

BRIEFING NOTE

TO: Board of Directors

FROM: Quality Assurance Committee

DATE: September 23, 2024

SUBJECT: 9.0 Remote Peer and Practice Assessment Fees

☒ For Decision

☐ For Information

☐ Monitoring Report

Purpose:

To obtain the Board's approval of the proposed changes to the by-laws relating to Quality Assurance (QA) Fees.

Background:

A Peer and Practice Assessment (PPA) is a component of the Quality Assurance Program used to assess ongoing practice competence.

Registrants may be:

1. Randomly selected to participate
2. Required to participate if their professional portfolio is incomplete or fails to demonstrate the registrant engaged in adequate QA activities.
3. Selected based on other criteria specified by the QA Committee and published on the College's website for at least 3 months before the registrant is selected based on those criteria.

In some cases, registrants are required to pay a fee to cover the cost of administering the PPA. The fee applies only to registrants who are ordered to undergo a PPA by the QA Committee because of non-compliance with the QA Program, or by another Committee of the College, or the Registrar. The fee does not apply to registrants randomly selected to undergo a PPA.

In 2023, the PPA tools were reviewed and updated. A two-step process was developed encompassing a practice profile and chart review in Step 1 and a Professional Practice Interview in Step 2. In most cases, this will be completed remotely.

For Consideration:

As the costs associated with a remote assessment differ from costs associated with an onsite assessment, the QA Committee has proposed lowering the fee for remote PPA's.

The overall costs associated with completing an assessment remotely include:

- Peer Assessor Fees
- Technology/Platform Costs
- Staff time

Fee	Cost to Registrant
PPA Step 1: Practice Profile and Chart Review	\$225.00 (+HST)
PPA Step 2: Professional Practice Interview	\$225.00 (+HST)
On Site PPA	\$850.00 (+HST)

While assessments will be completed remotely, there may be instances where an onsite assessment is necessary therefore, it is recommended that the onsite assessment fee remain.

The proposed fees for Remote Peer and Practice Assessments were posted on our website June 19, 2024, and circulated via e-blast to registrants on June 21, 2024. Social media posts were made throughout the duration of the survey and, a reminder eblast was sent to registrants on August 16, 2024.

The survey closed on August 19, 2024, and received 96 responses. The full report is attached as Appendix A.

Of the 96 respondents who participated in the survey:

- 45 (46.88%) were in favour of the proposed fees
- 28 (29.17%) were not in favour of the proposed fees
- 23 (23.96%) were unsure of the proposed fees

Comments included:

- As long as all fees incurred in performing the assessment for those who are noncompliant, I am in favour of the fee reduction. I don't want more of my fees paying for an assessment due to another's noncompliance.
- The reduced fees seem more reasonable for remote assessments as less time and costs are involved
- If you are asked to do the review its because you are lacking in some aspect of the college's rules and as such I think its ok to make them pay the full amount. I'm sure its not a ten minute assessment and time is valuable.
- If someone has to do it because they did not complete their requirements they should have to pay for it. Unfair for others to absorb the cost.
- If the cost is lower with remote review then it should be reduced
- I don't think opticians who need an assessment should be charged for it.
- No cost

The survey showed that most respondents supported the proposed fees.

The on-site PPA fee will remain unchanged at \$850.00 (+HST). This fee is cost recovery only and was determined through a cost analysis for on-site assessments in 2018.

Proposed by-law amendments are included as Appendix B.

Public Interest Considerations:

The goal is to ensure that registrants are practicing safely, competently, and ethically. A PPA assesses ongoing practice competence.

Diversity, Equity, and Inclusion Considerations:

When reviewing the feedback, the Committee considered that only those registrants who are ordered to undergo a PPA are required to pay a fee, those registrants who are randomly selected for a PPA are not required to pay a fee.

Risk Management Considerations:

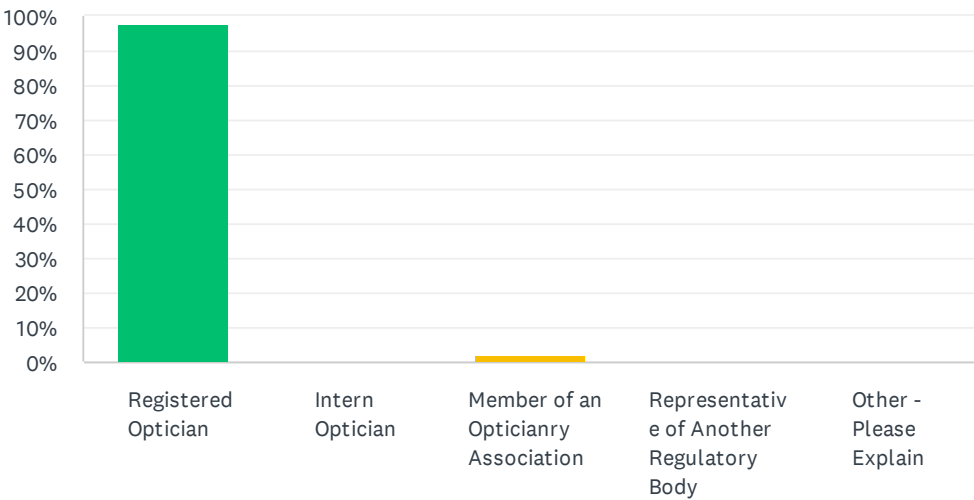
The proposed fee applies to registrants required to participate in a PPA due to non-compliance with the QA program or as ordered by another Committee of the College or the Registrar. The proposed fees are cost recovery and will therefore reduce financial risk.

Recommendations/Action Required:

That the Board of Directors approve the proposed fees and bylaw changes.

Q1 Please indicate if you are a:

Answered: 96 Skipped: 0

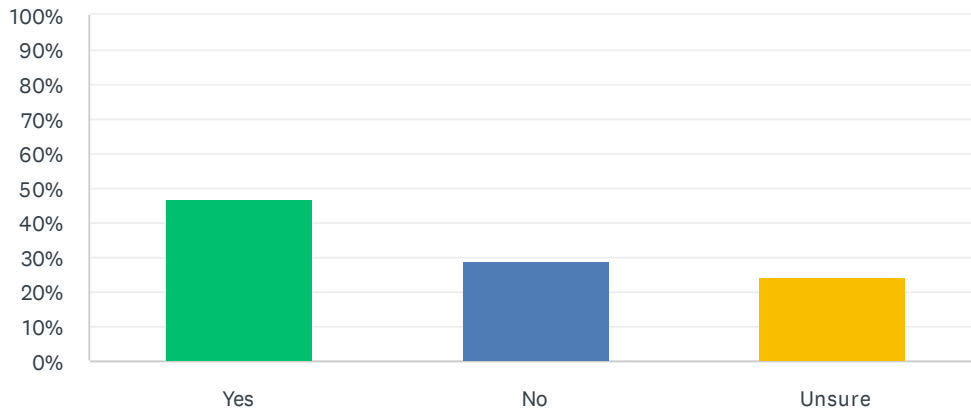


ANSWER CHOICES		RESPONSES	
Registered Optician		97.92%	94
Intern Optician		0.00%	0
Member of an Opticianry Association		2.08%	2
Representative of Another Regulatory Body		0.00%	0
Other - Please Explain		0.00%	0
TOTAL			96

#	PLEASE EXPLAIN	DATE
	There are no responses.	

Q2 Do you agree with the proposed fees for Remote Peer and Practice Assessments?

Answered: 96 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	46.88%	45
No	29.17%	28
Unsure	23.96%	23
TOTAL		96

#	WHY OR WHY NOT?	DATE
1	Never had to pay for this	8/20/2024 3:30 AM
2	Remote assessment fee should be lower than in-person assessment fee because it would be time and money saving.	8/19/2024 11:24 PM
3	paying too much already	8/19/2024 8:52 PM
4	Haven't reviewed enough information	8/19/2024 8:28 PM
5	It should be less than that.	8/19/2024 6:56 PM
6	We pay a high fee for our yearly membership dues, the optician job is a retail job that pays low wage for today's expenses, and the college should not impose any more fees	8/19/2024 5:10 PM
7	As long as all fees incurred in performing the assessment for those who are non compliant, I am in favour of the fee reduction. I don't want more of my fees paying for an assessment due to another's noncompliance.	8/19/2024 4:34 PM
8	I don't think opticians who need a peer assessment should be charged for it.	8/19/2024 3:29 PM
9	We feel that the proposed decrease is measured and appropriate.	8/19/2024 11:03 AM
10	The reduced fees seem more reasonable for remote assessments as less time and costs are involved.	8/18/2024 11:48 PM
11	There should be a lower cost when everything is done remotely. The cost still seems a little high, however much better than the in person of \$850. If there is less assessment costs, I do not see why the optician needs to be paying out a larger sum of money.	8/18/2024 8:19 PM
12	Too expensive.	8/18/2024 8:06 PM

Remote Peer and Practice Assessment Fees

13	This will help to cover the cost and time of the examiner.	8/18/2024 3:16 PM
14	It's already high fee.	8/18/2024 2:47 PM
15	fees were too high before	8/17/2024 12:48 PM
16	I think fee was fair. Peer and Practice assessments are done as result of non compliance to our QA program. By reducing fees and penalty most people will be non compliant and just pay lower fee	8/17/2024 11:34 AM
17	If one is not practicing, maintaining one's credits is a great way to refresh one's knowledge	8/17/2024 10:23 AM
18	A little less fee is always good ... I think for those who require the assessment should receive a few	8/17/2024 9:39 AM
19	With this economy, most businesses are suffering, I am not very sure if the big corporations let the small businesses survive.	8/17/2024 8:41 AM
20	On the fence	8/16/2024 8:09 PM
21	I think the fees are too high	8/16/2024 5:25 PM
22	I agree that the fee should be lowered to \$450. \$850 is too expensive.	8/16/2024 4:47 PM
23	Don't like extra fees	8/16/2024 4:44 PM
24	Why are their even charges to begin with	8/16/2024 4:34 PM
25	Don't know the scope is the same as a practicing optician	8/16/2024 4:13 PM
26	Seems fair.	8/15/2024 11:32 PM
27	Remote PPA being the same cost as in-person PPA does not seem fair	8/13/2024 7:55 PM
28	on line should be a lower price, since it requires financial burden for the COO	8/1/2024 6:11 PM
29	Fee has to be competitive with similar services for other institutions	7/30/2024 2:15 PM
30	If someone has to do this because they did not complete their requirements they should have to pay for it. Unfair for others to absorb the cost.	7/30/2024 1:41 PM
31	Everything in life is costing more these days, but I guess if you're not in compliance they should pay something. \$850 seems excessive, so reduced rates are better, understand not everyone has money!	7/24/2024 2:12 PM
32	If the cost is lower with remote review then it should be reduced.	7/11/2024 9:45 AM
33	No cost	7/4/2024 8:50 PM
34	crazy expensive	6/26/2024 11:58 PM
35	Reasonable amount.	6/24/2024 8:23 AM
36	If you are asked to do the review its because you are lacking in some aspect of the college's rules and as such I think its ok the make them pay the full amount. i'm sure its not a ten minute assessment and time is valuable.	6/22/2024 10:08 AM
37	Can it not be made lower still? Especially since it is done remote on camera.. why any fee at all???	6/21/2024 3:00 PM
38	Our salaries are competitive enough with the current market . Many of us have not had pay increase in years. The market is changing the the fees are not reflecting current economic situation.	6/21/2024 2:40 PM
39	It should be done in person where they can visit the clinic and know what info is actually required.	6/21/2024 2:09 PM
40	Fee seems reasonable.	6/19/2024 1:13 PM

Appendix B

5.5.1 Quality Assurance Program Fees

The fees associated with the Quality Assurance Program are as follows, effective January 1, 2018:

Commented [PD1]: To be update if proposed fees are approved

- (a) On-site Peer and Practice Assessment, when the assessment is ordered by the Quality Assurance Committee due to Registrant non-compliance with the Professional Portfolio requirements or Competency Review and Evaluation (CRE) process or as ordered by another Committee of the College or the Registrar:

Registered Optician: \$850

- ~~(b)~~ Remote Peer and Practice Assessment, when the assessment is ordered by the Quality Assurance Committee due to registrant non-compliance with the Professional Portfolio requirements or Competency Review and Evaluation (CRE) process or as ordered by another Committee of the College or the Registrar:

Registered Optician Step One: \$225

Registered Optician Step Two: \$225

- ~~(b)(c)~~ Late fee for Registrants who have not uploaded their professional portfolio requirements to the Registrant Portal by December 31:

Registered Optician: \$50

- ~~(e)~~(d) Registrants who are required to participate in the Competency Review and Evaluation process and are found to have an incomplete and/or deficient professional portfolio: