



**ANNUAL REPORT
ANNUAL GENERAL MEETING
May 14, 2016**

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Board of Directors and Staff
(contact c/o: CNPBC office)

BOARD MEMBERS

Cameron McIntyre, ND – Chair
North Vancouver, BC

Rebecca Pitfield, ND – Member
Vancouver, BC

Walter Lemmo, ND – Member
Vancouver, BC

Michael Reiersen, ND – Member
Powell River, BC

Barry Long, LL.B. – Public Member
North Vancouver, BC

Mary Manning – Public Member
Surrey, BC

Kaajal L. Hayer, LL.B. – Public Member
Delta, BC

STAFF

Howard Greenstein, B.Sc. (Hon.), M.A., M.B.A.
Registrar & CEO

Phillipa Stanaway, M.A., J.D
Director, Investigations and Regulatory Compliance

Sarah Pivnick B.Sc., LL.B. (*on leave until Fall 2016*)
Manager, Investigations and Regulatory Compliance

Sarah Sharp, B.Sc. (Hon.), LL.B.
Manager, Registration, Legislation and Regulatory Compliance

Debbie Ferreira
Executive Assistant

Committees
(contact c/o: CNPBC office)

COMMITTEE	MEMBERS	SEAT
DISCIPLINE	Kaajal L. Hayer, LL.B. Mary Manning Stefan Kuprowsky, ND Cameron McIntyre, ND Karen Parmar, ND Chris Spooner, ND	Chair, Public Member Member (Chair 2015) Member Member Member
EXAMINATION	Sanjay Mohan Ram, ND Jonathan Berghamer, ND Melissa Tofsrud <i>Additional Examiners:</i> Cathryn Coe, ND Seema Kanwal, ND Rebecca Pitfield, ND Rick Santimaw, ND	Chair Member Public Member
FINANCE	Cameron McIntyre, ND Stefan Kuprowsky, ND Barry Long, LL.B.	Chair Member Public Member
INQUIRY	Richard Meyer, LL.B. David Bayley, ND Penny Seth-Smith, ND Barry Long, LL.B. <i>Inspectors:</i> Aaron VanGaver, ND Anna Kearns, ND Bob VanHorlick, ND Cher Boomhower, ND Deidre MacDonald, ND Eric Chan, ND Heathir Naesgaard, ND Isis VanLoon, ND Julia Christensen, ND Rebecca Pitfield, ND Seema Kanwal, ND Serenity Aberdour, ND Shairoz Karim, ND Gary Bechard Gregg Turner	Chair, Public Member Member Member Public Board Member

PATIENT RELATIONS	Cathryn Coe, ND Sanjay Mohan Ram, ND Mary Manning	Chair Member Public Member
PHARMACOPOEIA and DIAGNOSTICS REFERRAL (PDR)	Lorne Swetlikoff, ND Brian Martin, ND Karen Parmar, ND Deborah Phair, ND David Scotten, ND Garrett Swetlikoff, ND Michael Kelly, MD Barry Long, LL.B. Glenda MacDonald, BSP., Pharm.D. Kathy McInnes, Pharm.D. Ian D. Schokking, MD	Chair Member Member Member Member Physician Member Public Member Government Appointee Pharmacist Member Physician Member
REGISTRATION	Karen Parmar, ND Walter Lemmo, ND Kaajal Hayer, LL.B.	Chair Member Public Member
QUALITY ASSURANCE	Stefan Kuprowsky, ND Tasreen Alibhai, ND Sacha Elliott, ND Gaetano Morello, ND Barry Long, LL.B. Mary Manning <i>Advisors:</i> Ronald Reichert, ND Briana Peddle, ND Rodolfo Santos, ND Hamid Tajbakhsh, ND	Chair Member Member Member Public Member Public Member

AGM Agenda – May 14, 2016

TIME: 9:00 – 12:00 am
(Registration from 8:00 – 9:00 am)

LOCATION: Djavad Mowafaghian cinema
SFU Woodward's building
149 Hastings Street, Vancouver, BC, V6B 1H4

- 9:00 | **1. CALL MEETING TO ORDER –**
1.1. Introduction of Board Members
- 9:05 | **2. ACCEPTANCE OF 2016 AGM AGENDA –**
- 9:10 | **3. ADOPTION OF MINUTES OF 2015 AGM –**
- 9:20 | **4. REPORTS –**
3.1 Read
a) Chair
b) Registrar/CEO
c) Discipline
d) Finance
e) Inquiry
f) Quality Assurance
g) Registration
- 10:40 | 3.2 Grouped motion
4.1.1 Examination
4.1.2 Patient Relations
4.1.3 Pharmacopoeia and Diagnostic Referral
- 10:50 | **5. AWARDS – C. McIntyre**
- 11:00 | **6. ELECTIONS – Pending Vacancies:**
6.1. 2-Year Term
6.2. 2-Year Term
- 12:00 | **7. ADJOURNMENT - Next AGM, Spring 2016**

AGM Minutes – May 23, 2015

TIME: 2:15 – 4:53 PM
LOCATION: Djavad Mowafaghian Cinema
SFU Woodward's Building
149 Hastings Street, Vancouver, BC V6B 1H4

- 2:15 | 1. **CALL MEETING TO ORDER** – The Chair called the meeting to order.
1.1 Introduction of Board members and staff were made by the Chair
- 2:20 | 2. **ACCEPTANCE OF 2015 AGM AGENDA** – The agenda was accepted with an amendment made to the date to 2015 from changed from 2014.
- 2:22 | 3. **ADOPTION OF MINUTES OF 2014 AGM** – The minutes were adopted with the amendment of the date to 2014 changed from 2013. The Chair also acknowledged and thanked the past Chair and the two departing members of the board.
- 2:25 | 4. **REPORTS** –
Read
- a) Chair – The Chair summarized his written report.
- Q – What was discussed at the meeting with the Minister of Health?
A – The Registrar summarized the discussion as the current Chair was not present at the meeting. Discussions with the Minister of Health included the issue of the delay in Pharmanet. Lab access was discussed, and staggered board terms for public members was requested.
- Motion – that the Chair’s report be accepted as presented.** **Carried**
- b) Registrar/CEO – The Registrar summarized his written report.
- Motion – that the Registrar/CEO’s report be accepted as presented.** **Carried**
- c) Finance – The Finance Committee Chair summarized his written report.
- Motion – that the Finance report be accepted as presented.** **Carried**
- d) Registration – The Registration Committee Chair summarized her written report.
- Motion – that the Registration report be accepted as presented.** **Carried**

f) Quality Assurance

Q – Will more CE hours be required for each certification with the new structure?

A – Likely no, registrants will no longer be required to complete the additional two hours of CE per certification held and a currency model will be put in place.

Q – Where is the venue that we can discuss where the profession is going? Secondly, we need to have a referendum to determine where our scope of practice is going.

A – Join a Committee and make your voice heard. The Specialties Task Force is looking at the issue of where the profession is heading and the entire profession's input has been solicited.

C – I personally feel that 16 hours of training in some of the areas of practice is not sufficient.

A – The minimal training standard is met.

The Registrar informed the Registrants that the College is considering holding 'town hall' meetings in different areas of the province to discuss the direction the profession is going.

Motion – that the Quality Assurance report be accepted as presented.

Carried

g) Inquiry – The Chair summarized his written report and reiterated that ND's are not to be involved in the distribution or facilitation of access in any way of marijuana. It is illegal.

Q – Can an ND refer a patient to an MD to obtain medicinal marijuana?

A – Yes, MD's have the right to prescribe medicinal marijuana.

Q – Can an ND provide instructions to a patient in how to use their medicinal marijuana?

A – This can be done in the patient's chart notes.

Q – If you have a patient who has two different types of preparations from two different growers, can a verbal discussion take place?

A – Verbal discussions regarding patient use of marijuana can be reviewed on a case-by-case basis.

Motion – that the Inquiry report be accepted as presented.

Carried

h) Discipline

Motion – that the Discipline report be accepted as presented.

Carried

3:45

4.1 Grouped motion

- 4.1.1 Examination
- 4.1.2 Patient Relations
- 4.1.3 Pharmacopoeia and Diagnostic Referral

Motion – that the Examination, Patient Relations and Pharmacopoeia and Diagnostic Referral reports be accepted as presented.

Carried

3:50

5. **AWARDS** – C. McIntyre presented the awards to the following recipients.

- 5.1 Outstanding Committee Contribution – Dr. Tasreen Alibhai was presented with this award for her work with the Quality Assurance Committee.
- 5.2 Outstanding Committee Contribution – Dr. Sanjay Mohan Ram, ND, Chair of the Examination Committee Joined Dr. Cameron McIntyre in presenting Dr. Jonathon Berghamer, ND with this award for his work as an Examiner for the Examination Committee.
- 5.3 Public Board Member and Committee Service – Mr. Wesley Barnaby was presented with this award for his volunteer work as a public Board member and member of various Committees over the years.

4:09

6. **ELECTIONS** – Pending Vacancies: Each nominee was allotted two minutes to speak as to why they would like to be a member of the College board. Bios for each nominee were distributed to the registrants with the annual report.

- 6.1 2-Year Term – Walter Lemmo, ND was elected.
- 6.2 2-Year Term – Rebecca Pitfield, ND was elected.

4:50

7. **OTHER BUSINESS** – No other business.

4:53

8. **ADJOURNMENT** - Next AGM, Spring 2016

Board Chair's report

It has been yet another busy year at the College. The Board had a plan for 2015, and its plan is working: the modest revenue increase covered the basic staffing requirements necessary for the College to begin a program of improvements in its registration procedures (for example, your electronic renewal process) and quality assurance functions such as continuing education and scope of practice query responses. The College's investment in staffing of its investigative function has also reduced costs again this year, and is expected to continue to reduce costs and volatility in the College's external legal costs in future.

All committees accomplished a great deal. I leave details to the reports from each committee, but acknowledge the work of two Committees in particular. The Inquiry Committee resolved several serious, complex cases by consent order in 2015, with no discipline hearings required. The Board's provision of sufficient "in-house" legal resources to the Inquiry Committee was associated with significant cost savings to the College. The Finance Committee noted a balanced year-end.

In the fall of 2015, the Registrar and I attended the Health Profession Regulators of BC (now BC Health Regulators) event. We met the chairs and other members of health profession colleges, many of which face similar challenges. I also had the opportunity to meet with Ministry of Health staff and had productive dialogue with them as well. I was pleased to see the respect they had for our College.

The Registrar and I had a productive meeting with senior members of the Ministry last month. Now that the shock waves of the controversy surrounding Pharmanet data access have subsided, Ministry staff have assured us of their commitment to move forward with the issue of Pharmanet access. They were hopeful that this would be available in the near future, though a specific date was not identified. We also discussed access to laboratory and diagnostic privileges from a public safety perspective. This remains a challenge, though the Ministry continues to be supportive of the College's efforts on that front.

Naturopathic medicine has found itself under a public microscope in recent times. It is now as important as ever that the College regulate the profession effectively, and be seen to regulate the profession effectively, so that the public can continue to trust that we, the naturopathic doctors of BC, are legitimate, competent health professionals.

As I reflect upon my term with the College, I am humbled by how far we have come. The scope of practice for NDs in BC remains the broadest in Canada. Our College is the measuring stick for naturopathic medical colleges in other provinces. I have learned a great deal and worked with many talented people dedicated to ensuring that this profession continues to stand strong in BC. I thank the Board members, staff members, committee members and volunteers who have given their talents and energy to the College during my term, and thank you for allowing me to serve my

term as a board member and as Board chair for the past year and a half. Having been involved with the Boucher board and the College's Quality Assurance Committee, served a term on the BCNA board, and now having served the last eight years on the College's Board, it is time for a break after 16 consecutive years. I know that we are in good hands moving forward.

Respectfully Submitted,

Cameron McIntyre, ND
Board Chair

Registrar & CEO's report

I have had the honour of serving as your Registrar for the past nine years. In reviewing 2015, it is evident that the profession continues to experience the positive impact of the expanded scope of practice brought in with the changes made in 2009 to the *Health Professions Act, Naturopathic Physicians Regulation and Bylaws*. The College continues to address the challenges brought about by those changes. We continue to receive more queries than ever from registrants regarding new treatment modalities, including the use of scheduled substances and new technologies. BC's naturopathic doctors have clearly positioned themselves at the vanguard of modern healthcare.

Self-regulation

As your outgoing Board chair has noted, naturopathic medicine is under a microscope and in the news frequently. It is not always portrayed in a favourable light. Professional misconduct by one naturopathic doctor can result in negative public dialogue regarding the entire profession. With the privilege of self-regulation and the most expansive scope among Canada's ND's comes tremendous responsibility.

The College's mandate is to serve and protect the public. When it does its job well – when it regulates “robustly,” as it promised the Ministry of Health it would if granted prescribing authority and an expanded scope of practice in 2009 – it benefits both the public and *you*. So long as the public can trust that the profession is well regulated, you as a naturopathic doctor can continue to enjoy the legitimacy in the eyes of the public that is attributed to other regulated health professionals in British Columbia. In order to continue to guarantee the public trust necessary to maintain the privilege of self-regulation, the College must ensure that every naturopathic doctor meets minimum standards of ethics and competence, and meets the standards of practice that it develops in order to protect the public. The College must also act to protect the public in the unfortunate event that a naturopathic doctor falls short of these standards.

Alarming, there is evidence mounting around the world to suggest that professional self-governance may be a waning trend. Here in BC, the government (which only recently revoked the

privilege of self-regulation from schoolteachers) has stated its intention to review many parts of the health care system, and reorganize various aspects of it, including a merger among some health profession colleges. Thus far, there has been no suggestion that these plans would involve naturopathic doctors – an indication of government confidence and public trust in the work of your College.

In 2015, your Board developed a strategy to ensure it could continue to meet the tremendous responsibility of self-regulation. Its strategy is working. By ensuring that the College's key functions are adequately resourced with qualified staff, the Board has been able to reduce the College's external legal expenses significantly, leverage and maximize the benefit of committee members' volunteer labour, and (though expenditures may fluctuate significantly from year to year depending on various factors, particularly the incidence of professional misconduct) reduce the anticipated volatility of the College's expenses over time.

The expansion of the scope of practice for naturopathic doctors over the past decade has placed high demands upon the College's resources. New and advanced modalities carry elevated risk. That is why the Quality Assurance ("QA") Committee and Board ensure that naturopathic doctors may only practice certain modalities after they have successfully completed training requirements for certification. The College's Scope of Practice Panel and QA Committee protect public safety by addressing questions and advising the Board about whether or not new practices and modalities are within scope, and determining whether or not advanced training must be undertaken by a naturopathic doctor before engaging in specified aspects of practice.

In 2015, the Inquiry Committee of the College investigated a range of issues including the use of substances without authority to do so, ethical breaches, adequacy of record-keeping, failure to meet the standard of practice for the profession, and practice outside of scope. Where necessary, it took action to protect the public. Although the College's external legal expenditures do depend somewhat upon the number and severity of misconduct cases seen by the Committee in the given year, the Board's plan to ensure adequate "in-house" legal staffing for the Committee has resulted in containment of the College's external legal expenses for the second year in a row.

IT and streamlined communications

The information system implementation continued through 2015, and we received positive feedback regarding online renewal and CE reporting. This implementation was a major workload for a small organization to take on. We appreciate your participation and solicit your ongoing feedback as we make further adjustments in future.

The College has also heard registrant feedback regarding communications, and we are pleased to announce that we will be issuing a newsletter regarding developments at the College beginning in

Fall 2016. We are also in the process of updating many standards of practice and guidelines, which will be made available online for your convenience.

Finally, the College has heard concerns regarding the complexity of the range of certifications and corresponding CE requirements. Simplification of CE requirements has already begun with a move from course-work to a currency-based model that emphasizes practice. The QA Committee and Board will also be reviewing certifications with a view to simplification, to the extent that it does not compromise the College's public protection mandate. The College will also be continuing its efforts to facilitate communications with other Colleges, government and government agencies, the public, CAND, and the BCNA.

Public Awareness

The College remains active within the BC Health Regulators. We are involved in that organization's multi-year advertising campaign about regulated health professionals and public safety appearing online, on TV, in newspapers, and on billboards. Its core message is, "if you want to see a health professional, see a *licensed* health professional." Data suggests that the campaign has improved public awareness. We are fortunate that we are able to participate in this program with many other health colleges at minimal cost to the College.

Thank you

I want to thank all of the Board and Committee members, assessors, inspectors, College staff, and above all, BC's naturopathic doctors, for continuing to uphold the College's public protection mandate and ensuring that naturopathic doctors continue to enjoy the privilege of self-regulation. It may be of interest that the College has more naturopathic doctors involved with its committees and Board than are required under the *Bylaws*. Their expertise and energy, combined with the complementary talents and expertise of our public Board and Committee members, are what make our organization so vibrant and successful.

It continues to be an honour to serve as your Registrar.

Respectfully Submitted,

Howard Greenstein, B.Sc., M.A., M.B.A.
Registrar & CEO

Discipline Committee

The Discipline Committee hears and determines Citations. A Citation is a charging document that alleges that a registrant of the College (i) has not complied with governing legislation; (ii) has

committed professional misconduct, unprofessional conduct or incompetently practised naturopathic medicine; or (iii) suffers from a physical or mental ailment, including addiction to alcohol or drugs, that impairs their ability to practice naturopathic medicine.

A Citation is issued by the Registrar of the College on direction from the Inquiry Committee. The Discipline Committee then strikes a panel of three or more persons to hear and determine the matter. After hearing the Citation, the Discipline Committee may dismiss the matter or find that the Citation has been proven. Upon a finding that the Citation has been proven, the Discipline Committee may impose a penalty that may consist of any of the following: a reprimand; limits or conditions on the registrant's practice; and the suspension or cancellation of the registrant's licence to practice naturopathic medicine.

The Discipline Committee did not hear any Citations in 2015 and there are none pending at this time.

Finance Committee

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

For 2015, the Board appointed BDO Dunwoody for its annual Review Engagement. The accounting firm of Lam Lo Nishio continued to do the College's bookkeeping.

Despite a very busy year, the College successfully contained costs. Legal and investigative fees, as well as overall committee expenses, decreased significantly from last year in spite of several complex complaint cases and the ongoing progress of the College's IT project. The Finance Committee acknowledges that the hard work of all Board, committee and staff members made these significant savings possible.

The 2015 financial statements show a picture of high activity, significant savings in key areas, and a balanced statement of operations. Adequate staffing of the Inquiry Committee resulted in resolution of a number of complex matters by consent order, obviating the need to hold discipline hearings. It is important to note that although the Board's planning is anticipated to reduce the volatility of legal and investigative costs over time, this year's excellent savings in legal and investigative costs cannot be relied upon annually, as they depend upon the complexity and frequency of allegations and investigations of misconduct. The realization of some cost recovery through consent orders in 2015 was also of some assistance in offsetting investigative costs.

The College's work pressures in other areas continue, resulting in the need to pursue enhanced revenue in subsequent years. The Board and Finance Committee worked on plans for increased revenue that involved much deliberation and debate, which resulted in the approval of new fees by

the College, approval of *Bylaw* changes by the Ministry of Health, and the announcement of new fees by the end of 2015. Professional training for Inquiry and Discipline functions continued. The costs of the IT project are amortized over a number of years, reducing the impact upon the 2015 year-end.

New certifications were approved with substantial committee and staff work. New drugs were reviewed and recommended for inclusion or exclusion from access by registrants with the benefit of volunteer work from PDR Committee members and the Sub-Committee on New Drugs. Decisions on procedures and certifications were made with valued input from Scope of Practice Panel members. The efforts of all committees are noted. The financial cost of all of this expertise to the College was minimal in comparison to its importance. The Finance Committee acknowledges the enormous in-kind value contributed by committee members, inspectors and advisors, both registrants and public members.

The Finance Committee wishes to acknowledge that there are more naturopathic doctors involved with committees, including members, inspectors, assessors and advisers, than are required under the *Bylaws*. These registrants offer significant value added to the College's efforts, and assist the College in managing costs.

The College has continued to meet its mandate and even excel in several areas. While costs have been contained within available revenue this year, it is clear to the Finance Committee that the College needs to continue to plan for cost pressures, particularly concerning staff resources and legal services, which will continue in the years ahead. The budget must continue to support the College's statutory mandate. The College has managed well within its available resources in 2015, but it will need increased revenue in order to meet its statutory mandate in future.

Inquiry Committee

The statutory mandate of the Inquiry Committee is to protect the public. The Committee investigates complaints, and may also initiate an investigation on its own motion. Under the *Health Professions Act*, the Committee has a wide variety of processes and dispositions available to resolve complaints including taking no further action, issuing warning or advisory letters, entering into a consent order with the registrant, or issuing a citation for discipline hearing.

Terms of consent orders may include suspensions, limits or conditions on the registrant's practice, reprimands, requirements to take courses in ethics and other subjects, random practice audits, supervision, mentoring, counselling, and/or requirements for modification or removal of advertising. The Committee may also impose limits and conditions on a registrant's practice or to impose a temporary suspension pending the outcome of an investigation. The Committee has used all of these regulatory tools in various cases.

The College endeavors to resolve complaints early in the process where possible. Of the 26 investigations initiated in 2015, eight complaints were resolved at an early stage by the Registrar. In a further five investigations, the Committee either took no further action, issued a warning or advisory letter, or used other appropriate measures short of a consent order to resolve the complaint.

Where early resolution is not possible, or where a registrant's conduct is found to fall short of the standard expected of a naturopathic physician, the Committee may negotiate consent orders with the registrants under investigation. The Committee seeks to fashion agreements with registrants that protect public safety and are commensurate with the seriousness of the misconduct. Where appropriate, this includes rehabilitative measures. In 2015 the Committee resolved nine investigations by consent order – triple the number of investigations resolved by consent order in 2013, and continued to monitor compliance with several consent orders resulting from complaints initiated in 2013 and 2014.

Allegations before the Inquiry Committee in 2015 included issues of dissatisfaction with treatment, false claims in advertising, questions regarding whether treatments were appropriate, scope of practice issues including the use of substances and/or procedures which were or were alleged to be outside the scope of practice of naturopathic doctors, fee-splitting, false insurance claims, and the taking advantage of or mistreatment of patients.

The College is required to notify the public when it has concluded its investigation of a “serious matter” as defined under the *HPA*. Serious matters generally place high demands upon the College's investigative and legal resources. The number of serious matters has increased sharply over the past three years, from just one in 2013 to five in 2015. Serious matters have also come to account for a higher proportion of investigations overall.

As in previous years, many complaints have included an element of miscommunication, or a perceived or real lack of informed consent. These complaints emphasize the importance managing patient expectations and obtaining written informed consent to treatment from all patients. Naturopathic doctors should also be aware that, in the event of a complaint, they have a duty to cooperate with the Committee's investigation. The Committee may be forced to incur additional costs to complete an investigation of a registrant who refuses to cooperate. In such a case, the Committee may seek indemnification for investigation costs as part of the resolution of the matter. In rare cases, resolution by consent is not possible. At that point, the Committee can direct the Registrar to issue a Citation for a Discipline Hearing under the *Health Professions Act*. There were no Citations issued in 2015.

The Chair wishes to publicly thank the Committee members, the inspectors, and staff for their ongoing dedication in making the work of the Inquiry Committee a success and pursuing a process that ensures the confidence of the public and a reputation of which the profession can be proud.

The Chair also thanks the three senior members of the profession who have generously volunteered to mentor naturopathic doctors requiring mentorship and guidance under consent orders. If you are a senior member of the profession who wishes to serve the profession by assisting a naturopathic doctor in re-learning the skills necessary for a safe practice, please contact the College.

Quality Assurance (“QA”) Committee

We are pleased to report that the QA Committee has had another exceptional year. The leadership provided by the Board and the hard work of the Committee contribute to the high regard for the naturopathic medical profession in BC and across Canada. The College is committed to the highest standards of professionalism for naturopathic medicine in BC and to promoting a culture of continual professional development. The Committee has a crucial role in upholding the College’s mandate to ensure that our registrants practice safely, ethically, and competently. The Committee continues to improve the comprehensive set of tools it has developed to advance these goals, including Continuing Education (CE); Peer Review, Practice Review and Self-Review procedures; and standards and certifications for specified aspects of practice.

The QA Committee is busy every year, but this year has been the busiest in its history. The Committee has been working closely with College staff to update and clarify the QA information on the College website, including certifications and the CE Policy. December and January were particularly demanding for the Committee as many registrants required review of their documentation for certification training requirements and CE hours for the new online registration and tracking system. Here are a few highlights from 2015.

Continuing Education

The College promotes best practices through CE requirements, and the publication of practice guidelines. The QA Committee and the College are impressed with the results of our first time reporting CE hours through the registrant online self-service area. Staff have been pleased to assist registrants in learning the new system, and have received positive feedback. We are confident that this process will continue to improve the efficiency and accuracy of CE reporting.

Current CE Period: January 2016-December 2017

At the time of the AGM, we are now in the 2016-2017 two-year CE reporting period. Registrants are encouraged to upload their CE hours and supporting documentation throughout the year by accessing the registrant’s online self-service area. While the digital copies of your supporting documentation will be available to you in the event you need easy access in the future, registrants are reminded that they must also maintain original hard copies of their records.

Updates to the CE for Certifications (Category E)

The QA Committee has recommended to the Board that Category E CE hours for certifications be changed from the current model (2 hours per two-year CE period per certification) to a new model based on currency. Under the currency model, the frequency with which a registrant practices the certification may be sufficient to satisfy the CE requirements. Registrants are, of course, always encouraged to complete ongoing education in these specified aspects of practice and may continue to complete courses to satisfy their CE requirements if they so choose.

Currency Model

Under the proposed currency model, provided that a registrant has performed at least 50 treatments under a given certification in a CE period, CE hours will not be required. (This works out to one treatment every two weeks for each certification.) If a registrant performed between 25 and 49 treatments in the CE period, then an additional two CE hours will be required to maintain certification. If fewer than 25 treatments were performed in the CE period, then registrants will be required to complete four hours of CE to maintain the certification.

Record Keeping

Registrants should maintain tracking records of their currency for submission to the College at the end of the CE period, and be prepared to provide supporting documentation in the event of a Practice Review by the QA Committee. Many billing programs are able to provide a summary of specific treatments. Alternatively, registrants may choose to use a template form for annual tracking, which the College will provide in the CE area of the online registrant self-service area.

Practice Reviews, Peer Reviews and Self-Reviews

One of the key roles for the QA Committee is to perform Practice Reviews to assess and assist in improving naturopathic doctors' practices. The Committee has updated the practice review policy. One improvement is that, if a registrant is selected for review in a multi-practitioner clinic, the assessors will review all of the naturopathic doctors in that clinic during their visit. This is an efficient process, because the assessors will already be on site and many of the review items (e.g. the Office Checklist and Office Management) relate to all of the registrants sharing the same clinic environment. On the Committee's recommendation, the Board recently increased the number of practice reviews from 10 to 15 per year. With this increase, the annual practice reviews will represent approximately four percent of the profession each year. At this rate, and with the current number of registrants, it will take the Committee 25 years to review everyone in the profession – not counting new graduates. Although this is a time-consuming process for the Committee and the naturopathic doctors involved, it continues to represent one of the most effective and beneficial methods of Quality Assurance available.

Important Reminder: Self-Reviews and Peer Reviews

Registrants must ensure that they are up-to-date with their Self Reviews and Peer Reviews – which must be performed every 2-year CE period. Forms are available [on the College website](#).

Common Issues in Practice Reviews

Generally, the results of practice reviews are positive. However, there are a few issues that continue to arise and all registrants are encouraged to consider whether they can improve upon these aspects of their practice:

Emergency medications: Registrants should ensure that all emergency medications are valid. Do not stock emergency medications after they have expired. Be sure to dispose of them appropriately.

Clinical notes and the SOAP (Subjective, Objective, Assessment, Plan) format: Registrants must keep adequate patient clinical records; failure to do so constitutes professional misconduct. Registrants should ensure that there is sufficient detail in their charting such that another naturopathic doctor could take over patient care if necessary. Adequate record keeping also provides important evidence in the event of a complaint.

Certifications and Qualifications: Registrants must have the appropriate certification(s) for the therapies they perform in their practice. The failure to maintain valid certifications and qualifications (ACLS or NCLS) may have serious implications in the event of a complaint or an insurance claim. Registrants who are performing a specified aspect of practice that requires certification, without holding the necessary certifications and qualifications are practising without legal authority under the *Health Professions Act*.

Important Reminder: Maintain your records

Registrants are expected to keep records of their CE and Certifications. Now that many of the CE and certification procedures have transitioned online, it is important for registrants to maintain hard copies of these items accessible for review by the QA Committee in the event they are chosen for a Practice Review.

Standards of Practice & Certifications

The College protects the public by maintaining and publishing standards of practice, including certification requirements. The College's policies, guidelines, and standards are undergoing a series of revisions to ensure that certification requirements are easily understood and transparent.

Review of Certifications

The QA Committee will be undertaking a review of the entire certification process to ascertain if any simplification or reduction in the number of certifications is desirable or possible. As

naturopathic medicine continues to evolve, we must ensure that the standards are maintained and, for certain aspects of practice, this requires additional training and certification.

Training Requirements and Course Providers

The QA Committee and staff have been working hard to update the process for reviewing and approving course providers for the certifications that have been established by the College. A number of courses have been approved for training and we will continue to strive for local and cost-effective training programs in the near future.

The Committee has been reviewing and updating the course providers for a number of existing certifications including: *IV Therapy*; *IV & Chelation Therapies*; *Ozone and Oxidative Therapies*; *Advanced Injection Techniques*; and *Low Dose Antigen (LDA) Therapy* (which includes Low Dose Immunotherapy). It has also reviewed a number of course providers for the new certifications in Aesthetic Procedures. Those that have been recommended to the Board and approved have been listed on the College's website. The Committee has also reviewed and certified registrants who had satisfied the training requirements for some of the Aesthetic Procedures through previous courses.

Despite the small size of the profession and one of the broadest scopes of practice among the regulated health professions, the College has excellent Quality Assurance programs. This is due to the diligence of the QA Committee, the Board, College staff, and to the professionalism of our registrants.

Registration Committee

Working closely with the Registrar, the Registration Committee makes decisions concerning registration matters and recommends required policy changes to the Board. Members of the Committee met four times to review and decide upon non-routine applications. These applications involved applicants from other jurisdictions and applicants seeking reinstatement from non-practicing to full (practising) registrant class. The Committee has delegated routine registration matters to the Registrar under the College's *Bylaws*.

In 2015, a total of 32 new licenses (certificates of registration) were granted. By the end of the year, the total number of registrants increased to 580. This includes 472 full (practising) registrants and 108 non-practising registrants.

The Registration Committee has been pleased with the positive feedback about the online registration renewal process, as well as the ongoing improvements to the College's Public Register. College staff worked hard to assist registrants with their annual renewals, and the number of registrations that were cancelled due to failure to renew was low. College staff and the Committee

will continue to review and improve policy concerning aspects of registration that arise occasionally, and will make recommendations to the Board as appropriate.

Examination Committee

Under the College's *Bylaws*, the Examination Committee is responsible for advising the Board and the Registrar regarding examinations for registration, and acting as a consulting body for the Board and the Registrar concerning the appropriate testing of knowledge and skills of applicants for registration. The Committee recommends the examinations to be taken by applicants, and ensures that all examinations are administered and invigilated. The Committee is involved in an ongoing process of continuous quality improvement, regularly upgrading and modifying the examinations to reflect regulatory changes and developments in practice in order to more accurately assess the depth of knowledge of applicants. In 2015, the Committee and its examiners invigilated two general sittings of the College's Oral/Practical and Jurisprudence Examinations, as well as re-examinations as required.

Patient Relations Committee

The Patient Relations Committee is responsible for developing, promoting and maintaining guidelines for registrants with respect to conduct concerning patients, as well as developing and implementing educational programs to prevent professional misconduct, including sexual misconduct.

The Committee has completed suggested amendments to the *Code of Ethics* and *Code of Conduct* documents, as well as suggested implementing guidelines for advertising and social media. It is awaiting the results of final review from respective College committees and the Board regarding these changes.

The BC Health Regulators recently approved a *Framework for a Model Patient-Practitioner Relationship Program for BC Health Regulators* for review and implementation by the committees of the various colleges. The Patient Relations Committee will be reviewing the framework and will make recommendations to the Board regarding its implementation.

Pharmacopeia and Diagnostic Referral ("PDR") Committee

The PDR Committee was established under the College *Bylaw* revisions required by the *Naturopathic Physicians Regulation* in order to implement prescriptive authority and diagnostic access.

The Sub-Committee on New Drugs performed the annual review of new drugs released to the market and made recommendations to the PDR Committee, which in turn reviews those recommendations as to which new drugs should be included or excluded for access by naturopathic

doctors certified in prescriptive authority. Recommendations were forwarded to the Board for review and approval. The PDR Committee acknowledges the work of Dr. Deborah Phair, ND, Glenda MacDonald, Pharm.D., and Dr. Kathy McInnes, Pharm.D. for their outstanding contributions on the Sub-Committee in undertaking the technical reviews of new drugs on the market.

The College has serious responsibilities to undertake through the PDR Committee, which must do its due diligence consistent with the College's public safety mandate. Government via the College *Bylaws* mandated the multi-disciplinary nature of the Committee and thus the process by its nature is a thorough and deliberative one. Special thanks go to the pharmacists, MDs, and public members on the Committee for their collaborative efforts in working with the naturopathic doctors on the Committee. The PDR Committee would like to especially acknowledge Glenda MacDonald, Pharm.D, who as the government appointed representative on the Committee since its formation has contributed a great deal of expertise to the reviews and discussions. Dr. MacDonald will be retiring this year and the College expresses its appreciation for all of her contributions.