

Annual Report

2014-2015

collabora



**working together**

partn er

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sh i ps

**teamwork**

cooperation

**Relationships**

2014-2015

**a year of Collaboration**

Aboutthe

**College**

The College of Physiotherapists of Ontario is the regulator for physiotherapists in Ontario. We believe patients have the right to safe, competent and ethical physiotherapy. We work to protect and serve the public interest, and to continually improve the practice of more than 8,000 physiotherapists, also known as physical therapists.

**By law, we are required to:**

F make certain that only qualified people can practice as physiotherapists

F ensure that physiotherapists continue learning throughout their career

F make sure that all physiotherapists meet our standards for entry into the profession and for ongoing conduct and practice

F consider all complaints and concerns brought to the College’s attention by the public

**Our work is guided by the College Council, which is made up of:**

F members of the public (appointed by the Lieutenant Governor of Ontario)

F physiotherapists (elected by their peers)

F academic representatives who are physiotherapists (appointed by their educational institutions)

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Letter from the

**President**

As my first year as President comes to an end, I’d like to share some significant highlights and accomplishments.

To me, the past year is best captured by the word ‘collaboration’. Never before in my time with the College can I remember Council working

so effectively with the public, the government and members.

The first and most exciting example of collaboration with members is the fee decrease! Next year, when you renew your membership you will notice the fee will be reduced by $40 per certificate.

Not only is this unprecedented, it is the result of our continued commitment to working with physiotherapists on issues that matter to them.

Early feedback regularly states that some of the standards are difficult to access and are not written in plain language.

We look forward to your feedback on this multi-year undertaking. The first standard up for revision is advertising.

At our September meeting, Council approved a complete standards review, which will encompass an extensive consultation and member input phase.

For the last year, Council and staff have been collaborating with government and other health Colleges on the transparency project. The Health Minister has instructed all Colleges to be more transparent about complaints process outcomes and how decisions are made. The College collaborated with five other health Colleges to adopt common transparency principles and introduced changes to include more information on our Public Register.

In addition to physiotherapists, our primary stakeholder is the public and we have worked very hard to protect them—specifically in areas of unethical business practices and the supervision of support personnel.

Council looked at ways to ensure support personnel are appropriately used by physiotherapists and have suitable oversight. Improved communication of expectations, outreach and research into the issue were a key focus.

Council and Committees made addressing inappropriate business practice a priority when dealing with concerns and complaints. For the sake of the profession and the protection of all, stopping these kinds of activities is an urgent area of attention.

This commitment is captured by this Council-approved statement:

*The public interest depends on the integrity of the profession. Protecting the integrity*

*of the profession demands zero tolerance of inappropriate business practices.*

All of this collaboration has made for a busy and productive year and I am looking forward to my second year as President and my ninth and final year on Council.

I would like to thank Council, our Committees, our staff and all

physiotherapists for their support and the work they have done to ensure the public interest is served and protected.

Sincerely,



**Peter Ruttan**

President

College of Physiotherapists of Ontario [president@collegept.org](mailto:president@collegept.org)

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Letter from the

**Registrar**

Greetings! It’s been a good year, capped by Council’s decision to reduce

fees next year. As they like to remind me, we must be the first Canadian regulator to accomplish that!

But that’s only the icing on the cake.

Our work in 2014–2015 was much greater than finding efficiencies—it was a year focused on working with partners.

As a member of the Advisory Group for Regulatory Excellence, we worked with our colleagues and looked at how to appropriately increase the amount of information we provide to the public. This work served us well, as we received a request from the Minister of Health and Long-Term Care to report on our efforts related to increasing transparency. We reported on the extensive work completed and are proud to be one of the first Colleges to

have new rules in effect, as of July 2015.

Another request followed from the Sexual Abuse Prevention Task Force, appointed by the Minister of Health and Long-Term Care to examine the law and College practices and to advise on how to strengthen the RHPA’s provisions regarding sexual abuse of patients.

We provided feedback and expect to soon see patient-centred recommendations.

The Office of the Fairness Commissioner commended us for our best practices

in transparency for posting Council meeting agendas and materials online, and for our videos to help people understand College processes

and how decisions are made.

And we heard you when you told us that the best way to protect patients from exploitation and poor quality care would be to regulate the clinics themselves: clinics often owned by business people who are not health professionals. Since this idea first appeared like a lightbulb in Council’s collective imagination, we’ve made amazing headway.

Joined by eight partner Colleges (and growing), we are developing

recommendations to go to the Minister of Health and Long-Term Care about why clinics should be regulated and how

we might go about doing that.

We are pleased to be working with all of our partners exploring clinic model options and are excited to consult with

you, other health professionals, patients and third party payors. Everyone we speak to sees clinic regulation as the future of health care in Ontario and we are working hard to make that happen.

In closing, let me express gratitude to all physiotherapists. One of our goals is to protect the integrity of the profession and the more that I work with you,

the more I see that you also view this as critical.

Your commitment to your patients’ best interests comes across loud and clear. I hope you see the College as your trustee: working on your behalf to ensure that the profession delivers safe, effective care. This is how the College meets its mandate to

protect the public interest.

All the best,



**Shenda Tanchak**

Registrar and CEO

College of Physiotherapists of Ontario [stanchak@collegept.org](mailto:stanchak@collegept.org)

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###### Strategic Plan 2013-2017

The Direction Forward

Our Mission Statement

To protect and serve the public interest by promoting collaboration and accountability for self-regulation and enabling a culture of continuous improvement to ensure that physiotherapists provide competent and ethical services.

1

**Improve protection of the integrity of the title physiotherapist and the**

**College registration number.**

**Improve oversight of physiotherapists’ use of support personnel.**

**Ensure that College expectations respond to the evolving**

**practice environment.**

2

3



Council Members

**2014–2015**

President

**Peter Ruttan**

Vice-President

**Stephen Mangoff**

Elected Representatives

**Stephen Mangoff**

Northern

**Doug Freer** (until June 2014)

Central

**Catherine Hecimovich**

Central

**Darryn Mandel**

Toronto West

**Sharee Mandel**

Central Eastern

**Dennis Ng**

Toronto East

**Frank Gielen** (until June 2014)

Eastern

**Gary Rehan**

Eastern

**Peter Ruttan**

Central Western

**John Spirou**

South Western

Academic Representatives

**Cheryl Cott**

University of Toronto

**Judy King**

University of Ottawa

**Deborah Lucy**

Western University

(appointed June 2014)

**Nadine Graham**

McMaster University

(appointed March 2015)

Public Appointees

**Ronald Bourret Jane Darville Zita Devan Jennifer Dolling**

**Vigneswaran (Warren) Kanagaratnam Shadi Katirai**

**Suresh Muthulingam Saeid Sajadi**

**Tyrone Skanes**

Professional

Committee Members

**Michelle Addison Jatinder Bains**

**Adetunji Bello** (until October 2014)

**Kelly Brewer Sheila Cameron**

**Catherine Hecimovich** (until June 2014)

**Christine Homonylo Jennifer Jackson**

**Mary Ellen Newbold** (until June 2014)

**Gary Rehan** (until June 2014)

**Theresa Stevens Helen Zipes**

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##### Council Committees

2014–2015

Executive Committee

Peter Ruttan—Chair Jane Darville

Sharee Mandel Stephen Mangoff Tyrone Skanes

Patient Relations Committee

Cheryl Cott—Chair Jatinder Bains Catherine Hecimovich Shadi Katirai

Judy King

***Alternate:*** Saeid Sajadi

Discipline and Fitness to Practise Committee

Catherine Hecimovich—Chair Ronald Bourret

(appointed in March 2015)

Sheila Cameron Zita Devan

(appointed in December 2014)

Jennifer Jackson

Vigneswaran (Warren) Kanagaratnam

(Until December 2014)

Suresh Muthulingam

(Until December 2014)

Gary Rehan Saeid Sajadi Tyrone Skanes

(appointed in December 2014)

John Spirou Theresa Stevens Helen Zipes

Inquiries, Complaints and Reports Committee (ICRC)

Peter Ruttan—Chair Michelle Addison Jane Darville

Zita Devan Sharee Mandel John Spirou

***Alternates:***

Jatinder Bains Christine Homonylo

Vigneswaran (Warren) Kanagaratnam

(Until December 2014)

Saeid Sajadi (appointed December 2014)

Tyrone Skanes

Registration Committee

Stephen Mangoff—Chair Adetunji Bello (until October 2014)

Zita Devan

(appointed in December 2014)

Christine Homonylo

(appointed in November 2014)

Vigneswaran (Warren) Kanagaratnam

(Until December 2014)

Shadi Katirai Deborah Lucy

Quality Management Committee

Jane Darville—Chair Kelly Brewer Christine Homonylo Dennis Ng

Gary Rehan Tyrone Skanes

Finance Committee

Darryn Mandel—Chair Stephen Mangoff

Peter Ruttan Saeid Sajadi John Spirou

The Canadian Alliance of

Physiotherapy Regulators Representative

John Spirou

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Highlights

**and Trends for 2014-2015**

Highlights

* Council approved and implemented a statement capturing its commitment to ensuring the integrity and professionalism of members

related to inappropriate business practices. This statement

was brought to life through communications efforts and became an integral part of the Committee decision-making process.

*The public interest depends on the integrity of the profession.*

*Protecting the integrity of the profession demands zero tolerance of inappropriate business practices.*

* An organizational business process review was undertaken to look for ways to improve College efficiencies, effectiveness and to save resources.
* Colleges were given the authority to pass regulations to allow members to treat spouses by exempting them from the

sexual abuse rules.

Council directed that the College would not purse this exception and physiotherapists in Ontario are not permitted to treat their spouses, except in limited circumstances.

* College by-laws were revised to make more information about members available to the public to assist them to make informed health care choices.

New information to appear

on the Public Register includes: convictions, charges, findings

and licences in other jurisdictions, Inquiries, Complaints and

Reports Committee outcomes, including SCERPS, Undertakings and Cautions and use of support personnel.

* Government created a Sexual Abuse Prevention Task Force and asked all health regulatory Colleges to respond to a request for related information.

Recommendations from the Task Force are expected over the coming year.

* The College worked on a new Inquiries, Complaints and Reports Committee decision-making

tool to help guide discussion and decisions at the Committee level.

* The Office of the Fairness Commissioner commended the College for best practices related to transparency for posting Council meeting agendas and materials online and for our videos to help the public understand College processes and how decisions

are made.

Trends

* + The College has seen an increase in the number of cases related to sexual abuse and boundary issues. We have also seen a slight increase in the number of cases related

to physiotherapists suffering from health conditions that are impacting patient care.

* The number of cases being referred from the Inquiries, Complaints and Reports Committee to a Discipline Hearing increased.
* There has been an increase in concerns and complaints about physiotherapists not following the College’s advertising standard, particularly as it relates to testimonials.
* Eighty per cent of physiotherapists directed to participate in remedial continuing education are solo practitioners or contracted to work in long-term care facilities.

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Financial

Statements

REPORT OF THE INDEPENDENT AUDITOR ON THE SUMMARY FINANCIAL STATEMENTS

**The audited financial statements were accepted at the Annual General Meeting of Council on June 23, 2015.**

The accompanying summary financial statements, which comprise the summary statement of financial position as at March 31, 2015, and the summary statement of operations for the year then ended, are derived from the audited financial statements of the College of Physiotherapists of Ontario as at March 31, 2015 and for the year then ended, on which we expressed an unmodified opinion in our report dated June 23, 2015. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian accounting standards for not-for- profit organizations. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the College of Physiotherapists of Ontario.

Management’s Responsibility for the Summary Financial Statements

Management is responsible for the fair summarization of the audited financial statements in accordance with the criteria disclosed in the summary financial statements.

Auditor’s Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810 “Engagements to Report on Summary Financial Statements”.

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the

College of Physiotherapists of Ontario for the year ended March 31, 2015 are a fair summary of those financial statements, in accordance with the criteria disclosed in the summary financial statements.

**Cowperthwaite Mehta** Chartered Accountants Licensed Public Accountants

June 23, 2015

Toronto, Ontario

For a complete set of audited financial statements, contact Peer Flach at [**pflach@collegept.org**](mailto:pflach@collegept.org) or **1-800-583-5885 ext. 245**

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**Summary Statement of Financial Position as at March 31, 2015**

**Summary Statement of Operations for the Year Ended March 31, 2015**

|  |  |  |  |
| --- | --- | --- | --- |
|  | 11,053,894 |  | 9,909,042 |
| **Capital assets** | 185,036 |  | 318,031 |
|  | $ 11,238,930 |  | $ 10,227,073 |
| **Liabilities and Net Assets Current Liabilities** |  |  |  |
| Accounts payable | $ 154,086 |  | $ 209,856 |
| Lease inducements | 54,522 |  | 88,957 |
| Deferred revenue | 4, 710,899 |  | 4,365,080 |
|  | 4, 919,507 |  | 4,663,893 |

**Net assets**

|  |  |  |  |
| --- | --- | --- | --- |
| Unrestricted | 274,387 |  | 265,149 |
| Invested in capital assets | 185,036 |  | 318,031 |
| Restricted reserves | 5,860,000 |  | 4,980,000 |
|  | 6,319,423 |  | 5,563,180 |
|  | $ 11,238,930 |  | $ 10,227,073 |

**Expenses**

|  |  |  |  |
| --- | --- | --- | --- |
| Salaries and benefits | 2,595,771 |  | 2,446,949 |
| Administration and office | 605,079 |  | 673,692 |
| Programs | 270,846 |  | 263,710 |
| Communications | 248,895 |  | 92,152 |
| Committee fees and expenses | 209,573 |  | 193,099 |
| Professional fees | 180,718 |  | 386,483 |
| Organizational effectiveness | 162,222 |  | 162,374 |
| Information management | 74,462 |  | 171,695 |
| Networking, representation and travel | 61,708 |  | 108,674 |
| Amortization | 159,523 |  | 161,595 |
|  | 4,568,797 |  | 4,660,423 |

**Excess of Revenue Over**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | **2015** | **2014** |  |  |  | **2015** | **2014** |
| **Assets** |  |  |  |  | **Revenue** |  |  |
| **Current assets** |  |  |  |  | Registration fees | $ 5,167,216 | $ 4,985,545 |
| Cash | $ 6,339,353 | $ 5,338,682 |  |  | Interest | 135,787 | 151,928 |
| Marketable securities | 4,486,177 | 4,393,473 |  |  | Sundry | 22,037 | 14,674 |
| Accounts receivable | 11,922 | 12,781 |  |  |  | 5,325,040 | 5,152,147 |
| Prepaid expenses | 216,442 | 164,106 |  |  |  |  |  |

**Expenses for the Year** $ 756,243 $ 491,724

**Criteria applied in the preparation of the summary financial statements**

The criteria applied by management in the preparation of these summary financial statements are as follows:

1. the information in the summary financial statements is in agreement with the related information in the complete financial statements; and
2. the summary financial statements contain all the information necessary to avoid distorting or obscuring matters disclosed in the complete financial statements, including the notes therein.

Management determined that the statement of changes in net assets and the statement of cash flows do not provide additional useful information, and as such has not included them as part of the summary financial statements.

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##### Registration

2014-2015

By the Numbers

The College is responsible for ensuring individuals applying to become registered physiotherapists in

Ontario are qualified.

All applicants must meet the requirements for initial registration.

Members of the College, who may use the title physiotherapist or physical therapist in Ontario, must maintain

PTs

8,135

their registration on an annual basis.

Members

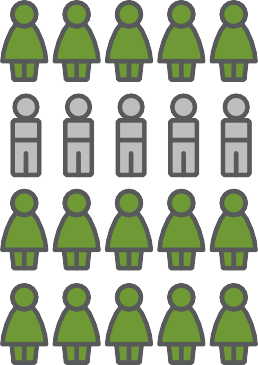
8,135 total members from 2014–2015 compared to 7,792 total members from 2013–2014.

626

New Members

There were 626 new members registered between April 1, 2014 and March 31, 2015—an increase of 26% from the year before.

Gender

75%

Female

25%

male

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Canadian Labour Mobility

24 individuals became registered in Ontario through the use of the Agreement on Internal Trade provisions between April 1, 2014 and March 31, 2015.

Canadian Educated 77%

Internationally Educated 23%

**2014–2015**

Top 5 source countries of all internationally educated members of the College

1. India
2. UK
3. USA
4. Philippines
5. Australia

Canadian Educated 78.8%

Internationally Educated 21.2%

**2013–2014**

Registration Committee Decisions

The Registration Committee reviews applications that do not automatically meet the requirements for registration.

|  |  |  |
| --- | --- | --- |
|  | 2013-2014 | 2014 -2015 |
| **Total Number of Decisions** | 27 | 23 |
| **Outcomes** | | |
| Certificate of Registration Granted | 8 | 9 |
| Certificate of Registration with Additional Terms, Conditions and Limitations Granted | 14 | 14 |
| Certificates Denied | 5 | 0 |
|  | | |

Appeals to the Health Professions Appeal and Review Board (HPARB): 0

No appeals were initiated. One appeal that started the previous year was completed.

The decision of the Registration Committee was upheld at HPARB.

Internationally Educated PTs

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##### Quality Management

2014-2015

By the Numbers

The College is responsible for developing standards and creating programs to assure the public of the competency

of practicing physiotherapists. All registered PTs must participate in the Quality Management program and demonstrate a commitment to continuous improvement and ongoing learning.

Practice assessments measure knowledge and application of the College’s professional practice standards.

If the assessment identifies areas of

necessary learning and growth, a practice enhancement is required. Practice enhancements provide resources and support to ensure

a PT meets the expectations.

**2014–2015**

356

**Practice Assessment Decisions**

|  |  |  |
| --- | --- | --- |
|  | 2013-2014 | 2014 -2015 |
| Committee Reviewed | 10% | 14% |
| Staff Reviewed | 90% | 86% |
|  | | |

Practice Assessments

**2013–2014**

339

Practice Enhancements

**2014–2015**

19

**Number of new practice enhancements directed by Quality Management Committee**

**2013–2014**

10

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**Assessments Where Authorized Activities are Performed**

1 93 PTs

54%

|  |  |  |
| --- | --- | --- |
|  | **Number of Authorized Activities**  **Assessed** | **Number of PTs who have registered to perform each activity** |
| Acupuncture | 133 | 2405 |
| Spinal Manipulation | 53 | 936 |
| Tracheal Suctioning | 42 | 788 |
| Oxygen Administration | 44 | 704 |
| Pelvic Floor/Incontinence Care | 17 | 198 |
| Wound Care | 2 | 26 |
| **Total** | **291** |  |

of PTs assessed

perform authorized activities



**Areas for Improvement Identified through Practice Assessment**

**20**

**15**

**10**

**5**

**0**

Practice Issues

Business Practices

Record Keeping

Chart Professional Stimulated Portfolio

Recall

2014-2015

2013-2014

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##### Professional Conduct

2014-2015

By the Numbers

The College receives complaints, concerns and reports about the practice or conduct of physiotherapists.

All complaints made by the public are reviewed by the Inquiries, Complaints and Reports Committee (ICRC). The Registrar may also forward concerns and reports to the ICRC for review.

The College also receives information about individuals who are not registered with the College but refer to themselves as physiotherapists

or physical therapists.

**Registrar’s Inquiries**

**Cases Received**

|  |  |  |
| --- | --- | --- |
|  | 2013 -2014 | 2014 -2015 |
| **Total Cases** | **387** | **233** |
| Complaints | 89 | 63 |
| Complaints Confirmed | 52 | 46 |
| Registrar’s Inquiries | 298 | 170 |
|  | | |

|  |  |  |
| --- | --- | --- |
|  | 2013 -2014 | 2014 -2015 |
| Mandatory Report—Termination | 4 | 6 |
| Mandatory Report—Incapacity | 1 | 4 |
| Mandatory Report—Sexual Abuse | 0 | 2 |
| Mandatory Report—Self Reports Made by PTs about Offences, Malpractice and Negligence | 21 | 19 |
| Self Reports Made During the Renewal Process | 1 | 19 |
| Failure to Complete the Jurisprudence Module | 0 | 0 |
| Failure to Complete PISA | 145 | 6 |
| Other Member Specific Matters | 85 | 81 |
| Referrals from ICRC to the Registrar | 3 | 0 |
| PTs Reporting their Name and Registration Number Have Been Misused | 6 | 19 |
| Non-PTs Misusing Title/Holding Out | 32 | 14 |
|  | | |

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**Cases Closed by the Office of the Registrar**

|  |  |  |
| --- | --- | --- |
|  | 2013 -2014 | 2014-2015 |
| Cases Closed | 290 | 178 |
| Closed Administratively | 3 | 58 |
| Flag for Re-entry | 2 | 2 |
| Education Letter | 157 | 24 |
| Acknowledgement of Self Reports—Offences | 10 | 18 |
| Refer to Another Regulator | 3 | 3 |
| No Action | 46 | 12 |
| Acknowledgement of Conduct Declaration during Renewal | 0 | 19 |
| Referred to the ICRC | 38 | 29 |
| Cease & Desist Regarding Title/Holding Out | 23 | 2 |
| Public Notice Related to Non-PTs Holding Out as PTs | 1 | 0 |
| Undertakings | 1 | 4 |
| Other | 6 | 7 |
|  | | |

**Dispositions of the Inquiries, Complaints and Reports Committee (ICRC)**

|  |  |  |
| --- | --- | --- |
|  | 2013 -2014 | 2014 -2015 |
| **Total Decisions** | **\*95** | **62** |
| No Action | 43 | 40 |
| Written Caution (WC) | 30 | 8 |
| Verbal Caution (VC) | 2 | 0 |
| Acknowledgement & Undertaking (A&U)—Resignation | 2 | 1 |
| Specified Continuing Education and Remediation Program (SCERP) | 2 | 4 |
| Referral to Discipline | 1 | 6 |
| Referral to Fitness to Practise | 0 | 0 |
| Withdrawn | 2 | 2 |
| Referral to the Registrar | 3 | 0 |
| SCERP & Verbal Caution | 1 | 0 |
| SCERP & Written Caution | 1 | 0 |
| Frivolous & Vexatious | 11 | 0 |
| Referral to Discipline & SCERP | 0 | 1 |
|  | | |

**\* Some decisions may include more than one outcome.**

**Health Professions Appeal and Review Board (HPARB) Review Process (Complaints)**

|  |  |  |
| --- | --- | --- |
|  | 2013-2014 | 2014-2015 |
| Number of Cases Appealed to  the Board | 5 | 1 |
| Number of Decisions Received from HPARB | 7 | 2 |
| Number of Decisions Confirmed by HPARB | 5 | 1 |
| Number of Decisions Returned for Reconsideration | \*2 | 0 |
| Withdrawn | 0 | 1 |
|  | | |

**\* Two decisions partially upheld.**

**Hearings**

|  |  |  |
| --- | --- | --- |
|  | 2013-2014 | 2014-2015 |
| Number of Hearing Days | 4 | 3 |
| Discipline Hearings Completed | 1 | 3 |
| Findings of Professional Misconduct | 1 | 3 |
| Fitness to Practise Hearings | 0 | 0 |
| Findings of Incapacity | 0 | 0 |
| Reinstatement Hearings | 2 | 0 |
| Divisional Court Reviews | 0 | 1 |
|  | | |

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Discipline Summaries

**2014–2015**

**Over the past year the College had three Discipline Hearings**

**Ratna Adepu**

**Discipline Case Summary**

On March 19, 2013, the Inquiries, Complaints and Reports Committee referred a matter involving Ms. Ratna Adepu to the Discipline Committee for a hearing. The hearing was held on November 11, 2014.

**Summary of the Facts**

Between May 2010 and October 2012, Ms. Adepu provided services under contract with Physiosquad at three health club/gym facilities. Ms. Adepu’s clients were primarily members of the gyms in question and the Physiosquad program was exercise-based. Health club members were assessed and re-assessed by Ms. Adepu and treatment was provided by personal trainers who

were acting as support personnel. Invoices for these services were submitted to third party payors.

The parties agreed and the panel of the Discipline Committee confirmed that Ms. Adepu failed to meet the standards of the practice of physiotherapy in the following areas: her treatment plans, her approach to assessment

and reassessment, her failure to properly document client history and subjective and objective findings, her failure to properly supervise support personnel, her failure to ensure that the notes of support personnel were adequate and complete, her allowing non-treating persons to complete the support personnel’s notes, and her failure to ensure that fees in association with

her registration number were correct.

**Penalty**

At the conclusion of the hearing the panel ordered that:

* The Registrar suspend Ms. Adepu’s certificate of registration for a period of six months, the dates of which will appear on the Public Register. Four and a half months may be remitted if Ms. Adepu completes the remainder of the Order within the time set out in the Order.
* Ms. Adepu receive a reprimand.
* Ms. Adepu:
  + Complete the Support Personnel E-Learning Module
  + Complete the ProBE Course on Ethics
  + Complete a Business Practices and Record Keeping Course
  + Review the Standard and Guide: Fees and Billing
  + Review the Standard, Guide and Checklist: Record Keeping
* Ms. Adepu participate in a practice monitoring program for a period of one year, during which time she is not permitted to supervise physiotherapy residents.
* Ms. Adepu pay to the College costs in the amount of $5,000 to offset some of the costs of the investigation and prosecution of this matter.

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###### Discipline Summaries

**Gizella Farkas**

**Discipline Case Summary**

On June 17, 2014, a panel of the Inquiries, Complaints and Reports Committee referred allegations pertaining to Gizella Farkas to the Discipline Committee for a hearing. The hearing took place on September 25, 2014.

**Summary of the Allegations**

On or about May 23, 2012, Ms. Farkas’ certificate of registration was suspended for non-payment of fees.

It is alleged that on or about August 26, 2013, until on or about October 18, 2013, Ms. Farkas:

* + provided physiotherapy services to clients, that included performing assessments, providing treatment and administering exercise classes,
  + was responsible for the supervision of physiotherapy assistants, and
  + practiced physiotherapy without liability insurance.

**Findings**

On September 25, 2014, the panel found that Ms. Farkas had committed acts of professional misconduct in that she:

* practiced the profession while her certificate of registration was suspended
* contravened by act or omission, the Act, the Regulated Health Professions Act, 1991 or the regulations under either

of those acts

* engaged in conduct or performed an act relevant to the practice of the profession that having regard to all circumstances would reasonably be

regarded by members as disgraceful, dishonorable or unprofessional

* engaged in conduct unbecoming a physiotherapist.

**Penalty**

At the conclusion of the hearing, the panel ordered that the Registrar suspend Ms. Farkas’ certificate of registration

for a period of four weeks, one of which would be suspended if Ms. Farkas completed the ProBE Course on Ethics within eight months of the hearing date.

In addition, Ms. Farkas was ordered to pay costs to the College in the amount of $2,400 to offset some of the costs of the investigation and prosecution

of this matter.

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**View a Complete List of Discipline Summaries at** [**www.collegept.org**](http://www.collegept.org/)

**Iftikhar Qureshi**

**Discipline Case Summary**

On January 14, 2013, the Inquiries, Complaints and Reports Committee referred a matter involving Mr. Iftikhar Qureshi to the Discipline Committee for a hearing. The hearing was held on November 11, 2014.

**Summary of the Facts**

Between April 2010 and August 2012, Mr. Qureshi provided services under contract with Physiosquad at five health club/gym facilities. Mr. Qureshi’s clients were primarily members of the gyms in question and the Physiosquad program was entirely exercise based. Health club members were assessed and re-assessed by Mr. Qureshi and treatment was provided by personal trainers who were acting as support personnel. Invoices for these services were submitted to third party payors.

The parties agreed, and the panel of the Discipline Committee confirmed, that Mr. Qureshi failed to meet the standards of the practice of physiotherapy, in

the following areas: his treatment

plans, his approach to assessment and reassessment, his failure to properly document client history and subjective and objective findings, his failure to properly supervise support personnel, his failure to ensure that the notes of support personnel were adequate and complete, and his failure to ensure that fees charged in association with his registration number were correct.

**Penalty**

At the conclusion of the hearing the panel ordered that:

* The Registrar suspend Mr. Qureshi’s certificate of registration for a period of six months, the dates of which will appear on the Public Register. Four and a half months may be remitted if Mr. Qureshi completes the remainder of the Order within the time set out in the Order.
* Mr. Qureshi receive a reprimand.
* Mr. Qureshi:
  + Complete the Support Personnel E-Learning Module
  + Complete the ProBE Course on Ethics
  + Complete a Record Keeping Course
  + Review the Standard and Guide: Fees and Billing
  + Review the Standard, Guide and Checklist: Record Keeping
  + Participate in a practice monitoring program for a period of two years during which time he is not permitted to supervise physiotherapy residents.
  + Pay to the College costs in the amount of $4,000 to offset some of the costs of the investigation and prosecution of this matter.

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##### Patient relations

The College considers ways to improve and promote professional standards in the relationship between physiotherapists and patients and to develop measures to prevent the sexual abuse of patients.

The Patient Relations Committee met twice during the past year.

They reviewed and approved an application for funding for therapy and counselling related to sexual abuse.

They also met to develop recommendations for Council on whether to pursue a new regulation that would exempt members from sexual abuse charges when the patient is a spouse.

Council determined that doing so would undermine its zero tolerance commitment to sexual abuse prevention and voted against pursuing

a spousal exception, except in limited circumstances.

Practice Advice

## 2,408

Calls &

###### Emails

**In 2014–2015, 2,408 calls and emails were managed by the practice advisory service.**

**Main Users of Practice Advice**

|  |  |
| --- | --- |
| 71 % | **Physiotherapists** |
| 8 % | **Members of the Public/Patients** |
| 5 % | **Employers** |
| 4 % | **PT Residents** |
| 3 % | **Other Professionals** |

**You can contact the Practice Advisor 1-800-583-5885 ext. 241**

**416-591-3828 ext. 241**

[**practiceadvice@collegept.org**](mailto:practiceadvice@collegept.org)

Top Issues

**Identified by Physiotherapists**

1. Record Keeping
2. Supervision of Support Personnel
3. Fees and Billing
4. Leaving a Practice/Starting a Practice
5. Conflict of Interest/Ethics

**Identified by the Public/Patients**

1. Find a PT
2. Making a Complaint
3. Fees and Billing
4. Record Keeping
5. Support Personnel



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# Working

**CLINIC REGULATION PARTNERSHIPS**



Working with eight partner Colleges (and growing), recommendations about why clinics should be regulated and how this might happen were developed. The Clinic Regulation Working Group will explore options through consultation

in the near future.

**CONFERENCES**

Staff and Council presented at and attended physiotherapy and regulation conferences provincially, nationally and globally.

Conference attendance teaches us new skills and identifies trends and best practices. As well, it is an opportunity to share our expertise and contribute to quality physiotherapy care across the country and around the world.

**OUTREACH**

The College connected with more than 600 physiotherapists through a combination of in-person events (Ottawa, Peterborough, Toronto, Brampton, Windsor, Burlington, Sudbury, London, Thunder Bay) and two video webinars that were held in partnership with the Ontario Physiotherapy Association about changes to the funding model.



**CONSULTATION**

We attended conferences hosted by:

We consulted 3 times on issues impacting members, the public and stakeholders.

We had more than 200 individuals and groups share their thoughts on the proposals. Their feedback helped to inform Council as they approved these changes.

* + - Ontario Physiotherapy Association
    - Canadian Physiotherapy Association
    - Council on Licensure, Enforcement and Regulation
    - International Network of Physiotherapy Regulatory Authorities

*“It was great to get together with other physiotherapists, the College and my peers and talk about things that are important to me and I encounter every day in my practice.”*

*—Outreach attendee*

* + - * World Confederation for Physical Therapy

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**REGULATORY TEAMWORK**



The Advisory Group for Regulatory Excellence (AGRE), a working group of health regulators, led a project aimed at improving regulatory transparency.

Representatives from physiotherapy, medicine, nursing, dentistry, optometry and pharmacy focused their energies on information-sharing practices and how regulators might make more member-speciﬁc information

publicly available through Public Registers.

As a Federation of Health Regulatory Colleges of Ontario (FHRCO) member, the College participated in conversations

**OUR PEERS**

With the goal of greater collaboration, we partnered with Colleges for the audiologists and speech language pathologists, chiropractors, kinesiologists, massage therapists and occupational therapists to create an inter-professional record keeping resource to help health professionals work more easily together.



*healthregcollaborativepractice.com*

**GOVERNMENT**

We responded to information requests from the Minister of Health and Long-Term Care to report on



the extensive work we had done to date to increase transparency.

As well, we responded to requests from the Sexual Abuse Prevention Task Force appointed by the Minister of Health and Long-Term Care.

and decisions that directly impact physiotherapists and the 24 other Ontario health regulatory Colleges.

with Our Partners

# Together



***Left to right from top:*** *Ontario Physiotherapy Association annual conference, InterACTION (Courtesy of OPA), Clinic Regulation Working Group: Presidents and Registrars, Physiotherapy Regulators from around the world gather at International Network of Physiotherapy Regulatory Authorities (INPTRA) Conference.*

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Thank you

### Assessors

**Coaches**

#### volunteers

ppn

**PHYSIOTHERAPIST PARTNERS NETWORK**

PPN

**PHYSIOTHERAPIST PARTNERS NETWORK**

Sujith Abraham Michelle Addison Catherine Anderson Sebastian Asselbergs Karthik Balachandran Diem Baldry

Ruchi Bali Deborah Barr Victoria Baum Shelly Bercovitch Marjorie Berry Carolyn Bignell Sandra Bleeman Dorothy Borovich Kelly M. Brewer Amanda Brown Lesley Burton Julie Chung

Shannon Clutton Carr Nicki Cunningham Sylvia Daniel

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Assessors

Caroline Allen Ravindiran Appunni Jatinder Bains

Janet Ballantyne Peggy Bosanac Christine R. Bridle Deborah Brittain Lei Chisholm

Mary Katherine Churchill Heather Cirone

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Barbara Gorczyca Abel Laura Graham

Miriam Granek Nancy Greaves Allison Halyburton Mandi Hayes Claudia Hernandez Allen Hicks Christine Homonylo David Humphreys Allison Kamino

Karthikeyan Kandasamy Bharathi

Carol Kennedy-Yee Elza Kertsman Latif Khoja

Jason Kuhnow

Deb Fuchek Sara Gallagher Nancy Jessup

Brooke Malstrom

Deb Fuchek Sharon Gabison Sarah Gallagher Patricia Glover Nicole Graham Susan Grebe

Jacqueline Holloway Donna Hrynkiw Doreen Hunter Nancy Jessup Beverley Jones Angelo Karalekas Judith Lalonde Stephanie N. Lurch Bob Lyeo

Madhura Kumar Melissa Lang Dana Law-Moric Lisa Leff Jacqueline Levy

Samantha Lombardo Kristen MacDonell Magdalena McCaughan Meghan McCormack Carole McMaster

Dina Meltz Quinn Mercer Carol Merton Erin Miller

Jasmine Singh Modi Erin Morgan Donnelly Alison Muir

Donald Muller Roopali Neemuchwala Linda Ngan Yep

Mary Jane O’Donovan Joanne M. Olsen

Nita Patel Madri Patel Anita Perri

Elizabeth Plowright

Cathy Murray Joe Putos Mary Sauriol Kelly Schmitt

Karen MacLennan Brooke Malstrom Carole McMaster Catherine McNorgan Carol Merton

Cathy Murray Anita Nunn

Lynda O’Callaghan Cheryl Ogston Kayley Perfetto Michael Poling Joseph Putos Joanne Raven Janice Roberts Peter Rowe

Sai Yui Poon Elaine Principi Angela Reaburn Gary Rehan Viivi Riis

John Salituri Adam Saporta Alicia Savona Jennifer Shaffer Miloni Shah Doreen Sharpe Christine Smith Stefano Spaziani Amanda Stevens Aaron Stewart

Sharon Switzer-McIntyre Dianne Taylor

Vicki Thomson Malgorzata Traetto Eloise Umpleby Alexi Van Vloten

Palanivel Varadarajulu Deanna Vick

Rachel Wilson Jennifer Wirch Katherine Yardley

Leslie Soever Terry Wilson

Mary Sauriol Kelly Schmitt Sheetal Shenoy Kathleen Shortt

Jennifer Ann Simon Leslie Soever Dominique Surprenant Louise Sylvestre

Joan Tew Nathalie Topdjian Jennifer Uyeno

M. Nicole Watson Sandra Welsman Vicki Whately Terry Wilson

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What**’**s NEXT?

**2015–2016 WILL BE FILLED WITH FORWARD MOTION**

projects include

**Improved Oversight of Physiotherapists’ Use of Support Personnel**

The College continues to work to ensure physiotherapists provide quality care to patients and will focus energy and efforts on issues related to supervision and working with assistants.

The College will be seeking feedback on proposed changes related to working with support personnel

and we will introduce new resources to support physiotherapists who work with and supervise others.

**The Standards Review Project**

To ensure the College’s expectations respond to the evolving environment, the College will launch a long-term project to update the current standards of practice to meet the needs of physiotherapists and

serve the public interest. Updated information will be shared in a way that makes it easier for members to understand, access and apply to practice. These changes will benefit the public and patients

as they improve quality care.



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**Database and Website Refresh**

Expect a better, faster and easier user-experience with the College website and when logging on to the online PT portal and completing annual renewal next year.

**Clinic Regulation**

Working with our many partner colleges, the College of Physiotherapists of Ontario

will embark on consultation with members, the public and stakeholders to determine the best path forward when it comes to regulating clinics and protecting patients.



The coming Year

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