



Alberta College of
Speech-Language Pathologists
and Audiologists

The Results are in!

What Members are Saying About the new Continuing Competence Program (CCP)

Helpline for
technical issues:
587-525-7730
admin@acslpa.ca

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Lunch and Learn Roadmap



Summarize survey
feedback



Respond to concerns &
highlight key learnings



Update on current
phase of CCP & next
steps

Where we got our data...

- Survey on experiences completing the CCP
- 6% response rate (97/~1700 members) → THANK YOU!
- We need to hear from you
 - Improvements to the program
 - Evaluating effectiveness and make changes as needed
 - Deliver on values → transparency, accountability
- Not everything can be acted on

****Survey will be made available for 2023 CCP, please take the time to fill it out if you can!***

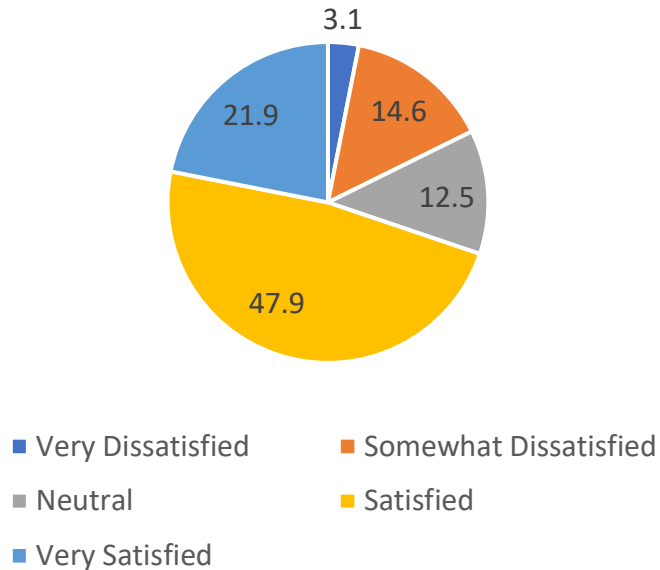


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Survey Results

Ease of Navigation of Online Portal

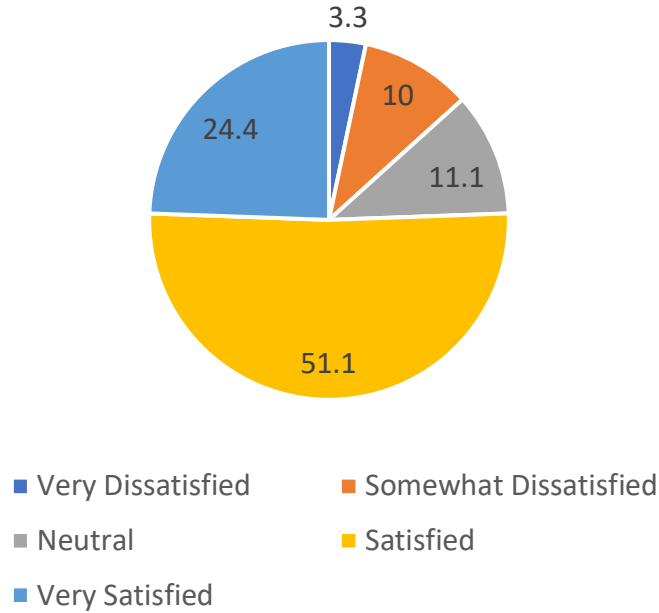
Member Satisfaction (%)



- Portal is administered by third party IT company for:
 - Design
 - Operationality
- Issues fixed as they came up
→ we will remain on the look out for problems
- Continue to contact ACSLPA if issues arise

Instructions for Completing the CCP

Member Satisfaction (%)



- More resources to be developed, existing resources to be reviewed

Resources

Not widely used (>90% NA)

- Drop-in's → **discontinued**
- Practice Advisor support → **continue to contact as needed**

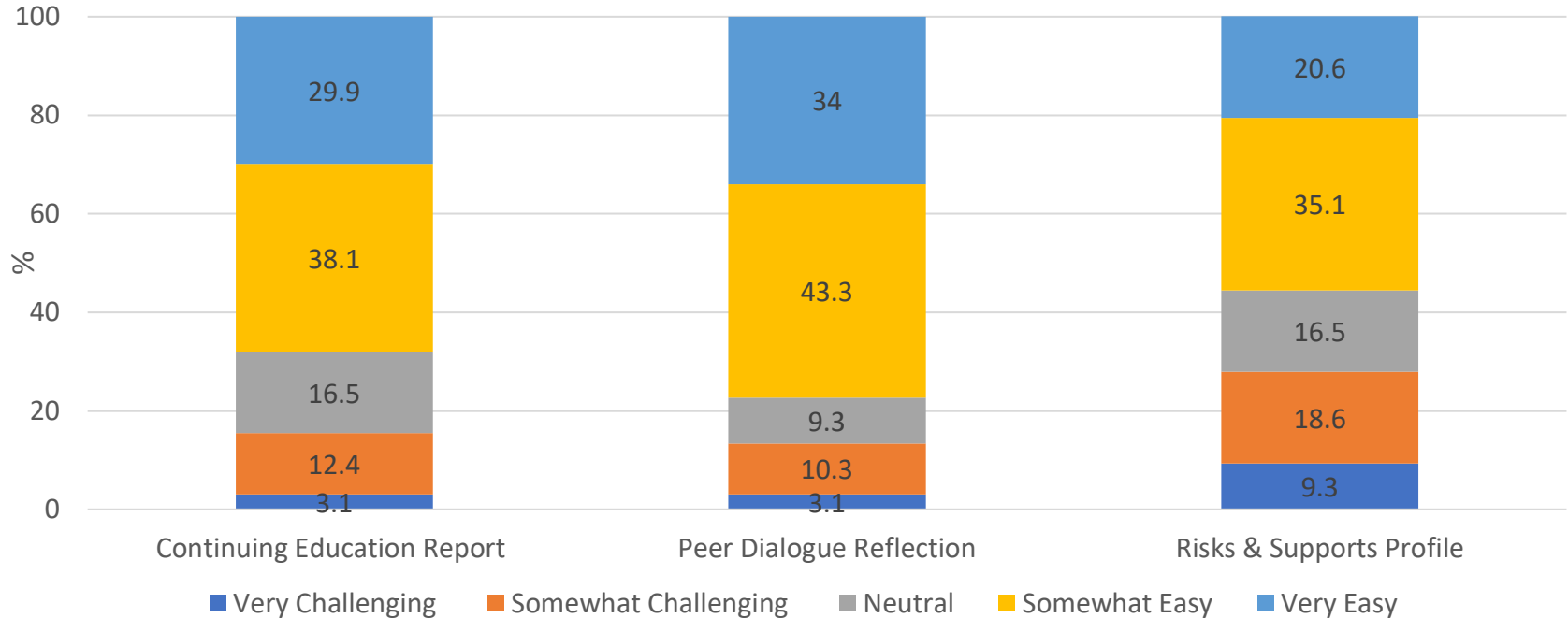
40-50% NA

- Webinars → will remain available, **more webinars planned**
- 'Completing the CCP Activities' and 'CCP 2022 Walkthrough' → **will remain on website**

Most widely used (<20% NA)

- Sample forms
- Example submissions
- **Will remain available on website**

Ease of Application to Practice



Continuing Education Report

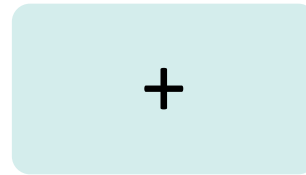


- Not enough space to list activities completed
- Having to select (and reflect on) 2 **different** competency areas
- Not being able to reflect on **ALL** activities completed



- Relevant to practice
- Only having to report on 2 activities
- Accounts for different practice situations and learning styles
- Reflection (rather than hours) based

Peer Dialogue Reflection



? benefit

Too-open ended

? Formality

Prompted to reach out for help

Practical & relevant

Recognizes the importance of peers

Peer didn't have to do anything

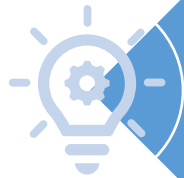


Risks & Supports Profile – Nays

- Do not have any risks to competence
- Risks are external – why should they ‘count’ against me?
 - Listing risks puts me at risk of losing my practice permit
- Felt artificial, trivial, tedious, confusing
- Few risks apply to current workplace (particularly administrative roles)
- Support = risk mitigation → confusing, not practical when risks and supports are determined externally
- Examples not helpful/not sure how specific to be



Risks & Supports Profile - Yays



Prompted reflection



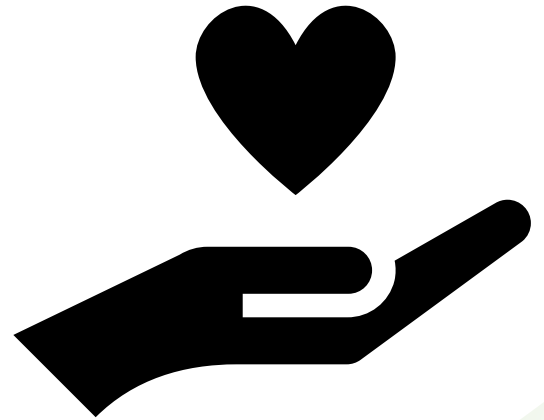
Liked that it was self-reflective →
didn't have to do anything extra



Comprehensive lists

A Note on Wellness

- Overall 'wellness' was one of the most common responses for both risks and supports.
- However, some survey respondents indicated that this prompt felt invasive, inappropriate
- Only fill in what you feel comfortable sharing
- Practitioner health and wellness is an important and timely topic for healthcare in general → provide space to reflect



Challenges/ What Folks Didn't Like – Time Consuming (!!!)

Overthinking
responses

Difficulties
filling out
retrospectively

Busy
work

Getting used to
new program

**HPA = administer a
CCP with “self-
directed professional
development” = we
will always have to
take up some of your
time*

*→ Monitor
completion time in
future years*

What Folks Didn't Like – Relevance to Competence/Practice

Padding responses to make them fit, repetitive/redundant, unsure how program measures/shows competence to practice, felt adversarial, hoop to jump through



Foundational assumption is that most members **ARE** competent to practice



CCP is **NOT** a direct measure of competence



CCP asks members to indicate successful participation in activities that promote competence



Public is assured that members are engaging in continuing education, seeking help from colleagues when needed, are aware of risks, and utilizing supports to practice

But on the plus side...

Comprehensive

Holistic reflection

Easy to complete

Straightforward

Applicable to practice

Organized

NO MORE GOALS!!

Simplicity

Emphasis on competence



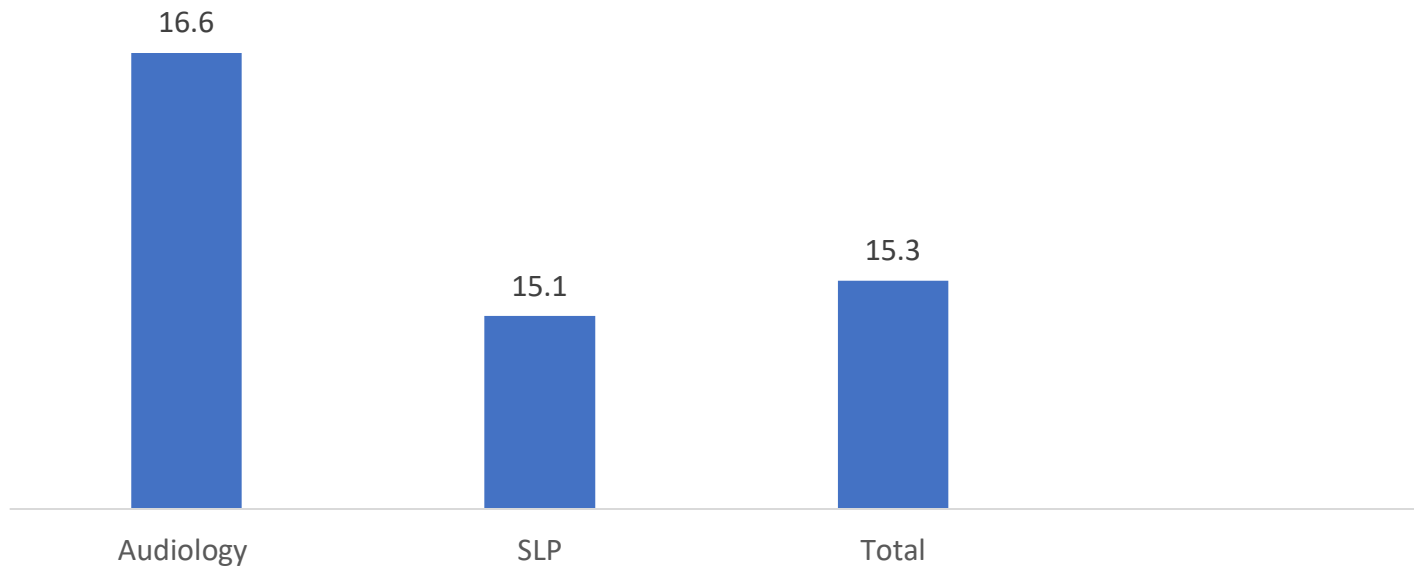
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Some More Results

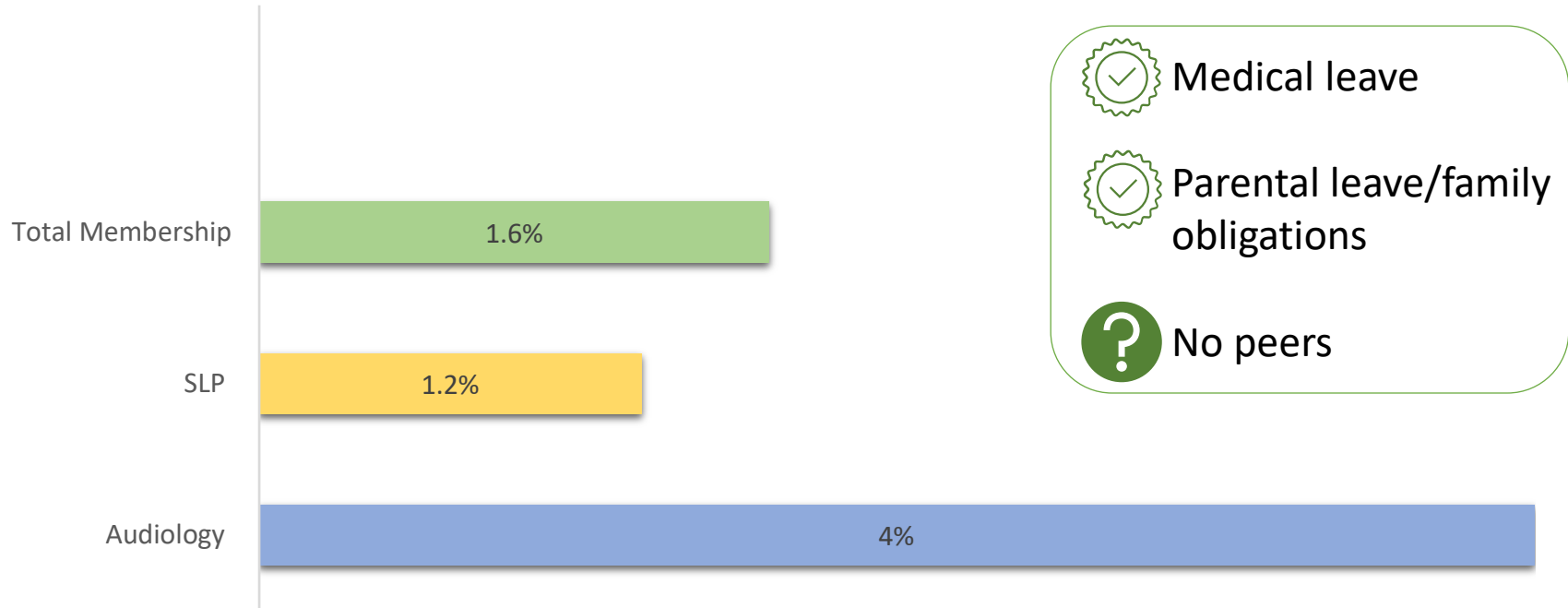
The Final Numbers



% of Members Audited

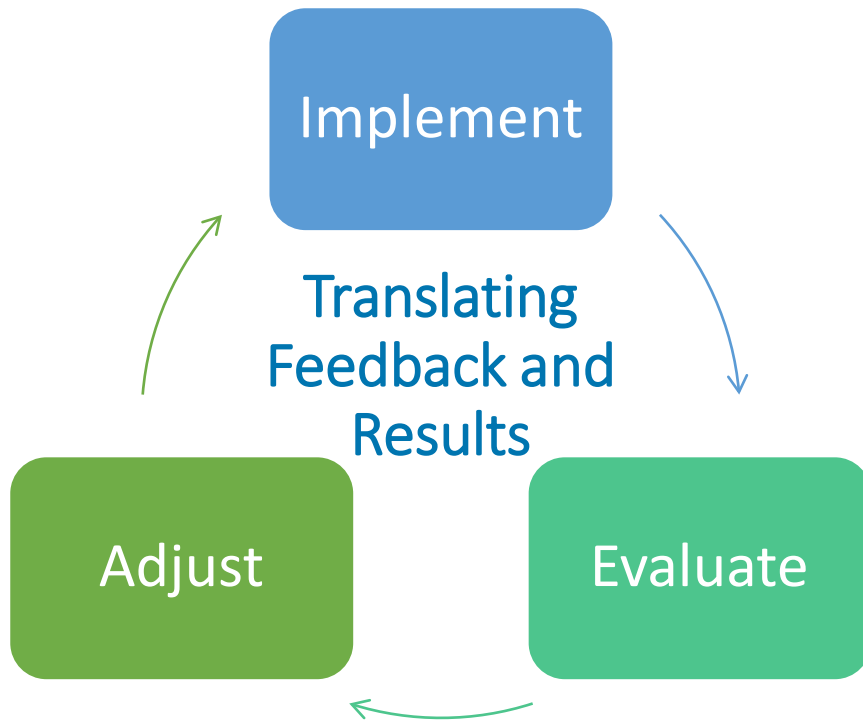


Peer Dialogue – Opt Out's



Risks & Supports – What we know so far





The CCP and Risk Management

What is the problem?

- Difficulties completing the forms fully?
- Difficulties demonstrating engagement in the CCP activities?

What is the risk?

- Ongoing difficulties completing the CCP → little/no risk to clients
- Member isn't engaging in competence promoting activities → risk to clients

What 'tools' should be utilized to manage the risk?

- Education
- CCP practice assessment process

Program Changes

Resources

New example submissions

Include non-clinical examples

Continuing Education Report

Ability to reflect on same competency area twice

Risks & Supports Profile

Remove rubric criteria 'support mitigates risk'

CCP Tips for Success

- **Be specific** on learning or changes to practice that occurred
- Demonstrate a **change** occurred
- Link to **your own** competence
- Be careful with acronyms!
- If 'venting', change must still be demonstrated



****Webinar in September to review
how to complete CCP successfully*

Re-writes After Submission

- Re-writes were allowed in 2022 → will **not** be available to members from 2023 onwards

Current Status

- Audits are being completed by Competence Committee (& Practice Advisors)
 - Audits to be completed by end of March 2023
 - Some regulated members have already been notified of their results
 - Email notification of result → report available on member profile (can also see your submission)
 - ‘Meets requirements’ submissions will not have comments unless there is something that needs to be improved upon in future submissions
 - Everything accessible on online member portal
- Practice Assessment will be piloted in 2023
 - Practice Advisors will conduct post-audit components
 - Follow up will begin in April 2023
- Full implementation in 2024
 - Recruitment & training of assessors
- Data collection
 - Get profession specific data on competence promoting activities
 - How to use data to impact change for professions in Alberta



Interview???

Don't Panic!

https://www.acslpa.ca/wp-content/uploads/2023/01/After-Audit-Stage-of-the-CCP_Final.pdf

Questions?

- slp@acslpa.ca
- audiology@acslpa.ca
- <https://www.acslpa.ca/members-applicants/continuing-competence-program/>