

College Performance Measurement Framework (CPMF): CRTO 2023 Summary Report

Background

The CPMF was developed by the Ontario Ministry of Health (MOH) to answer the question, “how well are Colleges executing their mandate, which is to act in the public interest?” This initiative is intended to:

1. strengthen accountability and oversight of Ontario’s health regulatory Colleges; and
2. help Colleges improve their performance.

Beginning in 2020, health regulatory Colleges began reporting annually on 14 performance-based standards within seven measurement domains. The report also includes 14 context measures to provide statistical data related to the standards.

CPMF Measurement Domains

1. **Governance** (3 standards and 21 measures)
 - Competent and effective Council and Committees; transparent decision-making process and actions
2. **Resources** (1 standard and 4 measures)
 - Responsible stewardship of human and financial resources
3. **System Partners** (2 standards - measures not scored)
 - Active engagement with other health regulatory Colleges and system partners
4. **Information Management** (1 standard and 2 measures)
 - Collected information that is protected from unauthorized disclosure
5. **Regulatory Policies** (1 standard and 3 measures)
 - Policies, standards of practice, and practice guidelines that are based on the best available evidence
6. **Suitability to Practice** (5 standards and 16 measures)
 - Risk-based and right touch quality assurance, registration and professional conduct practices
7. **Measurement, Reporting, and Improvement** (1 standard and 4 measures)
 - Ongoing monitoring and reporting of organizational performance

New in 2022

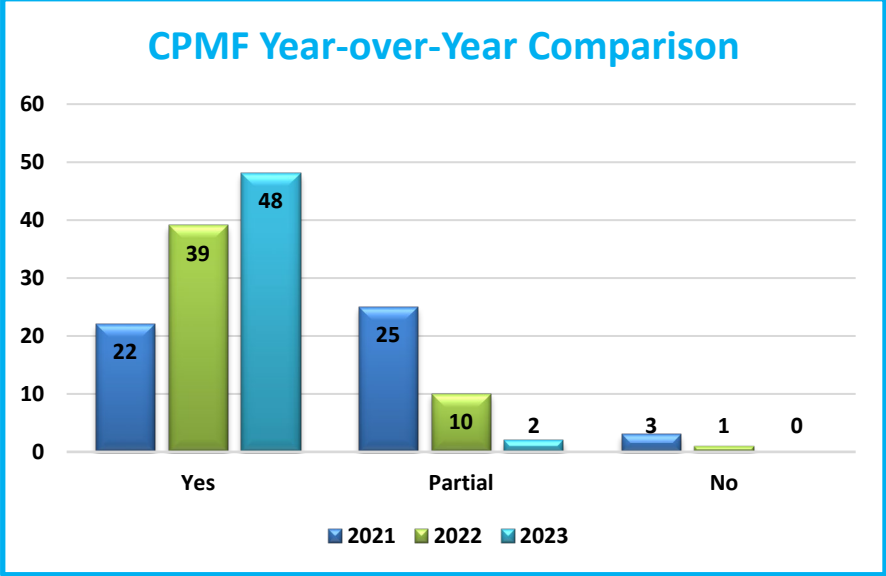
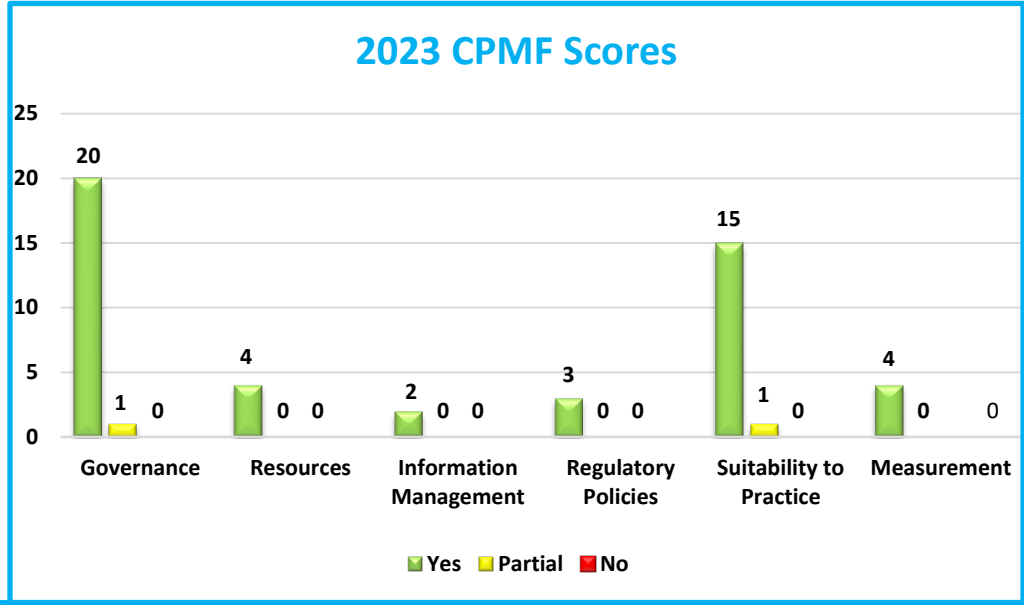
Beginning last year, eight (8) measures have been categorized as Benchmark Evidence that Colleges are expected to meet or work towards meeting, and they include:

1. **Governance 1.1 a i**
 - Professional members are eligible to stand for election to Council only after meeting pre-defined competency and suitability criteria.
2. **Governance 1.1 b i**
 - Professional members are eligible to stand for election to a statutory committee only after meeting pre-defined competency and suitability criteria.
3. **Resources 4.1 c i**
 - Colleges regularly review and update their written operational policies to ensure the organization has the necessary staffing complement (e.g., Succession planning for Senior Leadership).
4. **Information Management 7.1 a ii & iii**
 - Colleges protect against and address unauthorized disclosure of information through cybersecurity measures & processes to address accidental or unauthorized disclosure of information.
5. **Regulatory Policies 8.1.a**
 - Colleges regularly evaluate their policies, standards, and guidelines to determine whether they are appropriate, require revisions, or require new direction or guidance based on the current practice environment.
6. **Regulatory Policies 8.1 b i – vi**
 - Colleges use an evidence-informed approach when developing or amending policies, standards, and practice guidelines (e.g., the risk posed to the public, current practice environment, etc.).
7. **Suitability to Practice 11.1 a iii**
 - The College evaluates the different stages of the complaints process and all relevant supports available to complainants to ensure that the information provided is clear and useful.
8. **Measurement, Reporting & Improvements 14.2 a**
 - Council uses performance and risk review findings to identify where improvement activities are needed.

CRTO's Overall Score

There are 50 measures, and for each, we were required to self-declare whether we met the criteria – “yes”, “partially” or “no”.

- In 2023, our overall score was as follows:
 - Yes – 48
 - Partially – 2
 - No – 0
- In the two instances where the response was “partially” we briefly outlined our objectives for meeting the criteria in 2024.
- The chart to the right illustrates how we performed per domain.
- The chart below illustrates our performance compared to our 2021, 2022 & 2023 CPMF submissions.*



*It is difficult to establish a side-by-side comparison with the 2020 CPMF, as there were significant changes made in the reporting tool between 2020 and 2021.

Scores for Benchmark Evidence

Of the eight (8) measures that have been categorized as Benchmark Evidence, the CRTO scored the following in 2023:

- “Yes” for seven (7)
- “Partially” for one (1)

CRTO’s Objectives for 2024

Domain 1: Governance

- To further streamline the CRTO’s [Equity Impact Assessment Framework](#) into an agile, workable document that can be used easily by CRTO staff and Council in developing, reviewing, and approving new policies and updates to current policies.
- To ensure that all items brought forward to Council will include a section on DEI considerations, including the potential impacts of items on marginalized groups, possible ways to mitigate such impacts, steps the CRTO will take to monitor impacts and identify when results of the monitoring will be reported back to Council.

Domain 6: Suitability to Practice

- The CRTO will be updating and sending out a feedback form to complainants after the disposition of their complaint. The form will ask complainants to share their thoughts and feelings about the clarity and transparency of the CRTO complaints process and their communication with CRTO staff and the investigator. The survey will also include an open text box in which parties in the complaints process can suggest process improvements.

CRTO 2021 – 2025 Strategic Direction

The CRTO regulates the practice of Respiratory Therapy in the public interest through:

