



COLLEGE OF
NATUROPATHIC
PHYSICIANS
OF BRITISH COLUMBIA

2019

ANNUAL

REPORT

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VISION

REGULATING NATUROPATHIC MEDICINE IN THE PUBLIC INTEREST

OUR MANDATE

The College of Naturopathic Physicians of British Columbia regulates the practice of naturopathic medicine under the *Health Professions Act*.

A person must hold a full (practising) registration with the College in order to practice naturopathic medicine in British Columbia.

The College protects the public by ensuring that naturopathic doctors deliver care safely, ethically, and competently. It licenses only those individuals who demonstrate that they are qualified, competent, and fit to practice naturopathic medicine. It establishes and maintains standards of practice and

quality assurance programs to ensure that naturopathic doctors continue to practice safely, ethically, and competently throughout their careers. Finally, it investigates complaints from the public against naturopathic doctors and, when necessary, takes action to ensure that the public is safe.

GOVERNANCE

The College is created and governed by rules set out under the *Health Professions Act, Naturopathic Physicians Regulation, and Bylaws*. The College's board comprises three naturopathic physicians elected by their peers and three public members appointed by the Minister of Health. The College's daily operations are carried out by the Registrar and other professional staff.

2019 BOARD OF DIRECTORS

Rebecca Pitfield, ND
CHAIR

Cathy Carlson-Rink, ND

Kelly Fujibayashi, ND

Kaajal L. Hayer, LL.B.
PUBLIC MEMBER

Barry Long, LL.B.
PUBLIC MEMBER

Jocelyn Stanton
PUBLIC MEMBER

MESSAGE FROM THE CHAIR AND REGISTRAR

The CNPBC met the challenges of 2019 with a single-minded focus on its public protection mandate and a commitment to the robust regulation of naturopathic medicine in the public interest.

Our active participation in conversations on regulatory reform, proactive professional conduct enforcement, implementation of a communications plan including stakeholder and media engagement, participation in CANRA's efforts to harmonize examinations and standards nationally, strategic planning, and participation in the nascent Prescription Monitoring Program are all reflections of the CNPBC's continued transformation from a reactive to a proactive regulator in 2019.

Regulatory reform

The Cayton Report on the regulation of health professions in BC, released by the Ministry of Health in April, included recommendations for dramatic structural reform. The CNPBC, having observed similar proposals and changes around the world for the previous decade, had been preparing for this conversation for some time. We made a comprehensive submission in response to the report in which we suggested that many of the problems identified were not structural in origin, and could be resolved by measures short of radical structural change.

We also sought a correction of the record in relation to a problematic paragraph concerning the Inquiry Committee's resolution of a case that had drawn a great deal of media attention.

When the tri-partisan Steering Committee issued its November proposal on modernizing the health profession regulatory framework, the CNPBC was also prepared, and again made a comprehensive submission. We highlighted the need for professional expertise on boards, the challenges likely to be faced by the proposed multi-profession regulator, key issues around how colleges share information, and the need for naturopathic doctors to be regulated alongside other prescribers. The College is in conversation with many key stakeholders in relation to this issue and will continue to provide updates to the profession.

Communications

The CNPBC recognized a need to communicate as well as possible with internal and external stakeholders, including naturopathic doctors, government, and the media. We retained experts to assist

us in meeting that objective. Bridge Communications worked with us to create a communications plan for the CNPBC comprising three components:

1. Internal communications and strategy targeting registrants, staff and the board;
2. Government communications, including stakeholder engagement and other tools designed to help shape policy concerning regulation and public protection; and
3. Public education and awareness.

The plan addressed various issues of concern and the desired outcomes for each. It identified and described target audiences and proposed messaging. And it proposed tactics that would reach each audience in the voice and venue in which the messaging would be most likely to resonate.

These efforts saw increased engagement from the profession (including a record high number of attendees at the 2019 AGM and a very high survey response rate), a year of progressively more balanced media coverage, and the

Message from the Chair and Registrar

continuation of positive interactions with our government contacts.

Proactive enforcement

As part of its transformation from a reactive to a proactive regulator, and after a series of reminders to the profession to ensure that advertising and marketing materials complied with relevant legislation and standards, in 2019 the CNPBC stepped up its proactive enforcement of professional conduct. Beginning in January, advertising and marketing infractions by registrants were referred immediately to the Inquiry Committee and 77 investigation files were opened on the Committee's own motion.

National harmonization

The CNPBC was an active participant in meetings of the Canadian Alliance of Naturopathic Regulatory Authorities (CANRA) throughout 2019. We assisted CANRA in developing agenda items including national harmonization of competencies, examinations,

and standards of practice. In an era of rising expectations and contemplation of future reforms for regulators, it is hoped that national harmonization in these areas will provide consistency for the future regulation of the profession.

Strategic planning

Over the summer, the CNPBC developed a 5-year strategic plan based on an internal self-review and incorporating Mr. Cayton's Standards of Good Regulation. That plan is included in this annual report. Its themes include:

1. Clear, transparent, modern standards and procedures;
2. Robust and enduring governance, risk management, and crisis-readiness; and
3. Interagency collaboration and stakeholder communications.

Many key actions identified in the plan are already underway or complete, including:

- the CNPBC's work on harmonization with CANRA
- the bylaw amendment creating a student category of registration
- an initiative supporting registrants with educational opportunities linked to identified needs such as the educational lecture scheduled for the 2020 AGM.

The CNPBC's new appointments and evaluations process for board and committee members will be rolled out soon.

Prescription monitoring program

Safe prescribing has long been a priority for the CNPBC. The College took part in the province's new Prescription Monitoring Program (PMP) through the Registrar's participation in that program's advisory committee. This involved collaboration with multiple stakeholders including the Ministry of Health, the Ministry of Mental Health and Addiction, and other health profession colleges that regulate prescribers. The PMP's objectives

Message from the Chair and Registrar

are to identify and address unsafe prescribing and improve health outcomes.

The program aligns with the Government of BC's overall strategy to improve the safety and appropriate prescribing and use of prescription medications and reduce associated patient harms. It also supports the Ministry of Health's mandate to lead, innovate and manage the PharmaCare program to improve patient health outcomes in BC. The PMP will analyse data from BC's PharmaNet database to

assist regulators of prescribers in detecting unauthorized and/or inappropriate prescribing that may pose a risk to patients, as well as patterns of prescribing among individuals, within regions, and among professions as a whole that may inform future regulatory best practices.

As your Chair and Registrar, we are committed to our goals. Our dedicated board and committee members, and our staff, are well-equipped for the important work ahead of us.

We are pleased to share our progress with you in this report.



Rebecca Pitfield, ND
Chair



Phillipa Stanaway, B.A., M.A., J.D.
Registrar and CEO

STRATEGIC PLAN 2020-2025



A STRONG FOUNDATION

Our values are reflected in the way we regulate naturopathic medicine and are as important as the work we do every day. That work is informed by our commitment to:

ACCOUNTABILITY

We act in accordance with our public protection mandate and engage only in activities rationally connected to that mandate.

FAIRNESS

Our processes are fair, impartial, and transparent. We foster an environment of equity, diversity and inclusion.

RESPECT

We respect the dignity of others. Recognizing the strength that diverse ideas bring to our decisions, we welcome challenges to our views and challenge the views of others with courage and kindness.

INTEGRITY

We act in accordance with the rule of law. We strive to do what is right.

The College of Naturopathic Physicians of British Columbia protects the public by ensuring that naturopathic doctors practice safely, ethically, and competently.

THEME 1

**MODERNIZE
STANDARDS AND
PROCEDURES**

THEME 2

**ENHANCE
GOVERNANCE**

THEME 3

**COMMUNICATE
EFFECTIVELY WITH
STAKEHOLDERS**

The College's Five-Year Strategic Plan consists of three 'themes', each with objectives and specific actions designed to achieve them:

THEME 1

MODERNIZE STANDARDS AND PROCEDURES

Clear, transparent, modern standards and procedures.

OBJECTIVE 1

Clarify, modernize, and communicate procedures to various audiences.

Key actions will include:

- rebranding the College and our website
- better utilization of technology to serve registrants and the public
- updating processes and guidelines for entry to practice, handling complaints, practice reviews and decision-making
- reviewing and simplifying CE and certifications

OBJECTIVE 2

Modernize standards of practice and develop/improve procedures to keep them current.

Key actions will include:

- Clarifying the scope of practice
- Reviewing and revising standards and processes for standards development, review, and revisions
- Harmonization where possible of examinations, standards and certification requirements across jurisdictions with CANRA

THEME 2

ENHANCE GOVERNANCE

Robust and enduring governance, risk management and crisis-readiness.

OBJECTIVE 1

Enhance and formalize board structures and procedures.

Key actions will include:

- Developing and implementing best board governance practices and related documentation including terms of reference and appointments and evaluations processes for committees, as well as both conflict and risk registers

OBJECTIVE 2

Optimize information flow among committees, board, and staff.

Key actions will include:

- Modernization of document management protocols requirements across jurisdictions with CANRA

THEME 3

COMMUNICATE EFFECTIVELY WITH STAKEHOLDERS

Interagency collaboration and stakeholder communications.

OBJECTIVE 1

Improve communications with stakeholders.

Key actions will include:

- Education opportunities for registrants
- Developing information tools for new registrants
- Developing easy-to-digest website materials for the public
- Implementing internal (registrants) and external (public) communications plans

OBJECTIVE 2

Continue to develop collaborative relationships with key agencies.

Key actions will include:

- Strong Ministry engagement
- Effective, ongoing conversations with other regulators

INQUIRY COMMITTEE

The role of the Inquiry Committee is to investigate and resolve or otherwise dispose of complaints in order to protect the public.

The Inquiry Committee investigates complaints from the public, and may also initiate an investigation on its own motion. Under the *Health Professions Act*, the Committee may dispose of a matter under investigation by:

- taking no further action;
- issuing a warning or letter of advice;
- resolving the matter by consent order with the naturopathic doctor; or
- directing the registrar to issue a citation for a discipline hearing.

Meetings

In 2019 the Inquiry Committee held 14 meetings.

Matters investigated and resolved

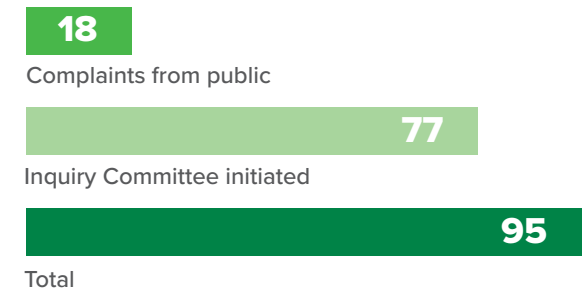
A total of 95 new investigation files were opened in 2019. Of those 95:

- 18 were initiated on the basis of complaints from the public; and
- 77 were initiated on the Committee's own motion pursuant to section 33(4) of the *Health Professions Act*. The majority of these files were related to advertising and marketing activities.

A total of 38 investigation files were concluded in 2019.

The Chair wishes to thank the Committee, its inspectors, and staff for their dedication and hard work in service of the Committee's public safety mandate.

INVESTIGATIONS IN 2019



COMMITTEE MEMBERS: Richard Meyer, JD – CHAIR
David Bayley, ND | Penny Seth-Smith, ND
Barry Long, LL.B., Public Member

REGISTRATION COMMITTEE

The Registration Committee works with the Registrar to make decisions concerning registration (including reinstatement of registration) matters, and to recommend required policy changes to the Board – for example, education programs.

As provided under the *Health Professions Act*, the Committee has formally delegated routine registration matters to the Registrar (including College certification applications).

Non-routine matters – for example, questions of good character, or involving limits and conditions on registration – are brought to the Committee.

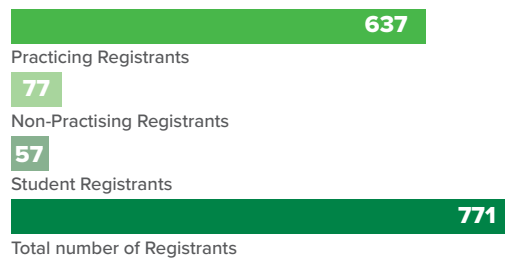
The College amended its bylaws in December of 2019 to enable the registration of naturopathic medical students.

In 2019, a total of 104 new licenses (certificates of registration) were granted in the calendar/fiscal year. By the end of 2019, the total number of registrants increased to 771, comprising 637 Full (practising) Registrants,

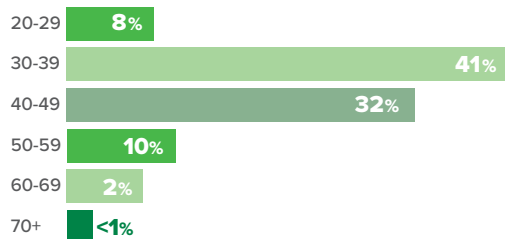
77 Non-Practising Registrants, and 57 Student Registrants.

COMMITTEE MEMBERS: Walter Lemmo, ND – CHAIR
Karen McGee, ND | Jocelyn Stanton, Public Member

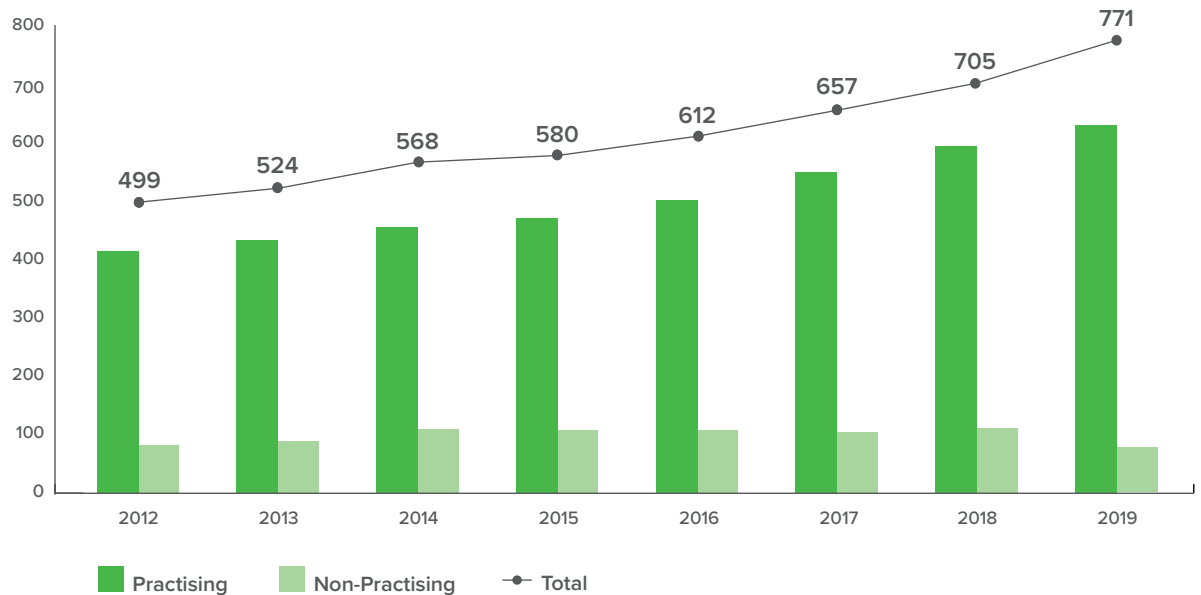
2018 REGISTRANTS



AGE OF REGISTRANTS



NUMBER OF REGISTRANTS BY YEAR



EXAMINATION COMMITTEE

The Examination Committee advises the Board and Registrar concerning the testing of applicants for registration, and administers examinations with the assistance of examiners who are registrants of the College.

On an ongoing basis, the Committee is involved in quality improvement upgrades and modifications to examinations to reflect regulatory changes and developments in practice.

In February and August of 2019, the Committee and its examiners invigilated the two general sittings of the College’s Jurisprudence and Oral and

Practical examinations. The Committee and its examiners also invigilated interim sittings of the College’s Jurisprudence examination in May and November, and of the College’s Oral and Practical examination in November.

The Committee administered College examinations to 72 candidates in 2019.

NUMBER OF EXAMS ADMINISTERED



COMMITTEE MEMBERS: Sanjay Mohan Ram, ND – CHAIR
Kelly Fujibayashi, ND | Sandy Pitfield, MD, Public Member

QUALITY ASSURANCE COMMITTEE

The Quality Assurance Committee plays a crucial role in upholding the College’s mandate to protect the public by ensuring that registrants practice safely, ethically, and competently.

Under the College’s bylaws, the Quality Assurance Committee is responsible for the following:

- Establishing and maintaining a quality assurance program to promote high standards of practice among registrants;
- Recommending continuing education courses to the board for approval; and
- Articulating specific programs to identify outcome measurements and evaluation methods, and recommending a timetable to the board for implementing these programs.

The Committee is consistently developing and improving ways to advance these goals, including continuing education (CE), practice reviews, and certifications in specified aspects of practice.

Standards of practice

The Standards of Practice Committee (a sub-committee of the Quality Assurance Committee) has been charged by the Board

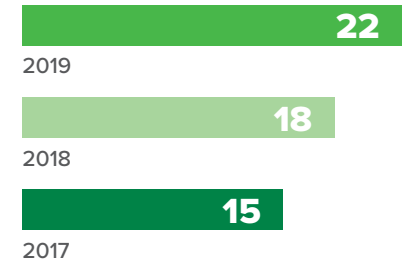
with the task of developing and reviewing College standards and guidelines.

In 2019, the Committee drafted a number of standards and guidelines on topics including antimicrobial stewardship, apitherapy, compounding, health care records and receipts, infection control, informed consent, injection therapies, interprofessional practice, intravenous therapies, and therapeutic order. Some standards and guidelines have already been published on the College website; others will be finalized following stakeholder consultation and published over the course of 2020.

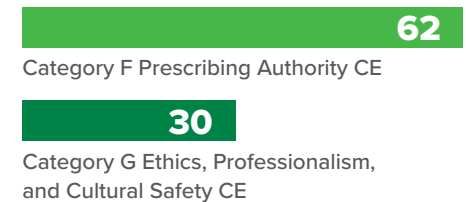
Practice audits and course reviews

The Committee completed 22 practice audits in 2019, and reviewed numerous applications by CE, certification, and qualification course providers for College approval – as well as many applications from individual registrants for consideration of new CE courses and training in specified aspects of practice.

NUMBER OF PRACTICE AUDITS COMPLETED



NUMBER OF APPROVED CE COURSES AVAILABLE as of the end of 2019



COMMITTEE MEMBERS:

Stefan Kuprowsky, ND – CHAIR | Tasreen Alibhai, ND | Christopher Halldorson, ND
Aitan Goldshmidt, Public Member
Mary Manning, Public Member | Gaetano Morello, ND

FINANCE COMMITTEE

The Finance Committee oversees the financial administration systems of the College which are managed by the Registrar & CEO, who is an ex officio Committee member. The Committee also advises the Board regarding financial administration.

For 2019, the Board appointed BDO Dunwoody as accountant for its annual Review Engagement. The accounting firm of Lam Lo Nishio continued to do bookkeeping in concert with College staff.

For the 2019 fiscal year, projections of the College's expenses proved to be generally accurate in the face of substantial uncertainty in the regulatory environment. The College continued to manage costs successfully in the face of significant work demands while pursuing strategic goals set by the Board.

Committee expenses were well-managed, with increases in some areas reflecting areas of increased activity in line with the College's mandate and strategic goals set by the Board.

A changing health regulatory environment across Canada and internationally resulted in emphasis on two main areas that are reflected in observed increases in expenditures in 2019. First, the communications plan of the College had a) an internal component that focused upon key stakeholders, including registrants and b) an external component focused upon media and key stakeholders including government and other regulatory bodies. Secondly, regulatory enforcement resulted in increased expenses on investigations. Recognition of changes to the regulatory environment resulted in development efforts to harmonize the approach with other modern regulators. This involved the movement of many regulators from a reactive to a more proactive approach. This involved technology

and resources to more intensively monitor certain aspects of practice and resulted in more investigations in 2019. These actions have proven successful in a number of ways.

Despite the need to manage a number of Inquiry files, legal costs were again managed well resulting in stable legal costs comparable to the previous year. This was largely attributable to planned cost containment strategies and the efforts of the staff team and committees. There were no Discipline hearings in 2019, which would be the single most important factor resulting in increased legal costs if the need arose in future.

As legal costs related to Inquiry, Discipline, Registration, and Quality Assurance

Finance Committee

activities continue to be the area of greatest uncertainty, the College has allocated its resources strategically to ensure that the Inquiry, Registration, and Quality Assurance Committees are well-staffed. These investments resulted in the resolution of a number of Inquiry matters by consent order, eliminating the need to hold discipline hearings. Although the College's efforts have reduced the volatility of legal costs over time, savings in legal costs compared to earlier years cannot be relied upon annually, as legal costs are partially dependent upon the complexity and frequency of complaints and investigations.

The College continues to develop its information technology capabilities and pursues strategic plans related to standards of practice. These initiatives were pursued consistent with the College's mandate and growth and were within available resources. The College engaged BDO in planning regarding financial best practices moving forward, that will be pursued further in 2020.

The efforts of committee members are noted by the Finance Committee. The financial cost of this expertise to the College was minimal in comparison to its value. The Finance Committee acknowledges the in-kind value contributed by committee members, inspectors and assessors, both registrants and public members. The generous donation of time and energy of these individuals adds significant value to the College's efforts, and is essential in managing financial costs to the College.

As the attached financial statements indicate, the budgeting process continues to successfully ensure that the College functions effectively. In 2019, the College has continued to meet its mandate, to protect the public by effectively regulating the profession, within available resources. Financial projections regarding resources to meet that statutory mandate and the financial management of those resources have resulted in operations within available budget including contributions to the contingency fund as planned by the Board. The budgeting process will continue

to be dictated by fiscal requirements to ensure that the College has the resources required to fulfill its statutory mandate as described in the *Health Professions Act*. There are potential regulatory changes on the horizon that will require the Board and staff of the College to address their ongoing financial planning to these challenges. Changes necessitated by the COVID-19 pandemic may impact the individual practices of naturopathic doctors and may require the College to issue or revise standards of practice and to find new methods of regulation and communication.

REVENUE AND EXPENSES

STATEMENT OF OPERATIONS

(year ended December 31, 2019)

Complete audited financial statements are available on the College of Naturopathic Physicians website: cnpbc.bc.ca

REVENUE

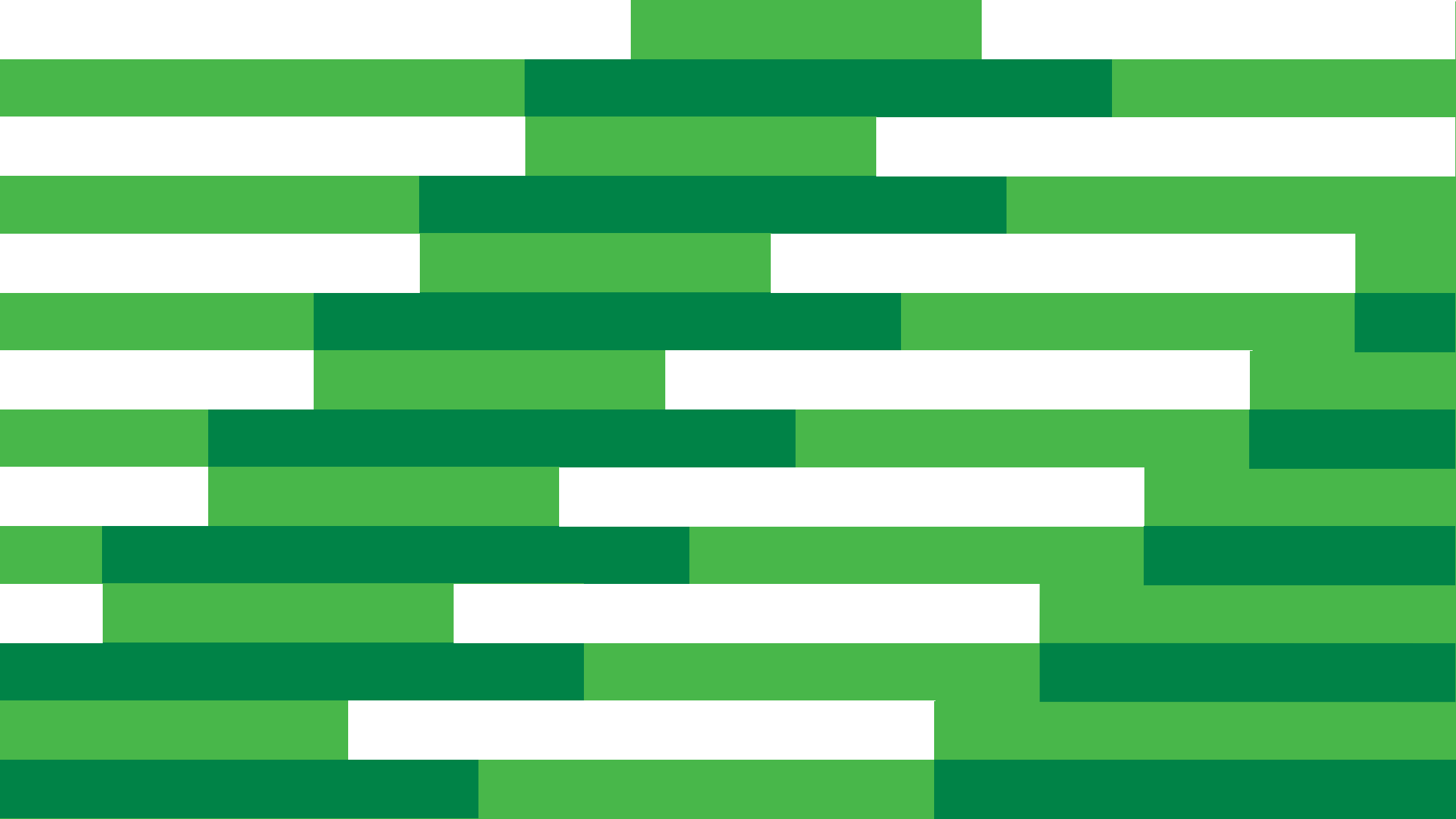
Registration, other fees and cost recovery
Interest income

EXPENSES

Accounting, audit & advisory
Amortization
Annual general meeting
Board expenses (Note 7)
Committee expenses (Note 7)
Legal costs
Occupancy charges
Office expenses:
 Consulting fees
 General expenses
 Insurance and security
 Information technology support
 Payment processing charges
 Printing
 Professional fees
 Repairs and maintenance
 Telephone and utilities
 Website and internet
Wages and benefits

Excess of revenues over expenses

	2019	2018
	\$1,457,897	\$1,284,763
	27,400	19,384
	1,485,297	1,304,147
	33,834	32,633
	29,786	21,336
	7,329	5,512
	82,129	72,253
	226,059	133,148
	31,184	28,431
	105,919	75,978
	94,159	1,260
	61,962	77,114
	11,326	10,208
	8,229	11,500
	41,345	54,245
	2,283	3,802
	14,116	11,760
	233	1,070
	18,145	24,489
	4,620	3,184
	620,515	641,078
	1,393,173	1,209,001
	\$ 92,124	\$ 95,146



COLLEGE OF
**NATUROPATHIC
PHYSICIANS**
OF BRITISH COLUMBIA

Suite 840-605 Robson Street
Vancouver, BC V6B 5J3

Phone (604) 688-8236
Toll Free (877) 611-8236

cnpbc.bc.ca