

# College of Naturopaths of Ontario Council Review 2021

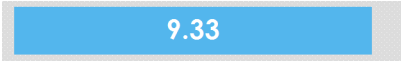
All - Patient Relations Committee

June 2021

**Confidential**

# Patient Relations Committee Self/Peer Review

## Average Rating by Competencies

Competency		Previous	Change
1.	Self/Peer Review	 9.33	N/A

## Competencies

### Patient Relations Committee Self/Peer Review

1. Participates with a good balance of listening and talking.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	1	0	0	0	3	7		
Overall Average						9.27						N/A	N/A

2. Is always prepared for Patient Relations Committee meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	1	0	0	3	7		
Overall Average						9.36						N/A	N/A

3. Willingly and constructively engages in difficult conversations when necessary.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	3	7		
Overall Average						9.7						N/A	N/A

4. Actively participates in all Patient Relations Committee discussions.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	3	7		
Overall Average						9.7						N/A	N/A

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5. Is independent and objective.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		1	0	0	0	0	0	0	0	3	7		
Overall Average						8.91						N/A	N/A

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6. Takes an active role in policy reviews when necessary.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	1	0	0	1	2	7		
Overall Average						9.18						N/A	N/A

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7. Is focused on delivering on the Patient Relations Committee's mandate.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	8	3		
Overall Average						9.27						N/A	N/A

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8. Doesn't hesitate to comment, criticize constructively, or disagree.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	7	3		
Overall Average						9.3						N/A	N/A

## Highest and Lowest Rated Questions

### Highest Rated Questions (High to Low)

Question	Competency	Overall
3. Willingly and constructively engages in difficult conversations when necessary.	Self/Peer Review	9.7
4. Actively participates in all Patient Relations Committee discussions.	Self/Peer Review	9.7
2. Is always prepared for Patient Relations Committee meetings.	Self/Peer Review	9.36
8. Doesn't hesitate to comment, criticize constructively, or disagree.	Self/Peer Review	9.3
7. Is focused on delivering on the Patient Relations Committee's mandate.	Self/Peer Review	9.27
1. Participates with a good balance of listening and talking.	Self/Peer Review	9.27

### Lowest Rated Questions (Low to High)

Question	Competency	Overall
5. Is independent and objective.	Self/Peer Review	8.91
6. Takes an active role in policy reviews when necessary.	Self/Peer Review	9.18
7. Is focused on delivering on the Patient Relations Committee's mandate.	Self/Peer Review	9.27
1. Participates with a good balance of listening and talking.	Self/Peer Review	9.27
8. Doesn't hesitate to comment, criticize constructively, or disagree.	Self/Peer Review	9.3

## Patient Relations Committee Effectiveness

## Average Rating by Competencies

Competency		Previous	Change
1.	Committee Effectiveness	9.75	N/A



## Competencies

### Patient Relations Committee Effectiveness

1. The Patient Relations Committee effectively discharges its responsibilities as set out in the committee terms of reference.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

2. The composition of the Patient Relations Committee provides for strong governance.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	1	0	0	0	0	2		
Overall Average						8.33						N/A	N/A

3. All members of the Patient Relations Committee actively participate and contribute to meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	1	0	2		
Overall Average						9.33						N/A	N/A

4. Sufficient time allowed to enable the Patient Relations Committee to undertake fulsome discussions.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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5. All members are prepared for Patient Relations Committee meetings.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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6. All members attend Patient Relations Committee meetings. (As set out in by-laws)

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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7. The Patient Relations committee appropriately exercises its authority and fulfills its duties and responsibilities authorized under the Regulated Health Professions Act, 1991.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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8. The Patient Relations committee bi-annually reviews relevant regulations made under the Naturopathy Act, 2007.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	1	2		
Overall Average						9.67						N/A	N/A

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9. Annually review all program policies and related procedures and appropriately report outcome to Council.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	1	2		
Overall Average						9.67						N/A	N/A

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10. Appropriately advises on and makes recommendations to the Council on policies and procedures governing the Patient Relations Program of the College.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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11. Appropriately administers, on behalf of the Council, the Funding for Therapy and Counselling Program of the College.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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12. Appropriately develops and monitors measures relative to preventing and dealing with the sexual abuse of patients.

	0	1	2	3	4	5	6	7	8	9	10	Prev.	Change
Committee Ratings		0	0	0	0	0	0	0	0	0	3		
Overall Average						10						N/A	N/A

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13. Please provide any additional feedback about the Patient Relations Committee that you would like to share.

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- Because of COVID -19 we meet on Zoom, so I am not sure of bi-annual review of regulations.

## Highest and Lowest Rated Questions

### Highest Rated Questions (High to Low)

Question	Competency	Overall
1. The Patient Relations Committee effectively discharges its responsibilities as set out in the committee terms of reference.	Committee Effectiveness	10
4. Sufficient time allowed to enable the Patient Relations Committee to undertake fulsome discussions.	Committee Effectiveness	10
5. All members are prepared for Patient Relations Committee meetings.	Committee Effectiveness	10
6. All members attend Patient Relations Committee meetings. (As set out in by-laws)	Committee Effectiveness	10
7. The Patient Relations committee appropriately exercises its authority and fulfills its duties and responsibilities authorized under the Regulated Health Professions Act, 1991.	Committee Effectiveness	10
10. Appropriately advises on and makes recommendations to the Council on policies and procedures governing the Patient Relations Program of the College.	Committee Effectiveness	10
11. Appropriately administers, on behalf of the Council, the Funding for Therapy and Counselling Program of the College.	Committee Effectiveness	10
12. Appropriately develops and monitors measures relative to preventing and dealing with the sexual abuse of patients.	Committee Effectiveness	10

### Lowest Rated Questions (Low to High)

Question	Competency	Overall
2. The composition of the Patient Relations Committee provides for strong governance.	Committee Effectiveness	8.33
3. All members of the Patient Relations Committee actively participate and contribute to meetings.	Committee Effectiveness	9.33
8. The Patient Relations committee bi-annually reviews relevant regulations made under the Naturopathy Act, 2007.	Committee Effectiveness	9.67
9. Annually review all program policies and related procedures and appropriately report outcome to Council.	Committee Effectiveness	9.67
1. The Patient Relations Committee effectively discharges its responsibilities as set out in the committee terms of reference.	Committee Effectiveness	10
4. Sufficient time allowed to enable the Patient Relations Committee to undertake fulsome discussions.	Committee Effectiveness	10
5. All members are prepared for Patient Relations Committee meetings.	Committee Effectiveness	10
6. All members attend Patient Relations Committee meetings. (As set out in by-laws)	Committee Effectiveness	10
7. The Patient Relations committee appropriately exercises its authority and fulfills its duties and responsibilities authorized under the Regulated Health Professions Act, 1991.	Committee Effectiveness	10
10. Appropriately advises on and makes recommendations to the Council on policies and procedures governing the Patient Relations Program of the College.	Committee Effectiveness	10
11. Appropriately administers, on behalf of the Council, the Funding for Therapy and Counselling Program of the College.	Committee Effectiveness	10
12. Appropriately develops and monitors measures relative to preventing and dealing with the sexual abuse of patients.	Committee Effectiveness	10