

STRATEGIC PLAN

2017-2021



IN THIS ISSUE:

Election of members to Council 2017

CMRTO's QuickQA app

The Health Professions Database

Updating your HHR information

Re-vamped patient information poster!

Strategic Plan

Changes to the RHPA: what can we expect from Bill 87

CMRTO's sexual abuse prevention plan

Suspended members

Election of members to Council 2017

The CMRTO recently held our second online election of members to Council! And we don't miss the paper ballots, envelopes—or postage fees—at all!

Election 2017 took place in Districts 3 and 6 on April 5, 2017. MRTs in these districts received emails in December 2016 detailing the online election process, as well as nomination forms giving all those interested and eligible the opportunity to stand for election in 2017.



College of
Medical Radiation
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Ontario

Ordre des
technologues en
radiation médicale
de l'Ontario

We are pleased to announce the results of the election as follows:

- Ebenezer Adiyiah, MRT(R) was elected in District 3 (radiography, central district)
- Sandra Willson, MRT(N) was re-elected in District 6 (nuclear medicine, includes all of the province of Ontario)

The three-year term for these Council members starts at the next Council meeting on June 15-16, 2017 and ends at the first meeting of Council after the April 2020 election.

Congratulations to all candidates who stood for election in 2017! Your professionalism and commitment contributes immeasurably to the regulation of the profession in the public interest.

The voting process of the electronic election was easy and reliable. We received positive feedback from members who found the process to be quick and intuitive. And since everything was done online it meant that there were no spoiled ballots, so every vote counted!

One MRT commented, "I voted while relaxing on my bed. Nice voting technology. Kudos CMRTO."

CMRTO's QuickQA app

Have you downloaded the CMRTO's QuickQA app yet?



The QuickQA app is a fast and easy way to document your continuing education and professional development activities anytime and anywhere! You can even use the app offline and then upload your recorded

activities to your QA ePortfolio once you're connected to the internet. To get more information about the QuickQA app and instructions on how to download it, visit the Quality Assurance program section of the CMRTO website and click on 'The QuickQA app'.

The app is free to all MRTs and is available for both Apple and Android devices. Visit the App Store or Google Play to download.

The Health Professions Database

Under the *Regulated Health Professions Act (RHPA)*, health regulatory colleges are required to collect information from their members and provide it to the Ministry of Health and Long-Term Care (MOHLTC) for health human resources planning. All colleges, including CMRTO, have a duty to work in consultation with the Minister of Health and Long Term Care to ensure, as a matter of public interest, that the people of Ontario have access to qualified, skilled and competent regulated health professionals. One of CMRTO's objectives is to engage in activities relating to health care that our Council sees as important. To support this, CMRTO participates annually in the collection and submission cycle of the MOHLTC Health Professions Database. As MRTs, you provide this information each year as part of the CMRTO's registration renewal process.

The Health Professions Database includes information on: audiologists, chiropodists, chiropractors, dental hygienists, dental surgeons, dental technologists, denturists, dietitians, massage therapists, medical laboratory technologists, medical radiation technologists, midwives, nurses, occupational therapists, opticians, optometrists, pharmacists, physiotherapists, psychologists, respiratory therapists and speech language pathologists. The MOHLTC, Local Health Integration Networks, researchers, professional associations and regulatory colleges are able to use this information to inform research, policies and programs to ensure the right number and variety of health professionals in Ontario.

Health human resource (HHR) data are a valuable planning tool for the current and future needs of the health care system. The CMRTO is committed to supporting HHR planning for medical radiation technologists in Ontario. Please contact us at communications@cmrto.org should you have an interest in the data presented to the MOHLTC, or if you have a specific MRT health human resource data research need that you would like to discuss.

Updating your HHR information

As a way to provide the MOHLTC with the HHR information it needs for the Health Professions Database, the CMRTO has established an HHR database for medical radiation technologists (MRTs) in Ontario.

As a member, you are required to provide additional information to CMRTO at the time of your annual renewal of registration, including information about the education and examinations you have completed and your practice as an MRT. You also must update your employment details and HHR information whenever there is a change to your education, place of employment or the direct diagnostic or therapeutic services you provide to patients.

Each member's information is entered into CMRTO's secure database. You can update your HHR information in two areas of online Member Services. First, is the 'Manage HHR Information' section where you can update information about your education, languages, current registrations in other jurisdictions and the number of hours that you have worked this year. Second, is the 'Manage Business Address' section where you can update the information about your practice at each employer where you work.

This information is shared with MOHLTC in accordance with the *Regulated Health Professions Act*. The CMRTO by-laws governing the collection and use of member information, and the CMRTO Privacy Code can be found on our website at www.cmrto.org

Re-vamped patient information poster!

The response to the CMRTO's patient information poster has been very positive. The poster has been flying off the shelves at conferences and many individual MRTs have ordered multiple copies to display in the waiting rooms of their facilities. Now we've revamped the patient information poster! The new version of the poster is available in both French and English in an 18" x 24" size. Email us at communications@cmrto.org to request free copies for your facility's waiting area.

Visit the Publications page of the CMRTO website to check out the new version of the poster!

Your care is our responsibility!

Your medical radiation technologist (MRT) is the regulated health professional who provides you with safe, effective and ethical care during your diagnostic imaging or radiation therapy procedure.

You can expect your MRT to:

- Treat you with dignity and respect
- Provide you with understandable information and answer questions about your procedure
- Explain when, where and why your MRT may need to touch you for the procedure
- Keep all your information confidential and respect your privacy

All MRTs must be registered with the College of Medical Radiation Technologists of Ontario (CMRTO). The CMRTO's role is to protect your interest. For more information go to www.cmrto.org.

Strategic Plan

The CMRTO Strategic Plan 2014-2016, which guided the work of the CMRTO over the past three years, ended on December 31, 2016. In September 2016 Council met for a comprehensive strategic planning session to develop a new roadmap for the next five years. The new Strategic Plan: Commitment to Regulatory Excellence was approved by Council in December.

Council reviewed the results of an environmental scan, which considers the impact of technological advances on the profession, changes in MRTs' professional practice, initiatives needed to improve our ability to protect the public, and anticipated legislative progress.

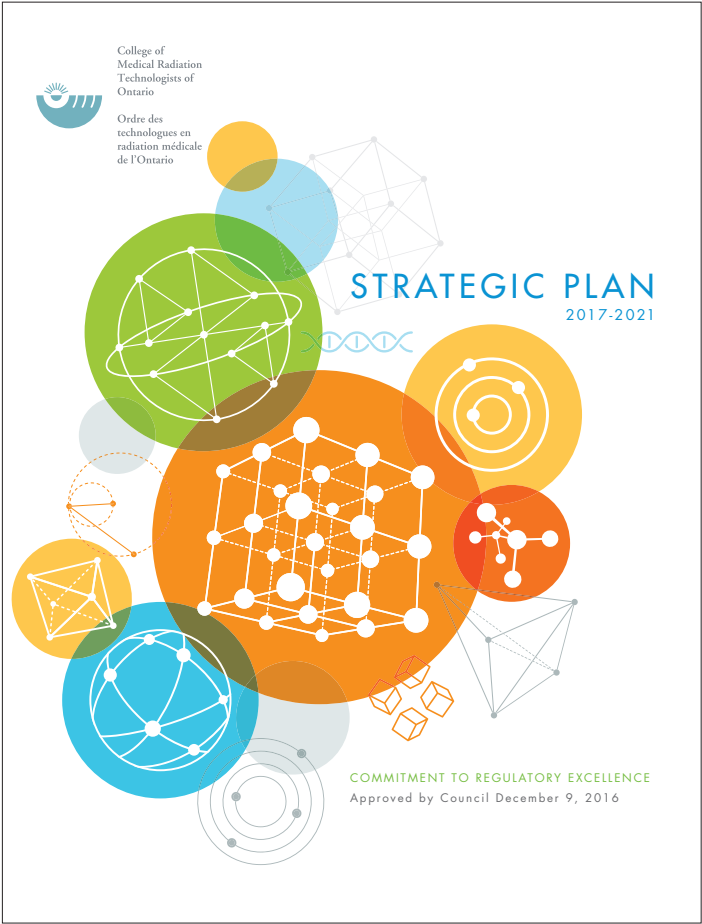
CMRTO believes strategic planning is at the core of successful management of a regulatory college. It ensures we stay current with rapidly responding system and practice level changes and challenges to ensure the continued protection of the public.

Following are the strategic and enabling goals that will guide CMRTO through the next five years:

Strategic Goals



Enabling Goals



Changes to the RHPA: what can we expect from Bill 87

The Ministry of Health and Long Term Care (MOHLTC) is focused on its 'Patients First' action plan and is in the midst of making fundamental changes to the system that will affect all health regulatory colleges in Ontario including CMRTO, MRTs and the public of Ontario now and in the future. These changes are set out in Bill 87 – *Protecting Patients Act*.

One of the first steps taken in making these changes was Health Minister Eric Hoskins' commission of the Sexual Abuse Task Force (SATF), chaired by Marilou McPhedren. The task force was set up in December 2014 to help prevent and better respond to cases of sexual abuse of patients by regulated health professionals.

In September of last year, the SATF released its report and recommendations calling on health regulatory colleges to do more to protect patients from sexual abuse.

In December 2016, in response to the SATF report, the MOHLTC brought forward proposed amendments to the RHPA that address sexual abuse of patients by health professionals and streamlining the complaints and discipline processes of health regulatory colleges. If passed, the changes would:

- give the authority to the Minister of Health to make regulations to establish the criteria for the definition of 'patient'
- expand the list of acts of sexual abuse that will result in the mandatory revocation of a regulated health professional's license
- eliminate the use of gender-based restrictions
- increase fines for health professionals and organizations that do not report suspected cases of patient sexual abuse to an RHPA college
- fund patient therapy and counselling as soon as a complaint of sexual abuse is made
- increase transparency by expanding the information regarding members required to be on colleges' public registers

It is expected that additional initiatives will be introduced this year. CMRTO will continue to update MRTs on these changes.

What is considered sexual abuse under the RHPA?

Currently, sexual abuse as defined by the RHPA includes: sexual intercourse or other forms of sexual relations, and touching, behaviour or remarks of a sexual nature. Sexual abuse does NOT include touching, behaviour or remarks of a clinical nature appropriate to the services provided.

Considerable responsibility is placed on health care professionals to communicate effectively by paying attention to the ways in which information is conveyed and words selected when speaking to patients. MRTs must also be active and compassionate listeners and show sensitivity to their patient's concerns and needs. Awareness of cultural and physical barriers which may

interfere with clear communication – and respect for these differences – will help MRTs to practise the profession in a responsive and responsible manner.

Sexual abuse prevention at CMRTO

The CMRTO is firmly committed to a zero tolerance philosophy as it relates to sexual abuse and takes seriously its role in sexual abuse prevention. Sexual abuse prevention is taught in MRT educational programs and through the jurisprudence course requirement for registration and member conduct is guided by the Standards of Practice and Code of Ethics and guidelines outlined in the 'What you must know about ...' publications. Information is provided to MRT's and the public on the CMRTO website, and the CMRTO's strategic goals articulate the commitment to increase awareness and understanding of the role of the CMRTO through communications with the public and MRT's.

The CMRTO has always had a Patient Relations Committee made up of public and professional members whose mandate is to advise Council regarding the patient relations program, including measures for preventing and dealing with sexual abuse of patients. These measures include educational requirements for members, guidelines for the conduct of members with their patients, training for the CMRTO's staff and the provision of information to the public in accordance with legislative requirements.

As a result of a recent governance review conducted by the CMRTO Council, the Executive Committee now also acts as the Patient Relations Committee, reflecting the importance of the role and the fact that the patient relations program and any patient relations initiatives should permeate all CMRTO activities and should not be restricted to the activities of a single committee.

At present, CMRTO's sexual abuse prevention plan includes:

1. Educational and accreditation requirements and guidelines for members

The CMRTO believes it is important to ensure that the principles of sexual abuse prevention and zero tolerance are taught as part of the curriculum for MRTs in training. All educational programs for MRTs in Ontario are accredited according to criteria based on the CMRTO Standards of Practice and the national competency profile of the Canadian Association of Medical Radiation Technologists, which is approved by the CMRTO. The CMRTO participates as part of the team that accredits educational programs in Ontario and the inclusion of education on sexual abuse prevention in the curriculum is one of the required criteria to achieve accreditation.

2. Instructor's guide for the prevention of sexual abuse of patients

The CMRTO has developed an Introductory Instructor's Guide for Educational Programs in Medical Radiation Technology called 'Prevention of Sexual Abuse of Patients'. This was cited as an innovative patient relations practice in the Health Professions Regulatory Advisory Council's 2008 report and it has been shared with other colleges who have adapted it for their own use. It is reviewed annually by the Patient Relations Committee to ensure it is current and is easily accessible from the CMRTO website at: www.cmрто.org/what-we-do/professional-conduct/sapp/sexual-abuse-prevention.

3. Jurisprudence program

The CMRTO also recognizes that many MRTs receive their education in medical radiation technology outside Ontario and Canada in programs that are not subject to Ontario's accreditation criteria. In order to ensure that all MRTs are familiar with the principles of sexual abuse prevention, the CMRTO amended its registration regulation to require all applicants to successfully complete a course in jurisprudence set and approved by the CMRTO Council.

The jurisprudence course contains a specific module about sexual abuse prevention and the patient relations program. In this way, the CMRTO can be confident that all MRTs in Ontario, regardless of where they were educated, are familiar with the principles of sexual abuse prevention and their responsibilities and obligations, including the mandatory reporting of suspected sexual abuse of a patient. The jurisprudence program is a self-study program which is available at no cost on the CMRTO website at: www.cmрто.org/resources/legislation-regulations-by-laws/jurisprudence/.

4. Standards of Practice and Code of Ethics

All MRTs are required to practice in accordance with the CMRTO's Standards of Practice and Code of Ethics which are reviewed regularly and revised as required.

The Standards of Practice include the following specific standard that addresses MRTs' relationships with their patients:

MRTs have patient care as their main concern.

MRTs must maintain clear and professional boundaries in relationships with patients and treat all patients with dignity and respect. MRTs must have the knowledge, skills and judgement to avoid placing patients at unnecessary risk of harm, pain or distress. MRTs must be able to provide appropriate responses to patient inquiries about procedures and related issues, and accept the patient's autonomy and the right of the patient or the patient's substitute decision maker to consent to or refuse service. MRTs must understand how and act to protect the confidentiality of all professionally acquired information about patients and the privacy of patients with respect to that information, while facilitating the effective delivery of health care.

There are also several indicators under this standard that speak more specifically to sexual abuse prevention, including the following:

MRTs must

- *treat the patient with dignity and respect and in accordance with the Code of Ethics of the College*

- *make modifications to procedures based on the patient's physical, medical and/or emotional status and needs, based on the MRT's assessment of the patient's physical, medical and/or emotional status and needs*
- *instruct the patient to remove only the clothing and items that will interfere with the diagnostic or therapeutic procedures*
- *provide the patient with a gown or sheet to cover areas where clothing was removed*
- *explain to the patient when and where the MRT might touch him/her and why*
- *touch the patient in only those areas needed to facilitate carrying out the procedure*

In addition, the CMRTO Code of Ethics sets out MRTs' responsibilities to their patients as follows:

MRTs act in the best interests of their patients by:

- *upholding the principle of informed consent including the right of the patient, or the patient's substitute decision maker, to refuse service;*
- *respecting the dignity, privacy and autonomy of their patients;*
- *maintaining clear and appropriate professional boundaries in the MRT - patient relationship;*
- *treating all patients equitably, regardless of race, ancestry, place of origin, colour, ethnic origin, citizenship, creed, sex, sexual orientation, age, marital status, same sex partnership status, family status, disability or type of illness;*
- *providing individualized, comprehensive and safe treatment during examinations or therapy sessions, taking into account the patient's particular physical and emotional needs, values and cultural background; and*
- *preserving and protecting the confidentiality of information acquired through professional contact with the patient, except to facilitate diagnosis or treatment of the patient, or when legally obliged or allowed to disclose such information.*

The CMRTO Standards of Practice are sent to all MRTs when they become registered with CMRTO. They are also available on the CMRTO website at: www.cmрто.org/resources/publications/standards-of-practice and the Code of Ethics are available at: www.cmрто.org/resources/publications/code-of-ethics.

5. Guidelines and information

In addition to the guidance provided to MRTs by the Standards of Practice and the Code of Ethics, the CMRTO has developed two publications that provide additional information and guidance to members on related topics. These are 'What you must know about ... sexual abuse' and 'What you must know about ... communicating with patients'.

'What you must know about ... communicating with patients' includes communication guidelines for MRTs. The communication guidelines were developed to bring the principles of patient and family-centred care into the practice of MRTs in Ontario. The CMRTO worked with patient and family representatives and MRTs practising in various settings in the development of this innovative document.

Both of these publications and all of CMRTO's 'What you must know about ...' are available on our website at: www.cmрто.org/resources/publications/wymkas/.



The CMRTO also publishes Insights, a member newsletter available in print and online, which often includes topical professional practice articles and case studies to instruct and guide MRTs' conduct with their patients. This information is available on the CMRTO website at: www.cmрто.org/resources/publications/insights/.

6. Quality Assurance Program

The CMRTO believes that because the Quality Assurance program is grounded in practice standards and seeks direct patient input regarding MRT conduct, it also contributes to our member's knowledge and understanding of the sexual abuse prevention principles and the CMRTO's philosophy of zero tolerance of sexual abuse of patients. Further information on the multi-source feedback peer and practice assessment can be found on the CMRTO website at: www.cmrto.org/resources/publications/ga-msf-handbook.

7. Staff training

All CMRTO staff who take calls from the public receive orientation and sensitivity training that includes orientation to the principles of sexual abuse prevention.

CMRTO's Director of Professional Conduct, who deals with complaints and reports regarding MRT conduct, has

received advanced training in handling allegations of abuse through the Council on Licensure, Enforcement and Regulation and participates in any available continuing education related to sexual abuse prevention.

8. Information for the public

CMRTO website

The CMRTO's website is our primary communication vehicle to reach the public of Ontario. The website has a dedicated "Public" tab that includes information about the CMRTO and MRTs as well as links to information about the CMRTO's sexual abuse prevention programs, the complaints process, how to file a complaint and the public register. The public can also access the Standards of Practice and Code of Ethics as well as all CMRTO's publications from the website. The CMRTO website is available at: www.cmrto.org.

College of Medical Radiation Technologists of Ontario
Ordre des technologistes en radiation médicale de l'Ontario

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WHO WE ARE WHAT WE DO RESOURCES FIND AN MRT

CMRTO

College of Medical Radiation Technologists of Ontario

PUBLIC MEMBERS STUDENTS & APPLICANTS EMPLOYERS

The public register of MRTs

The public register is an important resource for the public to obtain information about MRTs. The CMRTO recently amended its bylaws to allow more information to be included on the public register including any restriction placed on members by the courts that might be relevant to their practice, such as bail conditions that are imposed as a result of criminal charges being laid. In addition, improvements have been made to the search functionality of the public register to make it easier to find information about MRTs. The CMRTO public register can be found on the CMRTO website at: www.cmrto.org/public-register-of-mrts/.

As part of its Transparency Project & Regulatory Review Implementation the CMRTO regularly reviews and examines what information is available to the public and considers whether any additional information should be added to the website and/or public register.

Patient information poster

The CMRTO created a patient information poster to explain the role of MRTs and what the public can expect from their MRT. The CMRTO distributes the poster to MRTs at various conferences for display in waiting rooms in radiography, nuclear medicine, MRI and radiation therapy departments.

The poster is available in both French and English in an 18" x 24" size.



Information provided directly to patients

From time to time, the CMRTO is advised or receives information that a member has been charged with the sexual assault of a patient. In these cases, the Director of Professional Conduct makes contact with the police to provide written information directly to the victim regarding the role of the CMRTO in handling complaints about MRT conduct, encouraging the patient to contact the CMRTO Director of Professional Conduct for further information. We follow the same process with employers or other professionals making mandatory reports regarding allegations of sexual abuse where the patient has asked not to be named in the report. This approach ensures that patient confidentiality is preserved but provides patients with the essential information regarding the CMRTO complaints process.

Suspended members

The following members' certificates of registration were suspended between December 1, 2016 and April 30, 2017, for failure to pay their fees in accordance with section 24 of the Health Professions Procedural Code.

A person whose certificate of registration has been suspended is not a member of the CMRTO unless and until the suspension is removed.

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The mission of the CMRTO is to regulate the profession of medical radiation technology to serve and protect the public interest.

VISION: The CMRTO is a future-focused, responsive, collaborative regulator committed to excellence.

VALUES: Integrity | Fairness | Transparency | Respect | Professionalism

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President Ms. Wendy Rabbie

Vice President Ms. Angela Cashell

inSIGHTS is published by the College of Medical Radiation Technologists of Ontario and is distributed to all members.

Editor Ms. Linda Gough

Design and Production
Crescent Design

Copy Writing
Social Reach Consulting



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