

The following are examples of CCP submissions that were audited for 2023 renewal and were felt to be very well done. Although these examples are completed on the old general submission forms, they do include responses that may assist members to understand the requirements more fully as they complete their 2024 CCP submissions.

#### Communication Example

When reviewing this example general submission form from the communication domain consider the following:

- All responses are reflective of the knowledge gained and specific to the task completed.
- Included was a list of essential competencies and a description of how those were met by completion of the task.
- There is obvious reflection on the task and learnings including specific steps to ensure translation of knowledge gained into practice.
- Including examples that relate specifically to individual practice environments assists with describing benefits to your practice and methods to translate new knowledge into practice.
- The tracking method of self-evaluation and reflection can be both simple and effective.

## Continuing Competency Program - General Submission Form

<b>Full Name:</b>		<b>SCPT #:</b>	
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<b>Domain:</b>	Communication	<b>Task:</b>	Webinar
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***Please Note: To meet the requirements of the CCP, all questions must be answered fully.***

**1. Describe the task chosen and why it was chosen.**

The webinar on Communication was offered as a CCP Communication option to us. I found the presentation to be more enlightening than I anticipated and found myself mulling it over in my interactions with patient's afterwards.

**2. Considering the [Essential Competencies](#) related to the Domain:**

**a. List at least two (one if domain is Leadership) Essential Competencies and describe how they were met by the completion of your task.**

2.1 – Use oral and non-verbal communication effectively. There was a distinct focus on use of body language in the webinar. They talked about strategies to encourage a narrowing of the authority gap between therapist and patient, and to encourage openness/trust. Something as simple as sitting down at their level or leaning towards them to demonstrate interest. I also noticed the theme of active listening coming up repeatedly. If someone does not appear to be listening to you, you will be less likely to trust and exchange information with them.

2.3 – Adapt communication approach to context. Although it was more subtle than 2.1, there was some instances when the presenters addressed adaptation of communication. You need to have an exchange of information that is respectful and demonstrates empathy. By using practices such as active listening and reflective listening, you are demonstrating to the patient that you are engaged in their story/experience. If you are engaged, you will better be able to understand their context and the needs/expectations that they have for their care. It will also allow you to know other context that will help you adapt communication (such as religion/beliefs, values, cultural context, etc).

**b. How will your practice benefit (i.e. your individual practice, that of your peers, and your patients and their care)?**

I believe that we all can benefit from being better listeners and better communicators. There were a lot of things that I learned/gleaned from this webinar but there are two that I think will immediately impact my patient's. The first is non-verbal communication. Most of the patient's we see are in bed or in a chair when we meet them. I sometimes crouch down at their bedside or chair but often times will stand nearby. However, I will now be more aware of the message I am sending when I do this. By getting down on their level (physically), I can benefit my patient's by putting them at ease with my first impressions.

The second is validation/reassurance. I consider rapport building to be one of my strengths and I think a refocus on validating and reassuring as part of my session would benefit my patients. As an inpatient setting, we see people when they are most vulnerable and scared. I think that it is important to have someone actively listen to them and validate what they are feeling.

**3. List and describe steps to be taken to ensure translation of the knowledge gained from completion of this task into your current or future practice, including how will any necessary changes to practice be advocated for?**

I think that the main step to be taken is self reflection. After every patient, taking a short moment to self reflect on how the interaction went and what I can improve upon. Another step could be to ask peers for feedback. We often cotreat with Occupational Therapists or with other Physical Therapists who can then provide feedback on how they perceived the communication aspects of the session went.

The changes that would allow for better communication in an inpatient setting would be space and time. Staffing constraints limit time with patients, and settings are not always conducive to crucial communication.

**4. Considering how you will evaluate the effectiveness of your implementation of knowledge:**

- a. Which method of tracking change within your practice/patient outcomes will you use? E.g., Patient satisfaction, employer feedback, peer feedback, patient-specific outcome measures (BERG, 6MWT, FIM, etc.).**

I think that peer feedback and self evaluation will be the most effective methods of tracking change. Occasionally patients will provide feedback regarding care through cards or emails but it would be challenging to ask for formal feedback in a hospital setting.

- b. Describe how you will identify when to use this tracking method and how you will implement it, track results, and affect change.**

Self evaluation and reflection would best be done after sessions with patients. In order to track my ideas or reflections, I can keep a couple pages in my work binder to jot notes down in order to track change. Since there are others in our Physical Therapy department that listened to the webinar, asking them to provide feedback whenever cotreats occur would be the next step to evaluate if my tracking method has worked.

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#### Leadership Example

When reviewing this example general submission form from the leadership domain consider the following:

- All responses are reflective of the knowledge gained and specific to the task completed.
- Included was a list of essential competencies and a description of how those were met by completion of the task.
- There is obvious reflection on the task and learnings including specific steps to ensure translation of knowledge gained into practice.
- Although choosing several tracking methods is acceptable, choosing 1 tracking method to evaluate the effectiveness of knowledge translation may result in an opportunity for a more practical approach in a busy clinical practice.

## Continuing Competency Program - General Submission Form

<b>Full Name:</b>		<b>SCPT #:</b>	
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<b>Domain:</b>	Leadership	<b>Task:</b>	Podcast Review
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***Please Note: To meet the requirements of the CCP, all questions must be answered fully.***

**1. Describe the task chosen and why it was chosen.**

I chose the leadership domain for my choice domain this year as I have transitioned into a more independent role in my practice. I am a solo practitioner that hopes to build a rehabilitation team in the coming years. I chose a physical therapy leadership podcast called Agile & Me hosted by Richard Leaver. The particular episode I chose to write about for this domain was “What Makes a Good Operational Leader” with Anthony Placek. I hope to build my leadership skills moving forward as I make this leap forward in my career.

**2. Considering the [Essential Competencies](#) related to the Domain:**

- a. List at least two (one if domain is Leadership) Essential Competencies and describe how they were met by the completion of your task.**

**5.1 Champion the Health Needs of Clients**

One of my goals of transitioning into a different practice this year was to expand the availability of resources to my clients. My vision is to build a team that will collaborate rehabilitative services with the general health and fitness services already available at the location. The team will consist of physical therapy, chiropractic, massage therapy, and exercises therapists. There is already existing dietitians and a psychologist available at the location too. This collaborative atmosphere will result in better client care. In this task I learned the foundations needed to become a good, consistent leader for a team of professionals, which will then optimize patient care and outcomes.

**5.3 Contribute to Leadership in the Profession**

By becoming a better leader myself I will add to the success of the profession. If I can reach my goal of becoming a successful leader, I will be able to create a team and work with them to provide a high level of care that enhances physical therapy in the province and country. This task taught me the things to focus on when assembling and managing a team. It is very important to be consistent in my value system and ways of managing and leading so the team members know what to expect.

**b. How will your practice benefit (i.e. your individual practice, that of your peers, and your patients and their care)?**

Being a successful leader in physical therapy means much more than just mastering my hands-on craft. If I don't learn about operational leadership I could be setting myself up for failure, no matter how good of a therapist I may be. This podcast was the perfect starting point as it provided me knowledge on the most important aspects of operational leadership. From here, I will look to dig deeper into each pillar operational leadership entails. After listening to this podcast I can say I have the general framework of how to be successful in this area. My individual practice will benefit as I build the tools and confidence as a leader, which will then build trust and buy-in from my peers. If we have a consistent and reliable value system as team, our patients will see the benefit in the positivity of the environment and our quality of practice.

**3. List and describe steps to be taken to ensure translation of the knowledge gained from completion of this task into your current or future practice, including how will any necessary changes to practice be advocated for?**

As learned through the podcast, the first step I will focus on is reviewing my value system and determining the culture I would like to create. From there it is my job to discuss this value system with my peers and assemble a great team that works together to exude these values. And lastly, the hope is to get great results in practice. To be a successful operational leader it will be essential to evaluate the results of our practice and continue to reflect and adapt accordingly. Seeking feedback will also be essential in my continued development.

To put it bluntly, if I do not translate the knowledge gained from this podcast into my current and future practice, I will very likely fail. Up until this point in my career I have been focused on technical skills, scientific learning, and communication. Leadership is an untapped realm that requires my attention now. I will advocate for my development by:

- Talking to experienced, successful leaders
- Completing more research in leadership (ie. Podcasts, peer-reviewed articles)
- Self-reflect and seek peer feedback in the early stages of my journey
- Prioritizing leadership learning opportunities as part of continuing education

**4. Considering how you will evaluate the effectiveness of your implementation of knowledge:**

- a. Which method of tracking change within your practice/patient outcomes will you use? E.g., Patient satisfaction, employer feedback, peer feedback, patient-specific outcome measures (BERG, 6MWT, FIM, etc.).**

Patient satisfaction, peer feedback, self-reflection

**b. Describe how you will identify when to use this tracking method and how you will implement it, track results, and affect change.**

Patient satisfaction – questionnaires to each patient at various stages of rehabilitative process as it relates to their experience with the therapist, staff, atmosphere & clinic operations

Peer feedback – performance reviews, weekly or biweekly check-ins with staff, team meetings

Self-reflection – setting aside time each month to review clinic operations and outcomes as they relate to quality assurance and aligning with set value system

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#### Management Example

When reviewing this example general submission form from the management domain consider the following:

- All responses are reflective of the knowledge gained and specific to the task completed.
- Included was a list of essential competencies and a description of how those were met by completion of the task.
- There is obvious reflection on the task and learnings.
- The tracking method chosen to evaluate the effectiveness of knowledge translation was specific to the task. Included in the description was how the effectiveness would be evaluated, when the tracking method would be used, how it would be implemented, and how results would be tracked, and changes made.



## Continuing Competency Program - General Submission Form

<b>Full Name:</b>		<b>SCPT #:</b>	
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<b>Domain:</b>	Management	<b>Task:</b>	Participation in a Course "Safety for Supervisors"
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***Please Note: To meet the requirements of the CCP, all questions must be answered fully.***

**1. Describe the task chosen and why it was chosen.**

I recently accepted a management position within the [REDACTED]. A "Safety for Supervisors" course was offered to all new managers. I wanted to enroll in this course to be able to provide my staff and the patients who attend my programs a safe environment. Being a new manager I identified the lack of knowledge that I had of the safety protocols, safety standards and ways to improve safety in my departments. The course was designed to help me achieve the goal of ensuring a safe practicing environment for my staff and a safe place for patients to receive care. This course allowed me to review the current safety standards of [REDACTED] and update any areas needing improvements. This course was also chosen to provide myself with a stronger background and understanding of [REDACTED] safety protocols, safety committees, and quality improvements initiatives within [REDACTED] and my department.

**2. Considering the [Essential Competencies](#) related to the Domain:**

**a. List at least two (one if domain is Leadership) Essential Competencies and describe how they were met by the completion of your task.**

- (1) Ensure a safe practice environment. Throughout the course, participants were encouraged and directed to review their department's working environment and staff engagement around safety. The course provided me with the tools to set up committees, staff engagement groups and patient advocates to develop a network to continue improving safety within my department. The numerous breakout sessions and on site safety training helped me to better identify safety risks and develop strategies on reducing these risks for my staff and patients in my department.
- (2) Engage in quality improvement activities. I was given new tools and methods on how to engage my staff and patients in my department on improving safety in my department. I learned how to create committees and develop methods within these committees to engage staff and patients on safety quality improvements. I and my newly created committee was able to identify a few items within our department to address and improve safety. As an example, there is a section of our global fitness gym that the overhead lights bother staff and patients. The staff tend to turn off these lights and this was identified as a potential safety risk to workout in the dark. My committee and I engaged the staff and patients to develop strategies and ways

to keep the lights on and also reduced the irritation from those light with the use of light shields from our Occupational Health and Safety department.

**b. How will your practice benefit (i.e. your individual practice, that of your peers, and your patients and their care)?**

My practice as a program manager within [REDACTED] will benefit by me being a more knowledgeable manager in regards to safety within my department and [REDACTED]. Allowing myself to understand the safety procedures, safety committees and ways on engaging my staff and patients in my department will help in providing a safe working environment. A more engaged staff and patient group will potentially avoid future injuries and negative situations in the work place. This added knowledge will also allow myself to develop strategies and procedures within my department to develop an environment where safety is paramount for myself, the staff and the patients we serve.

**3. List and describe steps to be taken to ensure translation of the knowledge gained from completion of this task into your current or future practice, including how will any necessary changes to practice be advocated for?**

The course was completed in August of 2022. I was able to develop a staff and patient safety committee in September to identify and address any concerns within the department, [REDACTED]. We meet as a group every month to discuss risks and concerns within the department, hospital and organization. I also receive feedback from the staff and patients on our daily huddles that I implemented in Sept 2022. This feedback is relayed to senior leadership if needed or addressed within the departments safety committee meetings.

**4. Considering how you will evaluate the effectiveness of your implementation of knowledge:**

**a. Which method of tracking change within your practice/patient outcomes will you use? E.g., Patient satisfaction, employer feedback, peer feedback, patient-specific outcome measures (BERG, 6MWT, FIM, etc.).**

We are tracking safety incidents using the [REDACTED] Safety Incident Data Collection Program and comparing the data from the previous years. The safety committee and I will be using this data to determine if our safety procedures have been making any impacts by seeing a reduction in safety incidents throughout the year. I will also be using patient and staff engagement/feedback forms to determine if we need to make any changes to how we engage with the staff and patients.

**b. Describe how you will identify when to use this tracking method and how you will implement it, track results, and affect change.**

I will be tracking safety incidents daily through our staff huddle and incident reporting systems. The staff huddle and incident reporting systems are ways for the staff to provided daily real time information to me on what potential unsafe areas have developed. The staff huddles are online WebEx meetings for



staff to provide feedback to myself and senior therapists. The incident reporting system is a [REDACTED] system for staff and patients to track and report incidents online or by phone.

I want to have daily updates on safety incidents to address concerns immediately if an incident occurred and we missed an unforeseeable item. I will also be reviewing the data monthly with our safety committee meetings to identify trends, high risk areas and ways to address these concerns. After we have collected the data, I will be reviewing the high risk areas and work with the staff and patients to address these concerns with monthly patient and staff meetings. These meetings will be used to find ways to implement the safety measures identified by the staff and patients.