

College of  
Dietitians  
of Ontario



Quality Assurance Program

## Peer & Practice Assessment Handbook



### STEP 2: Behaviour Based Interview

#### Chart Review\*

April 2020

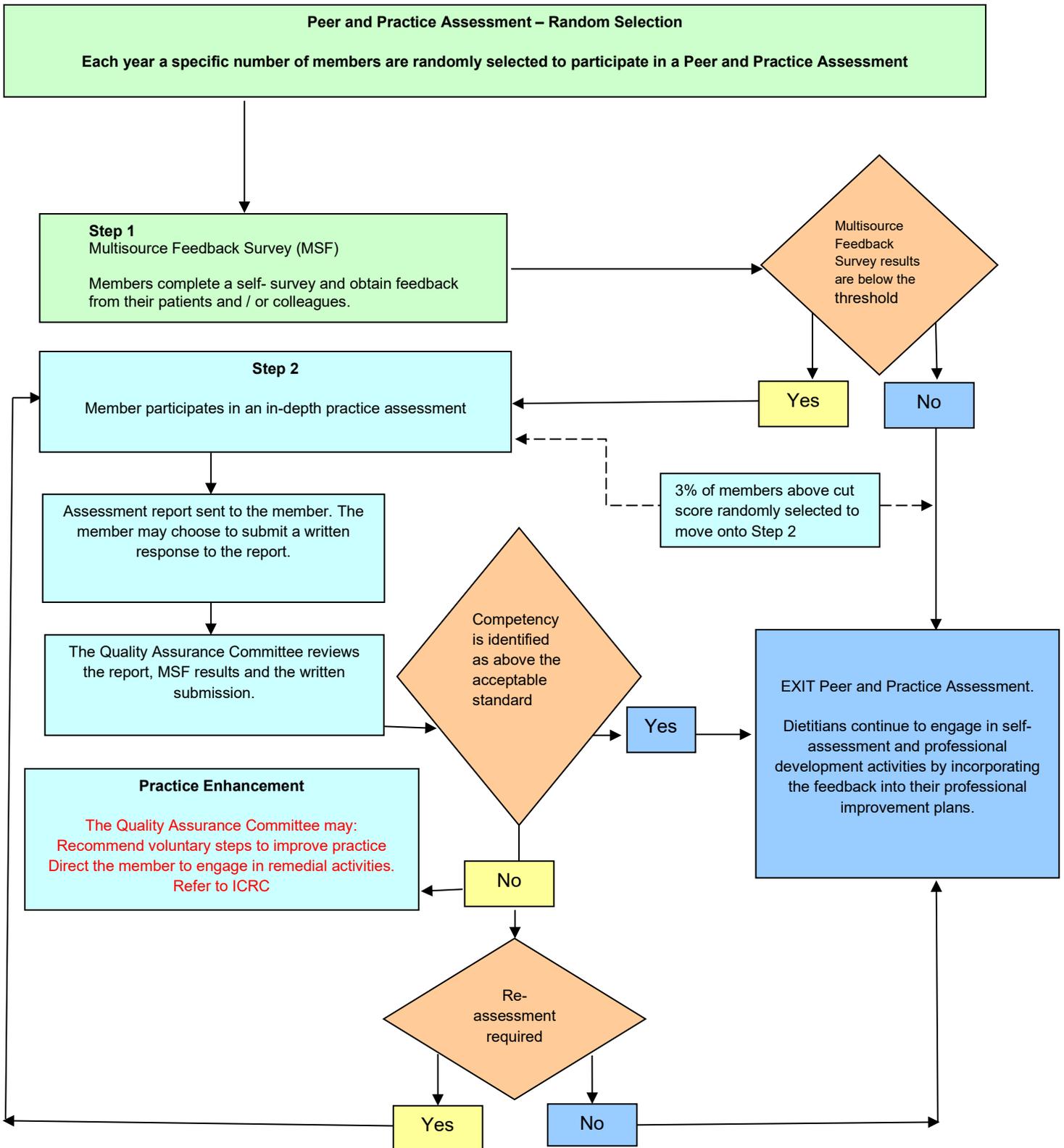
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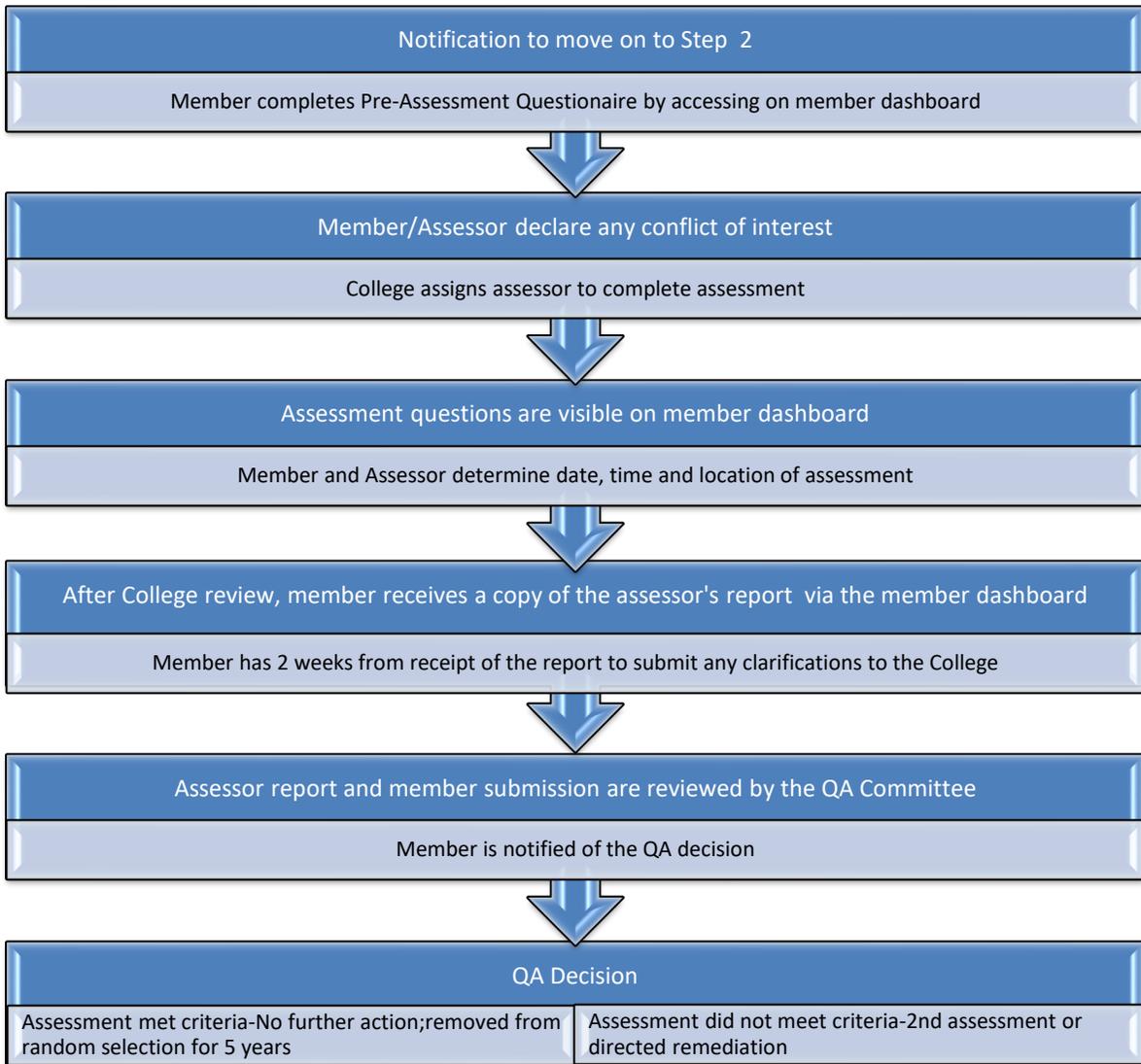
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## The Peer and Practice Assessment (PPA) Process



## Step 2 Process



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## I. Introduction

Welcome to Step 2 of the *Peer and Practice Assessment (PPA) Handbook* prepared by the Quality Assurance Program of the College of Dietitians of Ontario. You were chosen at random to participate in the PPA. The PPA is a two-step quality assurance process, educational in nature, which provides feedback to the dietitian to encourage practice improvements. The PPA tools are based on [\*The Integrated Competencies for Dietetic Education and Practice, 2013\*](#), and were developed in consultation with practicing dietitians.

The two-step PPA process consists of:

- Step 1** Randomly selected members are required to engage in the multisource survey feedback process.
- Step 2** Requiring some dietitians, who participated in Step 1, to engage in a more in-depth, focused peer assessment.

*Having completed Step 1, you are required to move onto Step 2 of the Peer and Practice Assessment, either because you scored below the established cut score or were randomly selected from those who scored above the threshold to move on to Step 2.*

### Professional Obligation

Under Section 82 of the *Regulated Health Professions Act (RHPA)*, Registered Dietitians are required to participate in the College's PPA. If a Registered Dietitian does not fully participate in the PPA, the QA Committee may refer the matter to the College's Inquiries, Complaints and Reports Committee for consideration of professional misconduct.

Employers must also cooperate with the College's practice assessment of a Registered Dietitian. Enclosed in your package is an information letter that explains an employer's obligations in regards to Quality Assurance and privacy legislation (see *Access to Client Information and Records*).

You are now required to complete Step 2 of the PPA, which includes:

- 
1. Reading this handbook and following all instructions.
  2. Completing the pre-questionnaire to assist the assessor and College in ensuring that the appropriate assessment is completed.
  3. Together with the assessor arrange an appropriate time for the assessment in a quiet area.
  4. Arrange to have 10 charts available for the assessor to review. The assessor will choose 5 of the 10 charts randomly to review. You may choose current or discharged patients.
- (applicable only to RDs involved in direct patient care)**

Competence is more than the accomplishment of discrete and isolated tasks. Rather, it involves the interaction and integration of knowledge, critical thinking, judgment, attitudes, skills, values and beliefs. It also includes the ability to generate learning and move from one situation to another.

## II. Step 2-Behaviour Based Interview and Chart Review\*

### What is the purpose of the Behaviour – based Interview (BBI) and Chart Review\*?

This step involves an in-depth assessment by a peer assessor of a member's knowledge, skill and judgment in comparison with the standards of the profession. There are three different assessment tools used during this step: pre-questionnaire, situation-based interview, and chart review.

The assessor will gather information, identify areas of strengths and weaknesses based on the competencies and provide a written report to both the member and the Quality Assurance Committee.

**The assessment questions will be posted on the CDO member web page once the pre-questionnaire is completed by the member.**

Following the assessment, the assessor will submit a written report to the Quality Assurance Program Manager. The QA manager will then post the report on the member's dashboard. As a member, you will have 14 days to make a written submission to the QA Manager regarding the assessor's report. Both the member submission and the Assessor report are then sent to the QA Committee for their review.

The QA Committee may: a) require no further action, b) make recommendations for practice improvement or c) direct the member to participate in a remediation program.

### The Process

#### Pre-Assessment Questionnaire

The purpose of this Pre-Assessment Questionnaire is to:

1. assist the College QA Staff in identifying which set of questions would best be suited to assess your practice;
2. assist the Peer Assessor in understanding your practice; and
3. help the College QA Committee better understand your practice, potential barriers that affect your practice and put into context your Peer and Practice Assessment responses.

### How do I complete the Pre-Questionnaire?

1. Log into the member homepage and click on the link: **PPA Step 2 Pre-Assessment Questionnaire**
2. You will complete the questionnaire on line.

## Choosing a Peer Assessor

Following review of your pre-assessment questionnaire, an assessor is assigned by the College staff (provided no conflict of interest exists). The assessor's role is to conduct the interview and file a report with the Quality Assurance Committee. If you have a personal or professional relationship with a dietitian who the QA Committee has contracted to be a Peer Assessor, it may compromise the objectivity of the assessment. You are required to indicate if you have a close personal and/or professional relationship with a Peer Assessor.

### **How do I indicate a conflict of interest with a peer assessor?**

You will receive an email from the QA Coordinator, indicating the names of the Peer Assessors. You will then indicate whether you have a conflict with any of them.

### **Location and Time:**

You will work with the Peer Assessor to determine the most suitable date and time for the assessment. The assessment must take place by **October 1** unless you have made other arrangements with the College.

It is anticipated that the assessment will be two - three hours in length. Employers are not required to pay for time spent in QA activities, so you may need to take half of a vacation or leave-of-absence day.

### **How do I submit my available times?**

The assessor will contact you by email and together, you will decide on a mutually agreeable time.

### **Arranging a place for your assessment**

You are responsible for booking the location of your PPA. Typically, the assessment is conducted at the dietitian's place of employment. This will facilitate the assessor's request to see documents such as patient files or charts. The assessor may ask to see other documents depending on the questions on your PPA. Choose a location that is quiet and private. Public areas, such as a coffee shop, cafeteria or lunchroom, are inappropriate. The location should have a large table to review the client charts, two chairs and access to an electrical outlet for the Peer Assessor's laptop. **The location must be available for the entire assessment. If you do not work in a facility like a hospital or long-term care home, you may choose to find a meeting room in a community centre or library. It is not advisable to meet in your home unless you have a home office where you see patients.**

## **How do I submit details of my assessment location?**

You and the assessor will decide on a mutually agreeable time. The assessor will notify the College of the date, time and location.

## **Communicating with the College**

You can send an email to your Peer Assessor, the QA coordinator or the QA Manager.

### **III. How Do I Prepare?**

#### **What Resources Can I Use to Prepare?**

The College will provide you with the assessment questions on your member page. Consider each question carefully and think about how you will demonstrate the required knowledge, skill and judgment by focusing on the competency being assessed and the performance indicators being measured.

It may be also helpful to review the Integrated Competencies for Dietetic Education and Practice. This document can be found on the College's website at [www.collegeofdietitians.org](http://www.collegeofdietitians.org) > Type "Integrated Competencies" in the search box.

#### **What Do I Need to Bring to the Peer and Practice Assessment?**

You may bring any documents, files or notes you wish to assist you in responding to the questions. Since you will likely be interviewed in your own office, it is important to keep the information you need accessible. The Peer Assessor is not required to review these documents.

#### **What Questions Will I Be Asked During the Peer and Practice Assessment?**

The interview questions are based on the Integrated Competencies for Dietetic Education and Practice. There are 9-10 of questions:

1. Core questions common to all Registered Dietitians:
  - Competency 1: Professional Practice-Demonstrates Professionalism
  - Competency 2: Communication and Collaboration-Communicate effectively and practice collaboratively
  - Other core competencies were covered in the multisource feedback (Step 1)
  
2. Approximately 6 questions that will assess competencies specific to your practice in the following areas of dietetic practice:

- Client Care – Providing professional services to achieve the nutrition care goals of clients; this includes a chart review and the first 6 questions of the interview will use a patient chart (chosen by the assessor) as the case scenario for the questions.
- Community and Population Health – Providing professional services to promote health and prevent disease in communities and populations.
- Management – Applying organization management principles in the provision of professional service, or applying principles of food service systems management in the provision of safe, nutritious foods.

Information you provide to the College on your renewal form and the Pre-Assessment Questionnaire will help determine which questions would optimally assess your competence in your area of practice.

#### IV. Access to Client Information and Records

##### Background

The College of Dietitians of Ontario randomly selects 10% of its members to participate in the Peer and Practice Assessment (PPA) annually. The PPA is a mandatory component of the Quality Assurance Program. In keeping with *The Regulated Health Professions Act, 1991* (RHPA). The PPA is meant to provide assurance to the public and other stakeholders that Registered Dietitians (RDs) in Ontario practice safely, competently and ethically. Where there is a need, it also assists RDs in improving their individual competence in a positive and supportive environment.

All information collected is kept confidential between the College's Quality Assurance Program and the RD. The RD is not obligated to share their results or the outcome of the assessment with their employer. The College will not advise the employer of a RD's participation.

##### Step 2-Behaviour-based interview and Chart review (if applicable)

Once the MSF surveys are collected and the results tabulated, any RD who falls outside the norm reference score will be required to undergo a face-to-face behaviour-based interview and chart review\*. The interview will be conducted by a trained peer assessor. The chart review component requires that the assessor be given access to 10 patient charts of the RD's choosing (must be either current or discharged patients).

##### Does the College have the authority to access patients' records?

**Yes**, the right for the College Assessor to access this information is cited in the *Health Professions Procedural Code* under the *Regulated Health Professions Act, 1991*(RPHA), ss. 82. (1)(c).

Under ss. 82(2) and 82(3) of the *Code*, facility operators and health information custodians are required to provide access to premises and charts. This section applies despite any provision in any Act relating to confidentiality of health records [(*Code*), ss.82 (5)].

Co-operation with Committee and assessors

82. (1) every member shall co-operate with the Quality Assurance Committee and with any assessor it appoints and in particular every member shall,

- (a) permit the assessor to enter and inspect the premises where the member practises;
- (b) permit the assessor to inspect the member's records of the care of patients;
- (c) give the Committee or the assessor the information in respect of the care of patients or in respect of the member's records of the care of patients the Committee or assessor requests in the form the Committee or assessor specifies;
- (d) confer with the Committee or the assessor if requested to do so by either of them; and
- (e) participate in a program designed to evaluate the knowledge, skill and judgment of the member, if requested to do so by the Committee.

Further, the *Personal Health Information Protection Act, 2004* (PHIPA), clause.9(2)(e) supports the College's right of access and states that PHIPA is not to be construed to interfere with the regulatory activities of the College under the RPHA.

9) Non-application of Act

Other rights and Acts

(2) Nothing in this Act shall be construed to interfere with,

(e) the regulatory activities of a College under the Regulated Health Professions Act, 1991, the College under the Social Work and Social Service Work Act, 1998 or the Board under the Drugless Practitioners Act;

The College encourages RDs to follow the applicable policies set out by their practice setting to facilitate access to patient records. For instance, where the practice setting requires notification of an employer before patient charts are accessed for non-treatment purposes, the College would encourage the RD to do so.

### Who to Contact for Questions

Quality Assurance Program

416-598-1725 / 1-800- 668-4990 ext. 234

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