discontinue the re-use of IMS needle plungers that have been sterilized in a gravity displacement sterilizer.

Please contact the College office for more information.

ENHANCING PATIENT RELATIONSHIPS

Health Quality Council of Alberta (HQCA) introduces communication toolkit for healthcare professionals

To help support health care professionals and enhance patient/provider relations, the HQCA in collaboration with Capital Health, has developed a new patient communication toolkit for all Alberta health care professionals. The kit, called ReLATE/ReSPOND, is designed to help enhance patient/provider communication by emphasizing the importance of building proactive positive, safe and respectful relationships with patients and families. The underlying premise is that 'providers who employ ReLATE/ReSPOND strategies and tools to ReLATE to patients will be less likely to have to 'ReSPOND' to complaints later.

ReLATE/ReSPOND TOOLKIT

The kit includes communications strategies (e.g., establishing patient rapport and respecting patient/family perspectives when providing information) training/education materials, program planning help, tips on adapting material for different training situations and engaging participants, a sample pocket card, and a DVD containing:

- **Six handouts**—one to four pages long, on establishing positive

relations, dealing with angry people and complaints, examining personal attitudes and recent experiences, discussing patient needs, and tools for coping with stress.

- **Posters**—defining ReLATE/ReSPOND acronyms.
- **PVC pocket cards**—hung on a lanyard, useful for remembering ReLATE/ReSPOND concepts.
- **Slides with speaker notes**—reviewing key concepts and skills behind the ReLATE/ReSPOND acronyms. They can be used for group presentations or posted on the Intranet for staff to review independently.

The toolkit is available on request from the HQCA. For more information on the ReLATE/ReSPOND kit please contact:

Dale Wright
Health Quality Council of Alberta
T: 403.355.4439 | F: 403.297.8258
dale.wright@hqca.ca
www.hqca.ca

ANNUAL GENERAL MEETING (AGM) 2008

Friday, April 18, 7:00 - 9:00 pm

Edmonton Crowne Plaza hotel

Join the College for its 2008 AGM. Meeting and Council election details have been mailed directly to members, and are also available on the College website. The meeting will be held in Salon B; light refreshments will be served. Please contact the College to confirm your attendance.

T: 780.458.0538 | F: 780.456.1908 | TF: 1.800.291.2782 | cpta@cpta.ab.ca

MANAGING CHALLENGING SITUATIONS

A resource guide for physical therapists

Challenging situations can arise during the course of providing patient care, often resulting from factors such as resources, personal expectations and/or other environmental or contextual factors.

As a result, the College, (in collaboration with the College of Physiotherapists of Ontario) has introduced a resource guide to help physical therapists manage such situations. The guide outlines CPTA's expectations of members when managing a challenging situation with a patient, a patient's family member or another healthcare provider.

The guide contains information on:

- Managing situations arising with a patient, their decision-maker, or other professional involved in the patient's care.
- Resolving or terminating a challenging therapeutic relationship.
- Dealing with anger and hostility.
- Dealing with a suicidal patient.
- Assertive communication.
- Conflict management.

This guide compliments another College resource called 'Therapeutic Relationships: Establishing and Maintaining Professional Boundaries: a resource guide for physical therapists.' Both guides are available on the College's website, under resource/practice advice/professional.

WELCOME NEW AND RETURNING MEMBERS

October 1, 2007 – March 19, 2007

Find members and verify status via the College online member directory at www.cpta.ab.ca.

Harshini Alagar Rajah
Shawn Allen
Christopher Applewhaite
Olufemi Babatunde
Kimberley Barrett
Sheela Chocku
Lilac Christie
Claire Critchley
Diane Dennis
Jamie Dunnett
Janine Eidsness
Leanne Ferguson
Leslie Fizli
Jacek Jablonski
Kjariene Kasa
Andrew Lessing-Turner
Mary Lessing-Turner
Heric Lopes
Faulkner Lucy
Rashmi Mandhane
Meena Meleppuram
Robert Najafee
Kevin Okamura
Laura Petelski
Katarzyna Ploch
Estelle Reuter
Lina Rossi
Amarjeet Saini
Leasa Stanley
Trevor Stork
Andrea Switzer
Michele Vaillant
Doug Wake
Scott Werner
Ryan Wilkinson

TEMPORARY LICENSE*

Terri Anderson
Jennifer Andrews
Cheryl Assenheimer
Evan Baldwin
Angela Belmas
Michael Bennett
Lisa Bleakley
Brennan Bonesky
Jacky Chow
Jared Chuchmuch
Lee-Anne Clayholt
Megan Czajkowski
Dana Downing
Sean FitzGerald
Mary Ghoroghi
Rodney Giacchetta
Graham Glennie
Modupe Greg-Alabi
Jeff Habberfield

Darren Hagel
Stephanie Hathaway
Stephanie Hirtle
Ashley Humphrey
Christina Huynh
Eileen Huynh
Katie Jackson
Prince John
Sarah Kazmir
Joey Kristoffersen
Tracy Kung
Samuel Lacanilao
Joshua Lancaster
Annette Lemke
Tiffanie Levesque
Kristen Lis
Heather Major
Christine Mayan
Nicole McVarish
Jody Miller
Erica Mueller
Padma Mukundan
Jennifer Nagy
Tammy Nighswander
Oyebimpe Ojekunle
Yuka Ota
Pamela Parker
David Pechter
Catriona Peggie
Tyson Plesuk
Ramesh Purushothaman
Nadine Rissling
Tara Ross
Christina Sealy
Allison Shaw
Robin Smith
Krystle Steeves
Heather Stone
Tracy Sullivan
Sarah Symmes
Vivek Vasudeva
Lesley-Anne Vivian
Andrea Webb
Charene Welsh
Damien Wild
Andrew Willis
Sarah Wilson
Leah Young

RESIGNED

Alexander, Hilary
Arbeau, Valerie
Zantingh, Sharina
Zelinka, Andrea
Babineau, Cynthia
Baerg, Margaret
Ball, Ernest
Ball, Krista

Besserer, Floyd
Bolcic, Bernadette
Boucher, Emmanuelle
Brondino, Luciana
Brower, Kristin
Campbell, Gabrielle
Chan, Byron
Claus, Andrew
Colten, Cynthia
Cornish, Karen
Cotterell, LiLiana
Crumbach, Daniel
Doig, Shaela
Ferguson, Eric
Field, Jasmine
Forrest, Helen
Gillespie, Alison
Harder, Nicole
Hlibka, David
Kahl, Laura
Kasa, Kjariene
Kearns, Kylie
Kennedy, Kelly
Kivell, Bridget
Kohut, Zorianna
Koleszar, Ulrike
Kunes, Helga
Laka, Trina
Lapp, Candace
Lau, Wynne
LeBlanc, Stephanie
Lemieux, Stephanie
Lewsaw, Amy
MacDonald, Robin
Marr, Todd
Mathews, Kavitha
McCaw, Marcy
McNeil, Darryl
Meggison, Kimberly
Milligan, Vera
Mitchell, Rosemary
Moore, Elizabeth
Muir, Susan
Munro, Jeffrey
Narang, Helen
Olmstead, Lyle
Parenteau, Julie
Qureshi, Nadia
Richards, Susan
Riske, Amy
Riske, Graham
Roberts, Heather
Robinson, Karen
Rooke, Katherine
Rothe, Barbara
Roy, Michelle
Russell, Catherine
Sandkuhl, Johanna

See, Eva
Sommerfeldt, Mark
Spencer, Floyd
Steele, Joyce
Torrance, Jean
Tuton, Angela
Vanderkuip, Nathanael
Veilleux, Roxanne
Wallace, Andrea
Watson, Joanne
Watt, Edith
Wilcox Gelhorn, Amy
Williams, Shona
Winther, Connie

CANCELLED FOR NON PAYMENT

Bowen, Andrea
Cowan, Murray
Dodge, Andrea
Du, Qin
Eckhart, Sheila
Fitzgerald, Kristen
Frankel, Christina
Hanna, Raouf
Hawa, Alice Lucy
Hesketh, Kimberly
Horne, JoAnne
Irvine, Laura
Irwin, Patricia
Johnson, Peter
Kirkwood, Laura
Lachapelle, Brigid
Langlois-Klassen, Deanne
Law, Lacey
Leach, Edward
Loo, Glenda
Look, Christina
MacDonald, Katharine
McNaughton, Wendy
Moon, Kelly
Murphy, Robyn
Nicholson, Stephanie
O'Leary, Stephanie
Pitts, Brenda
Pratt, Brenda
Shepherd, Louise-Anne
Simard, Marc
Stuckey, Kathryn
Taylor, Amy
Taylor, Lindsay
Vautour, Anthony
Walsh, Sean
Weber, Melissa
Woodfin, Jeremy

COLLEGE OF PHYSICAL THERAPISTS OF ALBERTA

Registrar Dianne Millette
Assistant Registrar Joyce Vogelgesang
Continuing competence Audrey Lowe
Registration Erin Howes
Communications Mara Simmonds
Executive Secretary Donna Heron

COUNCIL

President Simon Cooke
Vice-President Erica Bowen
Secretary/Treasurer Sarah Kerslake
Council members: Mara Shular, Karin Eldred, Grant Fedoruk, Rochelle Graham, Gwen Harris
Public member Harry Davis
Student representatives: Karen Budnick, Simone Godbout

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