



ANNUAL REPORT
ANNUAL GENERAL MEETING
April 27, 2017

CONTENTS:

Board of Directors and Staff..... 3

Committees..... 4

AGM Agenda – April 27, 2017..... 6

AGM Minutes – May 14, 2016..... 7

Board Chair’s report..... 12

Registrar & CEO’s report..... 13

Finance Committee 17

Inquiry Committee..... 18

Disipline Committee..... 20

Quality Assurance (“QA”) Committee..... 20

Registration Committee..... 25

Examination Committee..... 25

Patient Relations Committee 26

Pharmacopeia and Diagnostic Referral (“PDR”) Committee..... 26

Board of Directors and Staff

BOARD MEMBERS

Rebecca Pitfield, ND – Chair
Vancouver, BC

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

Cathy Carlson-Rink, ND – Member
Langley, BC

Melissa Hyndes – Public Member
Port Moody, BC

Walter Lemmo, ND – Member
Vancouver, BC

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

Chris Spooner, ND – Member
Vernon, BC

Mary Manning – Public Member
Surrey, BC

STAFF

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

Sarah Pivnick B.Sc., LL.B.
Manager, Investigations and Regulatory Compliance

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

Debbie Ferreira
Executive Assistant (*maternity leave effective May 1, 2017*)

Danielle Hill
Executive Assistant (*effective May 1, 2017*)

Julie Aubin
Administrative Assistant

Committees
(contact c/o: CNPBC office)

COMMITTEE	MEMBERS	SEAT
DISCIPLINE	Kaajal L. Hayer, LL.B. Stefan Kuprowsky, ND Cameron McIntyre, ND	Chair, Public Member Member Member
EXAMINATION	Sanjay Mohan Ram, ND Jonathan Berghamer, ND Melissa Tofsrud <i>Additional Examiners:</i> Seema Kanwal, ND Rebecca Pitfield, ND Michael Tassone, ND	Chair Member Public Member
FINANCE	Chris Spooner, 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> Serenity, Aberdour, ND Gary Bechard Cher Boomhower, ND Eric Chan, ND Julia Christensen, ND Seema Kanwal, ND Shairoz Karim, ND Anna Kearns, ND Deirdre MacDonald, ND Heathir Naegaard, ND Gregg Turner Aaron VanGaver, ND Bob VanHorlick, ND Isis VanLoon, ND	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 Walter Lemmo, ND Brian Martin, 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 Member MD Public Member Public Board Member Government Appointee Public Member Pharmacist Public Member MD Public Member
REGISTRATION	Walter Lemmo, ND Karen McGee, 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>Assessors:</i> Ronald Reichert, ND Rodolfo Santos, ND Chris Spooner, ND Hamid Tajbakhsh, ND	Chair Member Member Member Public Member Public Member

AGM Agenda – April 27, 2017

TIME: 2:00 p.m. – 5:00 p.m.
(Registration from 1:00 – 2:00 pm)

LOCATION: Vancouver Convention Centre East
999 Canada Place, Vancouver, BC, V6C 3C1

- 2:00 | 1. **CALL MEETING TO ORDER** –
1.1. Introduction of Board Members
- 2:05 | 2. **ACCEPTANCE OF 2017 AGM AGENDA** –
- 2:10 | 3. **ADOPTION OF MINUTES OF 2016 AGM** –
- 2:20 | 4. **REPORTS** –
- 3.1 Read
- a) Chair
b) Registrar/CEO
c) Discipline
d) Finance
e) Inquiry
f) Quality Assurance
g) Registration
- 4:00 | 3.2 Grouped motion
4.1.1 Examination
4.1.2 Patient Relations
4.1.3 Pharmacopoeia and Diagnostic Referral
- 4:15 | 5. **AWARDS** –
- 4:30 | 6. **ELECTIONS – Pending Vacancies:**
- 6.1. **2-Year Term**
6.2. **2-Year Term**
- 5:00 | 7. **ADJOURNMENT** - Next AGM, Spring 2018

AGM Minutes – May 14, 2016

TIME: 9:16 am – 12:32 pm

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

- 9:16 | **8. CALL MEETING TO ORDER –**
8.1. Board Chair Cameron McIntyre called the meeting to order and introduced the members of the Board and the Registrar. It was announced that Karen McGee, ND who was nominated for election has withdrawn from the election.
- 9:20 | **1. ACCEPTANCE OF 2016 AGM AGENDA –** The agenda was accepted as presented.

Motion from the floor – That the 2016 CNPBC AGM agenda be accepted as presented.

CARRIED
- 9:22 | **2. ADOPTION OF MINUTES OF 2015 AGM –**

Motion from the floor – That the 2015 CNPBC AGM Minutes be accepted as presented.

Discussion -
Dr. Christoph Kind, ND indicated that the discussion after the IC report regarding marijuana is not recorded in the minutes as he remembers it.

CARRIED
- 9:25 | **3. REPORTS –**
4.2 Read
h) Chair – Cameron McIntyre, ND summarized his written report.
Motion from the floor – That the Chair’s report be accepted as presented.
Discussion -
There was discussion concerning the information session with various viewpoints expressed. A registrant raised discussion of an e-mail that had been sent from the College to CAND regarding aspects of their advertising campaign and various viewpoints were expressed.

CARRIED

i) Registrar/CEO – Howard Greenstein summarized his written report. He provided a summary of the history of the College. Howard referred to articles in the media regarding the serious case in Alberta. Reporters were investigating whether or not naturopathic regulatory bodies were regulating effectively. There are public notifications the College is required by law to post. Those were posted months earlier than the reporters enquiries. One reporter from a national media outlet mentioned to the College that the College appeared to be regulating robustly.

Howard indicated that as long as the government can trust the College is well regulated then threats to self-regulation are minimized. He summarized the complaints process involved by the IC, the importance of complete notes in patient clinical records, communication with patients, full description of treatments and costs involved, which can all prevent complaints. If a registrant has a complaint filed against them, they can seek legal advice and can contact their insurer.

A number of complaints in the past year have been regarding the use of unapproved substances, which can constitute professional misconduct and could result in suspension or revoking of a license as a worst case scenario. If a registrant is in doubt about whether or not a particular substance or treatment is authorized, they should contact the College.

The College is moving forward in improving overall communications, developing a newsletter, posting information on the website, responding to questions as quickly as possible.

The College is also involved in a multi-year public awareness campaign with the other health professions.

Motion from the floor – That the Registrar’s report be accepted as presented.

CARRIED

j) Discipline – Committee Chair Barry Long read his Discipline report.

Motion from the floor – That the Discipline report be accepted as presented.

CARRIED

k) Finance – Committee Chair Cameron McIntyre, ND reviewed the 2015 financial statement. He indicated that the registration fee revenues collected in 2015 is a gross amount with credit card processing fees included whereas the 2014 registration fee revenues collected indicated a net amount with the credit card processing fees removed. Capital costs for software and Board expenses were up in 2015. Committee expenses were up as well. Legal costs showed a large savings in that category. Bank

charges went up with the implementation of the fully automated payment processing system using Moneris. Wages increased with the addition of a part time new staff position as well as short term projects.

Motion from the floor – That the Finance report be accepted as presented.

Discussion -There was discussion about the observed increase in wages and benefits and the use of part-time and project staff.

CARRIED

l) Inquiry – Committee Chair Richard Meyer indicated that he is proud to be associated with this College. He stated that the College is doing a good job and registrants should be proud. He noted that published cases are the serious cases and they are increasing in complexity. The College has been able to resolve complaints without issuing a citation for a Discipline hearing. The IC acts primarily by consent. There were no citations issued last year. The public record with the HPRB is zero hearings from this College. One of the goals of the College is to try to minimize those. Howard Greenstein has taken this College personally and works hard. There have been a number of reporters investigating, trying to find “dirt” and there is no “dirt” to be found. Lorne Swetlikoff, ND, former College president worked hard in building the reputation of the College and that has continued. There is a good reputation in the community, which is reflected in Ministry’s view and in the view of other Colleges of health professions.

Cameron McIntyre commented that the IC is incredibly effective and efficient and so much of this is because of Richard Meyer.

Richard indicated that he is grateful to have experienced naturopathic doctors on the Committee like Dr. David Bayley and Dr. Penny Seth-Smith.

Motion from the floor – That the Inquiry Committee report be accepted as presented.

CARRIED

m) Quality Assurance – Committee Chair Stefan Kuprowsky, ND summarized his written report. He highlighted the addition of Sarah Sharp to staff the Committee has given the Committee the ability now to effectively move decisions made by the Committee into policy and transferred to the website. He indicated that going forward 10 required CE hours for those certified in Prescriptive Authority will be included within the total 40 required hours.

Dr. Kuprowsky noted that he common problems the Committee has found with practice reviews are that emergency medicines are expired, chart notes are not

adequate and some problems with the SOAP format of charting. Registrants are reminded that their best defense if a complaint is made against them is that chart notes are accurate.

Any certifications that cross over with one another require certification in both certifications.

Where registrants have completed training prior to the establishment of a certification, the committee has been reviewing that training to assess whether it may be equivalent in meeting the College's standards and requirements for the applicable certification.

Discussion-

There was discussion concerning the review of medical doctors' practices, the categories of CE's, the currency model and retention of records.

Motion from the floor – That the Quality Assurance report be accepted as presented.

CARRIED

n) Registration – Registrar Howard Greenstein summarized the Registration report.

Motion from the floor – That the Registration report be accepted as presented.

CARRIED

11:15

4.3 Grouped motion

4.3.1 Examination

4.3.2 Patient Relations

4.3.3 Pharmacopoeia and Diagnostic Referral

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

CARRIED

11:19

5 AWARDS – Awards were presented to this year's recipients who include the following:

- Dr. Rodolfo Santos, ND for outstanding contribution to the Quality Assurance Committee as an advisor/assessor and all of his work in the past year and a half.
- Dr. Cameron McIntyre, ND for his outstanding contribution as the Board Chair and his service on the board for the past 8 years.

Howard Greenstein mentioned that registrants volunteered to act as mentors as part of Inquiry Committee consent agreements and they will be recognized privately. He indicated that registrants in long term practice who act as mentors

are very helpful. Howard also recognized Richard Meyer, Chair of the Inquiry Committee and its members David Bayley, ND and Penny Seth-Smith, ND for their role in dealing with each case brought before the IC. Stefan Kuprowsky, ND was also recognized for his ongoing contributions as Chair of the Quality Assurance Committee.

11:28 | **6** ELECTIONS – Pending Vacancies: each nominee was given two minutes to speak on why they would like to be elected to the College board. The following registrants were elected in the election.

6.1 Two-Year Term – Cathy Carlson-Rink, ND

6.2 Two-Year Term – Chris Spooner, ND

12:32 | **7** ADJOURNMENT - Next AGM, SPRING 2017

Board Chair's report

The College has enjoyed a very productive and busy year. We have continued to work hard to ensure that we are impeccably regulated while, at the same time, managing the incredible growth of the naturopathic medical profession in BC. We want our patients to be safe and our fellow naturopathic physicians to be capable, reliable, and practicing excellent medicine. The College has worked hard to ensure that you can feel proud to be a naturopathic doctor and know that your patients are safe in choosing a licensed professional. Our incredible registrar, Howard Greenstein and all the staff at the College continue to inspire me with their dedication and work ethic. In addition, we benefit from the outstanding work by our various committees and are grateful to the expertise of our committee members. Their contributions and accomplishments will be outlined later in this report. We are extremely fortunate to have such a hard working and dedicated team at the College.

In addition to the overarching goal of excellent regulation, my objectives as Board Chair have been two-fold: firstly, to introduce board governance training with the objective of supporting our Board members and strengthening our Board. The second priority has been to improve communications both within the profession, with other organizations, and with the Ministry of Health.

The College Board had its first Board training session at our planning meeting last June. We reviewed the role of the College, revisited our fiduciary duties, the role of Board members and discussed identifying and managing conflicts of interest. In September, our Board attended the Council on Licensure, Enforcement and Regulation (CLEAR) conference for professional Board governance training. The feedback from the Board members on the training this year has been very positive. As a result, Board cohesiveness and collaboration have been strong and we have had a highly efficient and productive year.

Another important goal for the College this year has been effective communications. The College focused on improved customer service for our registrants. We ensured our staff was receptive and available for your questions, concerns and feedback. The College Communicator newsletter was launched back in December and both issues have been very well received. Our information system and its Registrant Online Self-Service System (ROSS) is now in its third year of providing increased efficiency for renewals and CE reporting. As it expands and is continually improved, registrants will find increased expediency and availability of information, while the College will see savings in resources as well as improved efficiency. We continue to seek feedback and are grateful for your phone calls and emails letting us know how we are doing and ways we can improve.

Our Board has focused on inter-organization collaboration this year. This was another priority I had for our College as Board Chair. We worked to enhance the relationships we have within the profession as well as to create new alliances to benefit the profession. This has resulted in many productive meetings over the year. The College has initiated regular meetings with the BCNA and is working to streamline the communications between the two organizations. The CAND and our College have also met and communicated regularly. They have indicated that they have appreciated our feedback and effective regulation. Howard and I welcomed the opportunity of attending the Canadian Naturopathic Coordinating Council (CNCC) meeting last month where we continue to bring a regulator's perspective to the table.

Howard and I went to Toronto for the very first meeting of all the provincial regulators of naturopathic medicine across Canada. This was an opportunity to share resources and strategies and build relationships between the provinces to support the naturopathic profession in Canada. It was also a reminder that we are leading the charge in this country as a regulator. When it comes to the size of our scope, our reputation with the Health Ministry and our positioning with respect to other health professions, the other provinces are looking to us as leaders.

In addition to building relationships with professional organizations within naturopathic medicine, we are also regularly engaged with the other Health Profession Colleges. Howard has been a major contributor to the BC Health Regulators events and activities. This has allowed us to gain from the resources of larger colleges as well as maintain relationships with the other Registrars from the other BC health professions.

While we have focused on enhancing communications within the profession, we have also worked hard to develop relationships with government. Mark MacKinnon is the Director of Professional Regulation and Oversight and he oversees health profession regulation for the Ministry of Health. We were very fortunate to have him attend our recent Board meeting and enjoyed a productive meeting with him. We addressed questions such as the delays in gaining Pharmanet access and obstacles to diagnostic testing referrals and direct referrals to specialists. Our Board members were given an opportunity to discuss with him how these limitations on our profession are impacting the safety of our patients, as well as to alert Mr. MacKinnon to the pressing nature of these issues. Continuing to foster the relationships with Ministry officials is crucial to our growth as a profession. We will strive to make our concerns known at every opportunity and continue to meet the College's mandate of ensuring the protection and safety of the public during this period of expansion and growth of the profession in BC.

Our profession is expanding and changing at a rapid pace. It is crucial that with this growth we always hold true to our naturopathic values. These values define us and have kept us strong and thriving as a profession against all odds. Our College will continue to remain true to these values and support the conversations that our profession needs about who we want to become and how we can hold true to the philosophy of our medicine as we continue to grow. We will ensure that as a profession we will do no harm and we will continue to be the protectors of the privilege of self-regulation. We will endeavor to do our jobs so well that no one will challenge this privilege that has allowed us to regulate ourselves as naturopathic physicians according to our foundational values. As the Chair of the Board I am committed to these goals and honoured to serve this profession to the best of my ability.

Respectfully submitted,

Rebecca Pitfield, ND
Board Chair

Registrar & CEO's report

The 2017 AGM marks the end of my tenth year as Registrar and CEO of the College. It has been an honour and a privilege to serve in this position. This annual report is a report on the 2016

calendar and fiscal year, but I would also like to take this opportunity to remind all registrants of some of the accomplishments and developments over the past decade.

My first mission from the Board in 2007 was multi-faceted. I was tasked with developing the College's position on clarifying naturopathic physicians' scope of practice. This was to be accomplished by means of restricted activities to be included in the *Naturopathic Physicians Regulation*. It was necessary for the College to negotiate with government for those changes. I was also directed to demonstrate to government that the College had the capacity to implement and regulate prescriptive authority for naturopathic physicians. This work was undertaken on the shoulders of the successful work previously done by the BCNA and many individual registrants who had worked with patients to ensure that members of the public made submissions to the "Conversation on Health" that was implemented by government. The College then had ongoing communications with the Ministry of Health to lay the foundation for specific negotiations concerning the scope of practice of naturopathic doctors and an implementation plan for prescriptive authority.

In April of 2009, after two years of intensive efforts by the College, the government announced that naturopathic doctors in BC would be the first in Canada to have prescriptive authority and a comprehensive, articulated scope of practice. This monumental step forward involved many Board meetings and meetings between the Board Chair, Dr. Lorne Swetlikoff, ND, Daryl Beckett, then Director of Professional Regulation for the Ministry of Health, and myself, as well as the personal involvement of the Minister of Health at that time, the Honourable George Abbott. These meetings gave rise to these important changes to the *Naturopathic Physicians Regulation*. A crucial factor in the final negotiations that resulted in the April 2009 Throne Speech announcements was that the Ministry of Health expected the College of Naturopathic Physicians to be a "robust regulator". That commitment has been taken seriously by the College board and staff since that time.

By 2010, working collaboratively with the inter-disciplinary members of the newly created Pharmacopoeia and Diagnostic Referral (PDR) Committee, the College implemented prescriptive authority. A course for certification in Prescriptive Authority was created with the assistance of the Boucher Institute of Naturopathic Medicine and the UBC School of Pharmacy faculty. The Board and the PDR Committee, (which includes medical doctors and pharmacists, as well as naturopathic doctors, public board members and other appointees), approved the Standards, Limits and Conditions for Prescribing, Compounding and Dispensing Drugs, as required by the bylaw changes introduced in 2009. The first class graduated from the prescribing course in 2010. Since that time, the proportion of licensed naturopathic doctors who are also certified in prescribing authority has grown to be the majority (82% of all full/practicing registrants by December 31, 2016). Each year, the PDR Committee, with great reliance upon the work of the Sub-committee on New Drugs, reviews new drugs on the market and makes recommendations for Board approval regarding new drugs to be included within the scope of practice of naturopathic doctors and those that will be excluded. There is a new list of drugs that has gone through that process that should be posted within the next few days.

In the years since, there have been many queries addressed by the College about various practices and whether or not they were within the scope of practice. Sometimes, those queries have necessitated review by various committees and the Board in order to arrive at a conclusion. At other times, aspects of practice of individuals have come to the attention of the College by means

of the complaint process. While the profession's track record with the use of prescriptive authority has been a very positive one, there have been instances where the use of scheduled substances has played a prominent role in complaints. The public notification section of the website contains the legally required notice of matters considered to be "serious matters" under the *Health Professions Act (HPA)*. It is recommended that all registrants familiarize themselves with the public notifications section of the website, to gain a sense of what types of complaints have been noticed as serious matters under the *HPA*. The nature and complexity of complaints has changed over the past decade. The College has been fortunate in having a skilled and experienced Inquiry Committee and excellent staff in meeting its mandate to protect and serve the public in this important area.

Over this same time period, the College was also challenged by the Ministry of Health to strive to be at the leading edge of quality assurance (QA) processes. After studying some of the leaders in this area, the College developed the self-review, peer review and practice review processes. The practice reviews have been productive and we have had positive feedback from participants. Other Colleges have now adopted practice reviews as the new standard in quality assurance. The QA Committee has also been very active over this period, reviewing and recommending specified practices as appropriate for certifications and specifying required training courses for approval by the Board. In recent years, the College has identified several specified aspects of practice that require certification, including: a range of aesthetic procedures, advanced injection therapies, immunization, IUD placement and removal. The College's mandate is to protect the public. This includes setting standards for training for the specified aspects of practice. Similarly, regulating those certifications is part of the mandate, including the investigation of complaints concerning those practices and taking action to protect the public under the *HPA* when required.

The College benefitted from collaborative relationships formed with other health Colleges in developing prescribing authority, particularly the College of Pharmacists and College of Registered Nurses. The College continues to work diligently to develop the BC Health Regulators as a collaborative entity that has resulted in several joint efforts and good relations with the Ministry of Health. The College continues to participate in a multi-year, collaborative public education campaign that contains the core message that members of the public should choose licensed health care professionals when they seek health care. Similarly, the BCHR members agreed upon an interpretation of public notification requirements under the *HPA* and a common framework for patient relations under the *HPA*. Recently, all health Colleges in BC participated in a signing ceremony with First Nations representatives concerning cultural sensitivity and the commitment of all regulators to a process of development.

The College has also continued its tradition of collaboration with national organizations, including the Canadian Naturopathic Coordinating Council (CNCC) and the Canadian Association of Naturopathic Doctors (CAND). The Board Chair and I attended the first meeting of the Canadian Naturopathic Regulators. The College has also had a series of meetings with the Ministry of Health and other Colleges. Recently, senior Ministry of Health staff attended a College Board meeting to discuss matters of mutual interest, including the College's mandate and the difference in roles between Colleges and associations. The College has also had a series of meetings with BCNA.

In 2016, the College continued to refine its internal processes and the development of our computer information system. Automated registration renewal was successful again for 2016 and 2017, with

staff taking proactive action in December 2016 to assist registrants who had issues with renewal. The Registrant Online Self-service System (ROSS) continues to be developed to serve registrants better. The College continues to work with our information technology (IT) contractor to ensure that the College's system is constantly improving. This has been a major undertaking for an organization of the College's size and we continue to strive for this to be a strong positive asset for the College.

The area of health profession corporations (HPC's) has been under review, with staff spending considerable efforts to assist individuals who had issues with their HPC's. The Board has approved clarifications of a number of policies and procedures that have been posted on the website and/or communicated to all registrants by e-mail.

The College continues to work collaboratively with many individuals and organizations in order to remain current. I believe that our College is a leader in health professional regulation in BC and nationally. The leadership of our current Board Chair, Dr. Rebecca Pitfield, ND and our Board members has been a significant factor in the stability and success of the College. The enormous contributions of our committee Chairs and committee members to moving the College forward cannot be stressed enough. Much of the College's substantial workload is undertaken and facilitated by College committees and the inspectors and assessors who are affiliated with these committees. Many of the College's registrants have volunteered for committee service and have found satisfaction in doing so. I would encourage all registrants to consider volunteering for committee service at some point during their careers.

The profession of naturopathic medicine has grown considerably in scope and complexity in BC over the past decade. While media coverage nationally in the past year has been challenging, members of the national media who have examined the College and its work in BC have been positive, independently stating that the College is a "robust regulator". Coincidentally, this is the same language as used in the commitment made to the Ministry of Health over the past decade. It is essential, not only for the protection of the public, but also to maintain public confidence in the profession of naturopathic medicine, that the College meet its duty and objects under the *HPA* and continue to both be perceived as and actually be a "robust regulator". My personal thanks go to all registrants who understand the College's statutory mandate and who have assisted the College in pursuing this mandate. By ensuring that the College can effectively serve and protect the public, you are also contributing to public confidence in your profession.

As a matter of personal privilege on my tenth anniversary as Registrar, I would like to take this opportunity to personally thank everyone I have worked with over the past decade. With no disrespect intended to those who I do not name here, I want to go on record with special thanks to the following individuals for their efforts and assistance to me in fulfilling my duties as Registrar and CEO. Special thanks to Board Chairs past and present, specifically Dr. Rebecca Pitfield, Dr. Cameron McIntyre, Dr. Karen Parmar, Dr. Lorne Swetlikoff; Dr. Stefan Kuprowsky, former Board Vice-Chair, Acting Board Chair, QA Chair and practice consultant; Richard Meyer, JD, public Board member for many years and Inquiry Chair; Barry Long, LL.B., public Board member, former Discipline Chair, Inquiry Committee member; Mary Manning, public Board member; Dr. Chris Spooner, Board member and Finance Chair; Dr. Kelly Farnsworth, past Board member and Finance Chair; Dr. David Bayley, Chair Emeritus, Examinations Committee and Inquiry Committee member, Penny Seth-Smith, Inquiry Committee member; staff members Sarah

Pivnick, Sarah Sharp and past staff member Pip Stanaway. Lastly, I want to thank and give my very best wishes to my Executive Assistant, Debbie Ferreira, who has served the College faithfully for many years and has been of very special and capable assistance to me for the past decade. Debbie is going on parental leave after the AGM and we at the College wish her all the best.

I wish all the best of health for you and your patients in the coming year.

Respectfully Submitted,

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

Finance Committee

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

For 2016, the Board appointed BDO Dunwoody as accountant for its annual Review Engagement. The accounting firm of Lam Lo Nishio continued to do bookkeeping in concert with College staff.

The College Board has been engaged in a multi-year planning process regarding the College's resources required to meet its statutory mandate. For the 2016 fiscal/calendar year, the Board's projections of the College's financial requirements proved to be quite accurate.

Despite a very busy year, which had the College very active on a number of complex Inquiry cases, the College successfully managed costs. Legal and investigative fees, as well as overall committee expenses were well managed, with minor increases in some areas reflecting areas of increased activity. Despite the need to manage a number of complex files, legal costs were again managed well resulting in stable legal costs comparable to last year. This was largely attributable to planned cost containment strategies and the efforts of the staff team and committees. There were no Discipline hearings in 2016, which would be the single most important factor resulting in increased legal costs if the need arose in future.

The College managed within its planned budget, resulting in a break-even budget, including a small contribution to the contingency fund. The Board is committed to building the contingency fund to recommended levels over the next few years. In its fall budget planning, the Board approved no increases to any fees for the 2017 year.

The 2016 financial statements show a picture of a high level of activity, continued management of legal costs and a balanced statement of operations. As legal costs related to Inquiry activities and other College operations continue to be the area of greatest uncertainty, decisions were made in recent years to invest in staffing resources for the Inquiry Committee initially, and subsequently

the Registration Committee, QA Committee, PDR Committee and other committees. These investments have resulted in the resolution of a number of complex Inquiry matters by consent order, eliminating the need to hold discipline hearings. This also resulted in the containment of other external legal costs related to other College operations. 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 continued savings in legal costs compared to earlier years cannot be relied upon annually, as they depend upon the complexity and frequency of complaints and investigations of misconduct.

Investment in professional development continued, including Board training in board governance. The costs of the IT project are amortized over a number of years, and have been very low compared to costs for other organizations, due to the College being an early adopter of this technology.

The efforts of all committees are noted by the Finance Committee. The financial cost of this expertise to the College was minimal in comparison to its value. The Finance Committee acknowledges the in-kind value contributed by committee members, inspectors and assessors, both registrants and public members.

The Finance Committee acknowledges the excellent representation that the profession has on committees. At this time, there are more naturopathic doctors involved with committees, including members, inspectors, assessors and advisers, than are required under the *Bylaws*. The generous donation of time and energy of these registrants offers significant value to the College's efforts, and is essential in managing financial costs to the College.

The College has managed well within its available resources in 2016. The budgeting process continues to successfully ensure that the College functions effectively. In 2016, the College has continued to meet its mandate and has been recognized as effectively regulating the profession. Financial projections for resources to meet that statutory mandate have been accurate for the 2016 year, as has been the financial management of those resources. The budgeting process will continue to be dictated by fiscal necessities involved in ensuring that the College has the resources required fulfill its statutory mandate as described in the *Health Professions Act* and *Bylaws*.

Inquiry Committee

The statutory mandate of the Inquiry Committee is to protect the public. The Inquiry Committee investigates complaints, and may also initiate an investigation into a matter on its own motion. Under the *Health Professions Act (HPA)*, the Inquiry 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 directing that the Registrar issue a Citation for a discipline hearing.

The College endeavours to resolve complaints early in the process where possible. Of the 35

investigations initiated in 2016, only one was able to be resolved at an early stage by the Registrar. The remaining 34 investigations were considered by the Inquiry Committee. In 13 of these, the Inquiry 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 investigation.

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 Inquiry Committee may negotiate consent orders with the registrants under investigation. Consent orders are intended to protect public safety, are commensurate with the seriousness of the misconduct, and may include rehabilitative measures such as directing a registrant to complete a course or undergo a practice review by the Quality Assurance Committee.

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 impose a temporary suspension pending the outcome of an investigation. The Inquiry Committee has used all of these regulatory tools in various cases. In 2016 the Inquiry Committee resolved seven investigations by consent order and continued to monitor compliance with several consent orders resulting from complaints initiated in 2013, 2014 and 2015.

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 *HPA*. There were no Citations issued in 2016.

The *HPA* permits the Inquiry Committee to take extraordinary action by imposing limits and conditions or suspending a registrant on an interim basis pending completion of the investigation where the Committee considers such action necessary to protect the public. The Inquiry Committee took such extraordinary action once in 2016, imposing interim limits and conditions on a registrant due to concerns that the registrant may have failed to obtain informed consent to treatment, misled a patient as to the nature and/or identity of injected substances, and practiced outside of the scope of practice of a naturopathic physician.

Allegations before the Inquiry Committee in 2016 included: inappropriate initial or follow-up treatment (12), inadequate informed consent (2), use of substances and/or procedures outside the scope of practice of naturopathic doctors (7), unprofessional or inadequate communication (9), false or misleading advertising claims (3), and fee-splitting contrary to the *Code of Ethics* (2).

The College is required to notify the public when it has concluded its investigation of a "serious matter", which is defined under the *HPA* and includes any matter which, if admitted or proven, would ordinarily result in an order by the Discipline Committee imposing limits or conditions on a registrant's practice, suspending the registrant's licence, or cancelling the registrant's license. Serious matters generally place high demands upon the College's investigative and legal resources. The College considered five serious matters in 2015 and three in 2016.

As in previous years, many complaints have included allegations suggesting an element of miscommunication (or lack of timely communication), 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.

The Chair wishes to thank the Committee members, the inspectors, and staff for their ongoing dedication in making the work of the Inquiry Committee a success.

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 case, the Discipline Committee may dismiss the matter or find that the Citation has been proved. Upon a finding that the Citation has been proved, 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 receive any Citations for Discipline hearings in 2016 and there are none pending.

Quality Assurance (“QA”) Committee

The Quality Assurance Committee has a crucial role in upholding the College's mandate to ensure that our registrants practice safely, ethically, and competently. The Committee is consistently working to develop and 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 leadership provided by the Board, and the hard work and dedication of the Committee members and assessors, contribute to the high regard for the naturopathic profession in BC and across Canada.

We are pleased to report that the QA Committee has had another productive year. The QA information on the College website is regularly updated and registrants are invited to provide feedback on areas requiring further information. Here are few highlights from 2016 ...

Continuing Education – Reminder: Report your CE by December 31, 2017

The QA Committee and the College were impressed with the results of our first-time reporting CE hours through the [Registrant's Online Self-Service \(ROSS\)](#) system. Staff have been pleased to assist registrants to learn the ROSS system, and have received considerable positive feedback. We

are confident that this process will continue to improve the efficiency and accuracy of CE reporting.

Current CE Period: January 1, 2016 - December 31, 2017

2017 is the second half of the 2016-2017 two-year CE reporting period. Registrants are reminded that, for every CE period, you must complete 40 CE hours per CE period. This includes a minimum of 5 hours in Category A, 15 hours in Category B, and the remainder in Categories C, D, and E. Registrants who hold certification in Prescriptive Authority must complete ten (10) hours in Category F. Please be reminded that the Category F hours may now be counted toward the 40 hour requirement. The College has posted a list of approved Category F CE courses in the Forms & Resources area of the ROSS system and this list will be updated on an ongoing basis.

Registrants are encouraged to upload their CE hours and supporting documentation throughout the year by accessing the ROSS system. 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 their own hardcopy original records as part of their professional portfolio (for example, it will be important to have these available during a practice review).

If you have any questions regarding CE requirements and policies, please feel welcome to contact the College and staff will be pleased to assist you.

Education, Service & Professional Development Activities (Category D)

Registrants are reminded that Category D CE hours are available for education, service & professional development activities. The College accepts up to a maximum of 10 hours per CE period for the following Category D activities. Unless otherwise noted, hours are granted on the basis of one (1) hour for each two (2) hours of activity. When uploading these CE hours in the ROSS system, registrants should submit a brief summary of the activity.

- Teaching: offering courses or workshops to either the public or other professionals. (Summary should include details regarding the course name, date, and location.)
- Service: serving on Committees or Boards of the College or the BCNA. (Summary should include details regarding which Committee or Board.)
- Professional Development: attending courses related to personal and professional development including accounting, business, communication skills, financial management, leadership development, office management, public speaking, and related topics. (Summary should include details regarding the course name, date, and location.)
- Preceptorship and Mentoring: offering preceptorship for a student or supervising another registrant as part of a mentorship program. Exception: hours are granted on the basis of two (2) hours per day. (Summary should include details regarding dates and timing, the general nature of the supervision or mentorship, and the name of the student or health professional.)

Currency Model for Certifications (Category E)

The Board has approved the QA Committee's recommendation for an exception to the Category E CE hour requirements for certifications. Currently, the College's bylaws require that registrants complete two (2) hours of Category E CE per two-year CE period per certification. Under the currency model, the frequency with which a registrant practices the certification may be sufficient

to satisfy the CE requirements. Based on registrant feedback, the currency model has been simplified from the format that was originally proposed.

Tips for Reporting Currency of Certifications for CE

Registrants who provide evidence of having performed at least 50 treatments under a given certification in a CE period may be exempted from the usual Category E CE hour requirement (for an average of one treatment every two weeks in each certification).

- A registrant should maintain records of their currency for submission to the College at the end of the CE period (through the ROSS system), and be prepared to provide supporting documentation in the event of a Practice Review by the QA Committee.
- Many billing programs can provide a summary of specific treatments or a registrant may need to keep track of treatments manually (template weekly and monthly Tracking Logs are available for download from the Forms & Resources area of the ROSS system).
- 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.

Registrants with Certification in Prescriptive Authority (Category F)

As announced at the AGM last year, the Board approved the QA Committee's recommendation to simplify the CE policy regarding the CE requirements for registrants who hold certification in Prescriptive Authority. Registrants with certification in Prescriptive Authority must complete 10 hours for Category F, and those hours are now included in the total of 40 hours per CE period. This means that the total number of hours for registrants with Prescriptive Authority is the same as for all registrants (40 hours). Be sure to check the list of approved Category F CE courses in the Forms & Resources area of the ROSS system. For more information regarding CE courses and the course approval process for Category F CE, please visit the College's website in the For Registrants > Continuing Education Requirements area.

Practice Reviews, Peer Reviews and Self-Reviews

Practice reviews are an important and integral part of the College's Quality Assurance Program. The process is an excellent opportunity to assess and improve naturopathic doctors' practices. Each year, at least fifteen (15) registrants are randomly selected for a practice review. When a selected registrant works in a place of practice with other registrants, all the registrants working at that place of practice will be reviewed. This is an efficient process since the reviewers will already be on-site and since many of the review items relate to all the registrants sharing the same clinic environment (e.g. the Naturopathic Office Checklist and Emergency Medical Kit Requirements). Registrants are encouraged to review the Practice Review Checklist, which is available in the Forms & Resources area of the ROSS system.

The purpose of practice reviews is to ensure that all registrants and clinics are operating at the standard expected of naturopathic physicians in BC. The process is designed to be transparent, educational and supportive. Our experience has shown it to be a valuable learning experience for both the registrant and the reviewers. The practice review is an opportunity for the College to engage in a dialogue with registrants at their place of practice, and to help them identify areas of strength and opportunities for improvement. Registrants often report that the practice review process is helpful and informative, and it continues to represent one of the most effective and beneficial methods of Quality Assurance in the profession that we have available to us today.

Helpful Reminders and Resources

- Registrants are responsible for ensuring that their contact information and current places of practice are up-to-date with the College, and may update this information in the ROSS system. If you cannot find your practice location in the system, download a Place of Practice Information Form from the Forms & Resources area of the ROSS system, and send it to the College so that staff can update the system.
- The Standards of Practice areas of the College's website contain helpful documents which the assessors will reference in conducting the review, including:
 - *Naturopathic Office – Checklist*
 - *Emergency Medical Kit Requirements – Checklist*
 - *Practice Review – Checklist*

These forms are all available for download from the Forms & Resources area of the ROSS system.

Maintain a “Professional Portfolio”

Registrants are expected to keep records of their CE and Certifications. Now that many of the CE and Certification procedures have been transitioned to being accessible online, it is important for registrants to maintain hard copies of these items accessible for review by the QA Committee in the event you are chosen for a Practice Review. All registrants should maintain an up-to-date professional portfolio which includes having hard-copy records of the following:

- *Self Review* – completed for the current period (every 2-years)
- *Peer Review* – completed for the current period (every 2-years)
- *Practice Review* – copy of last report, if any
 1. Proof of qualifications (CPR, ACLS or NCLS)
 2. Proof of CE activities and currency tracking logs (templates logs are available for reference in the Forms & Resources area of the ROSS system)
 3. Proof of certifications and training
 4. Proof of insurance
 5. Health profession corporation permit documents (if applicable)

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. Do 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 needed. Adequate record keeping also provides important evidence in the event of a complaint against a registrant.
- Certifications and Qualifications: Registrants must have the appropriate certification(s) for the treatments and procedures 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 but without the necessary certifications and qualifications (ACLS or NCLS) are practicing without legal authority under the *Health Professions Act*.

Standards of Practice & Certifications

The College protects the public by maintaining and publishing standards of practice, including certification requirements. The College continues to update its policies, guidelines, and standards to ensure that certification standards and requirements are easily understood and transparent.

Review of Certifications

As naturopathic physicians, we understand that our field continues to evolve and that we must ensure that the standards are maintained. For certain aspects of practice, practice requires additional training and certification from the College. The QA Committee is continuing its review of the College's certification process. Some registrants have made suggestions regarding some certifications, and the Committee will consider this feedback as it moves forward in determining whether such changes are appropriate.

Training Requirements and Course Providers

The QA Committee has continued to review and update the courses that satisfy the training requirements for College certifications. The College understands that registrants are seeking local, cost-effective training programs. Thanks to improvements in the course review process, more courses have been approved by the College creating more options for registrants. The Committee will continue to work with registrants and course providers to ensure that they understand how to develop programs that satisfy the College's standards and training requirements.

Reminders

Registrants are reminded about the following limitations to the scope of practice:

- 1) Laser energy – The cutting or destruction of tissue using laser energy is not permitted until such time as government approves such a restricted activity for naturopathic physicians.
- 2) Ultrasound – It is within registrants' scope of practice to utilize ultrasound in clinical practice and review ultrasound reports from a radiologist, but registrants are not permitted to use ultrasound for diagnostic purposes.
- 3) Minor Surgery - Registrants must only engage in minor surgery within the definitions in the *Naturopathic Physicians Regulation*.

Committed to Quality Assurance

The College is committed to the highest standards of professionalism for naturopathic medicine in BC and to fostering a culture of continual professional development. With the support of the QA Committee, the College promotes best practices through CE requirements and the publication of practice guidelines, as well as through constructive practice reviews. With the addition of dedicated staff support, the QA Committee has been able to dramatically increase its professionalism, workload and accomplishments. The strength of our QA program is a credit to the commitment and diligence of the QA Committee, the Board, the College staff, and the professionalism of all our registrants.

Registration Committee

The Registration Committee works with the Registrar to make decisions concerning registration matters and recommend required policy changes to the Board. As provided for under the *Health Professions Act*, the Committee has formally delegated routine registration matters to the Registrar. When required, non-routine applications (e.g. applicants from other jurisdictions and some instances of applicants seeking reinstatement from non-practicing to full (practicing) registrant class) are brought to the Committee for direction.

In addition, the administration of certifications forms part of the routine registration matters that the Registration Committee has delegated to the Registrar, including reviewing the applications for certification to ensure that they meet the requirements, processing the application and annual renewal fees, and entering and removing the notation of the certification as required.

The College is committed to ongoing improvement of the Registrant's Online Self-Service (ROSS) system, the renewal process, and the College's Public Register, and we welcome registrant input on these services. We continue to receive positive feedback regarding the added convenience and efficiency of the information that is available in the ROSS system, and the ease with which records can be updated.

In 2016, a total of 47 new licenses (certificates of registration) were granted in the calendar/fiscal year. By the end of the year, the total number of registrants increased to 612. This includes 503 full (practicing) registrants and 109 non-practicing registrants. To facilitate a smooth 2017 renewal, College staff proactively contacted registrants to assist with their annual renewal processes, and thus the number of registrations that were cancelled under the bylaws due to a failure to renew remained low.

College staff and the Committee continually review policy matters concerning aspects of registration and make recommendations to the Board as appropriate. Most recently, the Committee recommended policies to the Board regarding parental leave and the restoration (or reinstatement) of certifications, both of which were approved by the Board.

Examination Committee

The Examination Committee advises the Board and Registrar concerning the appropriate testing of knowledge and skills of applicants for registration. The Committee advises the Board and Registrar regarding the examinations to be taken by applicants for registration, 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 to ensure that the College's examinations assess the depth of knowledge of applicants. In 2016, the Committee and its examiners invigilated the two general annual sittings of the College's Oral/Practical and Jurisprudence Examinations, in February and August. The College also offered interim sittings of the Jurisprudence Examinations (in May and November), as well as Oral/Practical 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.

In 2017 the Committee will review the *Framework for a Model Patient-Practitioner Relationship Program for BC Health Regulators* in order to provide appropriate recommendations to the Board regarding implementation and, if approved, development of a specific program addressing the objectives of the Framework. The College has worked collaboratively with the BC Health Regulators (BCHR) to establish the common framework and a commitment to establishing collaboratively created content for a patient relations program.

Pharmacopeia and Diagnostic Referral (“PDR”) Committee

The Pharmacopeia and Diagnostic Referral (PDR) Committee was established under the College *Bylaw* revisions required by the *Naturopathic Physicians Regulation* in order to implement prescriptive authority and diagnostic access for naturopathic physicians. The Committee is multi-disciplinary, and the College would like to thank the pharmacists, MDs, and public members on the Committee for their collaborative efforts in working with the naturopathic doctors on the Committee.

Each year the PDR Sub-Committee on New Drugs performs an annual review of new drugs released to the market and makes recommendations to the PDR Committee as to which new drugs should be included or excluded for access by naturopathic doctors with certification in *Prescriptive Authority*. Recommendations are then forwarded to the Board for review and approval. The Committee gratefully acknowledges the work of Dr. Deborah Phair, Dr. Glenda MacDonald and Kathy McInnes for their outstanding contributions on the Sub-Committee in undertaking the technical reviews of new drugs on the market.