



**PURSUING
LEADERSHIP
IN HEALTH
REGULATION**

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LETTER FROM THE PRESIDENT

DR. AREEF NURANI, OD
PRESIDENT



It was my pleasure and honour to serve as the College President in 2022. The year was an exciting time of collaboration and progress for the College of Optometrists of Ontario. As the world shifted into a new sense of normalcy, the College focused its attention and resources on renewing and excelling in its practices.

We started 2022 off strong with the renewal of our strategic plan. With the College's mandate at the forefront of our minds, Council partnered with members of the senior management team, external stakeholders and an exceptional facilitator to partake in a two-day strategic planning retreat. This was the first time Council had been with staff and each other in-person since the pandemic began, and it was an excellent display of collaboration and positive relationship between the governance and operational sides of the College. The discussions generated excitement and energy from Council as we brainstormed ideas on how the College can achieve its mandate in the most efficient and effective ways possible.

This energy carried into our June meeting of Council when we began our journey with Diversity, Equity and Inclusion (DEI) responsibilities. As one of the requirements within the College Performance Measurement Framework (CPMF), we knew we wanted to incorporate DEI into every possible area of our College, including Council. We received training from Dr. Nafeesa Jalal, an expert in the area of DEI, who provided Council members with an overview of what DEI entails, and how to begin thinking about policies and regulation through a DEI lens. Diversity, Equity and Inclusion continued to be a staple at our Council meetings for the rest of 2022 as we learned from members of the Indigenous and healthcare communities.

This year, our Council meetings were comprised of generative discussions and effective decision-making, both of which are the result of the hard work our committees have put. Our committees put in the background work that helps to provide Council with all the necessary information when making decisions and creating policies in the public interest. These committees work seamlessly with Council and staff, exchanging information and general direction that results in moving the College toward our mandate and ultimately, being a leading Ontario health regulator.

A great example of this teamwork is the Research Steering Group (RSG). The RSG was an idea brought last year to Council, who approved the motion to form an ad hoc research grant panel. This year, the panel was formed under the name "Research Steering Group," and the group successfully provided funding for three research projects with a focus on public protection and the regulation of healthcare professions. The RSG is a product of the collaboration we have at the College: Council provides direction, while staff and committees put in the time and effort to see the goals carried out. The RSG is one way the College is investing in the future by supporting research that will improve health regulation for years to come. Thank you to all our Council and committee members for their time and energy as they continue to help carry out the College's mandate.

Reflecting on the College and Council's achievements this year, I am honored to be part of an organization that prioritizes right-touch regulation and the education of its Council members, all while ensuring effective, ethical, and high-quality governance. Through the renewal of the strategic plan, our journey with DEI, and progressive achievements such as the Research Steering Group, I believe the College of Optometrists of Ontario is becoming a leading regulator in its field.

As my term of presidency comes to an end, I want to thank Council and College staff for the great work we put in throughout 2022. May the hard work and dedication continue into 2023!

LETTER FROM THE REGISTRAR

JOE JAMIESON, M.ED., OCT
REGISTRAR & CEO



Reflecting on my second year of leadership at the College, I remain grateful to the Council, College staff, stakeholders, and registrants as we have been dedicated to building a positive, collaborative, and forward-thinking health regulatory college.

I am proud of how we have moved forward to a place where we can demonstrate positive results in our mandate areas and dedicate time and resources to areas that need further attention, while continuing to maintain a laser focus on delivering our legislated mandate.

Our work in 2022 began with a two-day strategic planning retreat with Council, where we brainstormed about how the College can improve the way it carries out its mandate. I couldn't help but sit back and appreciate the dedication and collaboration of both our staff and Council at this event. The ideas that were generated clearly illustrated their commitment and passion for the College, and what we do. Our strategic plan is progressive, ambitious, and will be effective in carrying out our mandate.

After the strategic plan was developed, the next step was for staff to design an implementation plan that will help us carry out the strategic plan. The implementation plan was designed to incorporate SMART goals—specific, measurable, achievable, realistic, and time-sensitive objectives—that help us to carry out each of the strategic priorities laid out in our strategic plan. This implementation plan includes over 50 various specific goals that will be carried out by Council and staff over the next three years.

In addition to the implementation pathway, we created a Diversity, Equity, and Inclusion plan. In the 2021 CPMF report, we intentionally chose to mark the DEI requirement as not met, as we believe DEI is not meant to be a check-list or tokenistic item, but instead a culture and a way of working that is mindful of and accessible to everyone. The DEI plan includes 39 of its own SMART goals that will be carried out by the internal DEI Working Group, and includes areas such as leadership, research, communications, and learning and development. All are welcome and celebrated at our College.

The trend of renewal continued in the spring with the launch of our new website. Our new and improved website not only has a modern design, but is more accessible and easier to navigate for both members of the public and our registrants.

Alongside the work on our strategic and implementation plans, we continued to carry out our mandate within the four core areas of registration, quality assurance, standards of practice and receiving and resolving complaints.

I am proud of how the staff have incorporated right-touch regulation as the main strategy when carrying out our mandate. Our goal with this is to use the minimal amount of regulatory force to carry out our mandate in the most effective way while protecting the public interest.

As we head into 2023, I am excited to see that our College is becoming an influential and progressive leader in healthcare regulation. Our staff and Council are dedicated to the profession, and to the mandate of protecting the public.

COLLEGE PERFORMANCE MEASUREMENT FRAMEWORK

SUMMARY AND RESULTS

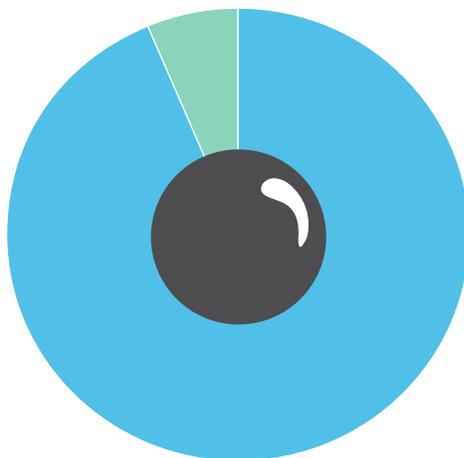
Regulatory health colleges are mandated to protect the public, and to do so with transparency and effectiveness. Established in 2020, the College Performance Measurement Framework (CPMF) is a reporting tool designed by the Ministry of Health in Ontario to ensure regulatory health colleges are achieving success within their mandated areas, and to encourage transparency in relation to their performance areas. The report covers several core mandate areas, including:

- Governance
- Resources
- System partner (collaboration with other stakeholders)
- Information management
- Regulatory policies
- Suitability to practice
- Measurement, reporting and improvement

There are 49 requirements that colleges must evaluate themselves on, using a rating system that includes “fully met,” “partially met,” or “not met.” All improvements, regressions, and changes are noted in the report, which allows for comparisons to be made year-to-year. The report also contains a commentary for each of the requirements that states how our College is meeting the requirements or the strategy. This commentary is then used to help our College identify areas for advancement and improve upon the requirements that are currently listed as partially met or not met.

Completed CPMF reports are available on the websites of each healthy regulatory college and function as a way to demonstrate a commitment to transparency, progress, and above all, the protection of the public. [Click here](#) to read our current and previous CPMF reports.

The College’s 2022 CPMF results are shown below:



2022 CPMF RESULTS

- 46 requirements met
- 3 requirements partially met
- 0 requirements not met

*The results of the CPMF do not include the System Partner Domain, as those measures are not assessed using the met, partially met, or not met rating system.

KEY IMPROVEMENTS

The following are the major changes from 2021 to 2022:

a. Governance – All Requirements Fully or Partially Met

- i. The College is proud to report that all requirements in this domain were fully or partially met. This is an improvement from last year's report, when the College reported fully meeting 16, partially meeting 2, and not meeting 2. In 2022, the College fully met 19 requirements and partially met 1. The only partially met measure relates to a DEI category asking that colleges use "impact assessments" to determine the effectiveness of their DEI plans. Since 2022 was the year the DEI plan was first implemented, it was not possible to assess it in this manner. In 2023, however, there will be an opportunity to do so.

b. Suitability to Practice

- i. The College made major improvements in the Suitability to Practice domain by increasing its fully met and partially met requirements. The College improved from 11 fully met requirements in 2021 to 15 in 2022, and from four partially met requirements in 2021 to only one in 2022. Improvements were made in all three areas of our regulatory mandate, but a notable area of improvement is in Measure 12.1.a, which addresses the management of complaints in a right-touch manner. The College reported partially meeting this in 2021 but improved the response to "met" in this year's report, illustrating the College's dedication to the practice of right-touch regulation when engaging with our registrants.

c. Benchmarked Evidence

- i. In the 2022 reporting tool, the Ministry introduced a new concept, "Benchmarked Evidence," which designates eight measures as attributes of an excellent regulator that colleges should strive to meet. The College is happy to report that it met all eight measures within the Benchmarked Evidence designation.

COUNCIL AND COMMITTEES

2022 COUNCIL

Dr. Areef Nurani (President)
Dr. William Ulakovic (Vice President)
Ms. Suzanne Allen
Ms. Kathryn Biondi
Dr. Lisa Christian
Dr. Mark Eltis

Dr. Camy Grewal
Dr. Pooya Hemami**
Ms. Lisa Holland
Mr. Bashar Kassir
Mr. Howard Kennedy
Dr. Richard Kniaziew

Dr. Lindy Mackey
Dr. Dino Mastronardi
Mr. Narendra Shah
Mr. Olutoye Soile
Mr. Andre Tilban-Rios
Dr. Abraham Yuen



Top Row: from left to right: Dr. Dino Mastronardi, Dr. Mark Eltis, Dr. Richard Kniaziew, Mr. Andre Tilban-Rios, Dr. Lisa Christian, Dr. Abraham Yuen, Dr. Lindy Mackey, Mr. Narendra Shah, Mr. Bashar Kassir

Bottom Row: from left to right: Ms. Suzanne Allen, Ms. Lisa Holland, Mr. Howard Kennedy, Mr. Joe Jamieson, Dr. Areef Nurani, Ms. Hanan Jibry, Dr. Camy Grewal, Ms. Kathryn Biondi

Missing: Dr. Pooya Hemami

COMMITTEES

EXECUTIVE COMMITTEE

Dr. Areef Nurani, President	Dr. Camy Grewal	Ms. Suzanne Allen
Dr. William Ulakovic, Vice President	Mr. Howard Kennedy	

The Executive Committee works with the Registrar to ensure that College resources are allocated properly, and that staff and committees are advancing College work and supporting Council priorities.

AUDIT/FINANCE/RISK

Mr. Howard Kennedy, Chair	Dr. Lindy Mackey	Dr. Abraham Yuen
Dr. Mark Eltis	Dr. Andre Tilban-Rios	

The Audit/Finance/Risk (AFR) Committee reviews and advises Council on the College's financial affairs, including the investment strategy, auditor review and financial planning. The Committee also oversees the College's overall risk management framework.

GOVERNANCE/H.R.

Dr. Camy Grewal, Chair	Dr. Pooya Hemami	Mr. Narendra Shah
Dr. Richard Kniaziew	Ms. Kathryn Biondi	

The Governance/HR Committee is a standing committee that aids Council in achieving high standards in transparent and ethical self-governance through policy development, recruitment, training, evaluation, and succession planning.

INQUIRIES, COMPLAINTS AND REPORTS

Dr. Richard Kniaziew, Co-Chair (RK Panel)	Mr. Howard Kennedy	Dr. Angela Kyveris
Dr. Dino Mastronardi, Co-Chair (DM Panel)	Mr. Narendra Shah	Dr. Mohamed Moussa
Ms. Kathryn Biondi	Dr. Jenna Astorino	
Mr. Bashar Kassir	Dr. Ema Hazra	

The Inquiries, Complaints and Reports Committee (ICRC), which sits as two independent panels, investigates and makes decisions on allegations of professional misconduct, incompetence, or incapacity brought against registrants of the College. These allegations proceed from formal complaints, information brought to the attention of the Registrar, mandatory reports, or referrals from the Quality Assurance Committee.

FITNESS TO PRACTISE

Mr. Narendra Shah, Chair	Dr. Abraham Yuen
Mr. Ravnit Dhaliwal	Dr. Jay Mithani

The Fitness to Practise Committee receives referrals from the Inquiries, Complaints and Reports Committee and conducts a hearing when there is evidence that an optometrist might be incapacitated due to a mental or physical condition.

DISCIPLINE

Dr. Marta Witer, Chair	Mr. Narendra Shah	Dr. Naomi Kong
Dr. Lisa Christian	Mr. Andre Tilban-Rios	Dr. Melanie Laferriere
Dr. Mark Eltis	Dr. Jenna Astorino	Dr. Sarah MacIver
Dr. Camy Grewal	Dr. Manveen Bedi	Dr. Leah Markin
Dr. Pooya Hemami	Dr. Marina Bobanovic	Dr. Mohamed Moussa
Dr. Lindy Mackey	Dr. Linda Chan	Dr. Brooklyn Roca
Dr. Areef Nurani	Dr. Mandip Gill	Dr. Harninder Sandhu
Dr. William Ulakovic	Dr. Jup Grewal	Dr. Olga Savitska
Dr. Abraham Yuen	Dr. Shirley Ha	Dr. Karin Schellenberg

Ms. Suzanne Allen
Ms. Kathryn Biondi
Mr. Ravnit Dhaliwal
Mr. Bashar Kassir
Mr. Howard Kennedy
Mr. Olutoye Soile

Dr. Vivian Habib
Dr. Ema Hazra
Dr. Patricia Hrynchak
Dr. Natalija Ilic
Dr. Roshanak Joulaie
Dr. Garima Khanna

Dr. Karin Simon
Dr. David Traynor
Dr. David White
Dr. Debbie Yeh

The Discipline Committee hears allegations of professional misconduct and/or incompetence made against a College registrant. The Committee considers evidence in each case and decides whether to order a range of penalties, including reprimands, suspensions, fines or revocation of an optometrist's Certificate of Registration.

PATIENT RELATIONS

Ms. Suzanne Allen, Chair
Dr. Lindy Mackey
Dr. Lianne Cousineau

Dr. Vanesh Kathiravelu
Dr. Mike Yang
Mr. Bashar Kassir

Mr. Olutoye Soile

The Patient Relations Committee (PRC) oversees a program that promotes awareness of and includes measures to prevent sexual abuse of patients. The Committee also administers a fund for therapy and counselling for patients who have been sexually abused by an optometrist. The Committee reviews issues of an ethical nature that occur in professional practice and develops education and information program for the public and optometrists.

REGISTRATION

Dr. William Ulakovic, Chair
Dr. Lisa Christian

Dr. Abraham Yuen
Mr. Howard Kennedy

Mr. Olutoye Soile
Dr. Patrick Quaid

The Registration Committee is responsible for the College's entry-to-practice process, ensuring that anyone who wishes to practise in Ontario possesses certain skills, knowledge, credentials and is of good character.

QUALITY ASSURANCE COMMITTEE

The Quality Assurance Committee helps optometrists maintain and enhance their knowledge, skill, and judgment to ensure the public continues to access safe, high-quality eye care. The Committee consists of two panels, the Quality Assurance Panel (QAP) and the Clinical Practice Panel (CPP).

QUALITY ASSURANCE PANEL

Dr. Mark Eltis, Chair
Dr. Camy Grewal
Dr. Pooya Hemami

Mr. Andre Tilban-Rios
Mr. Ravnit Dhaliwal
Dr. Nadine Furtado

Dr. Larry Ng
Dr. Patrick Quaid

The Quality Assurance Panel (QAP) works with optometrists, offering tools and feedback to continually maintain and improve their competence. The Quality Assurance program includes Continuing Education (CE), practice assessment, practice evaluation, and remediation, among other components.

CLINICAL PRACTICE PANEL

Dr. Lisa Christian, Chair
Dr. Lindy Mackey
Ms. Suzanne Allen

Dr. Manveen Bedi
Dr. Bill Chisholm
Dr. Wendy Hatch

Dr. Negar Sohbaty

The Clinical Practice Panel establishes and clarifies new and existing standards of practice, regulatory requirements, and clinical practice guidelines in the Optometric Practice Reference (OPR).

REGISTRANT OVERVIEW

RESIGNATIONS

Mitchell Bell	Reg.# 12055
Christine Brisson	Reg.# 9001
Ryan Chahine	Reg.# 17071
Christina Chen	Reg.# 21052
Vanessa Crncich	Reg.# 16115
Alim Karmali	Reg.# 21079
Alethea Eileen Law	Reg.# 21106
Jeffrey Wilbur LeBlanc	Reg.# 21118
Tia Brienne Lynn	Reg.# 21041
Vitali Marennny	Reg.# 15049
Elena Marennny	Reg.# 10101
Jasleen Nijjar	Reg.# 20025
Praneetha Raveendranathan	Reg.# 14114
Cody William Van Dijk	Reg.# 18021
Alice Yuan	Reg.# 20106

SUSPENSIONS

Suspended members are indicated on the public register

REVOCATIONS

Frank Black	Reg.# 5954
Arash Maleki	Reg.# 12019
Georges Nassif	Reg.# 19013
Rhonda Thompson	Reg.# 12128
Michael Vachon	Reg.# 73023
Henry Wong	Reg.# 11065

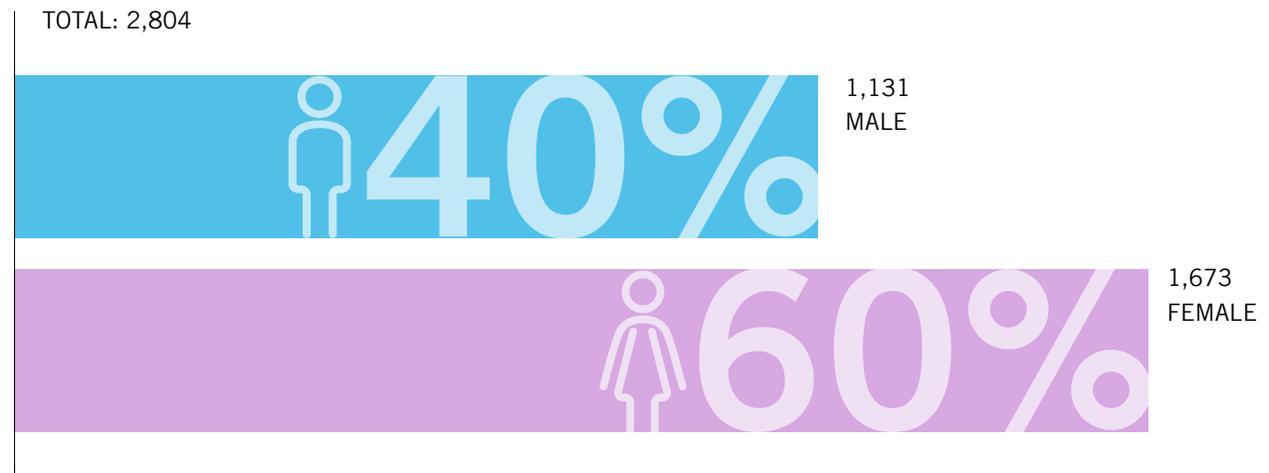
DEATHS

Jerilee Nyman	Reg.# 10092
Dale Springer	Reg.# 7825

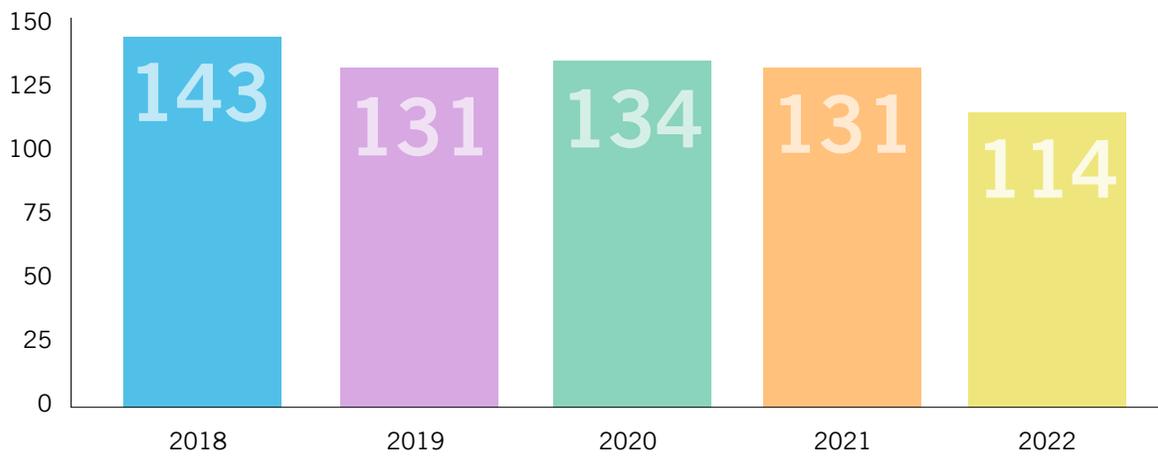
RETIREMENTS

James Agate	Reg.# 8026
James Agnew	Reg.# 8005
Balwinder Bansal	Reg.# 9598
Gordon Beange	Reg.# 8327
Jim Bender	Reg.# 8102
Rene Benoit	Reg.# 7602
Joel Berk	Reg.# 7727
Mary Dawes	Reg.# 7605
William Derus	Reg.# 8127
Ian Edmison	Reg.# 8027
Rudy Falcomer	Reg.# 7919
Carol Genin	Reg.# 7935
Donna Goemans	Reg.# 8136
Patrick Hamilton	Reg.# 8814
Richard Heyden	Reg.# 9217
Susan Leet	Reg.# 8514
Robert Locke	Reg.# 7709
Andrew Mah	Reg.# 9629
Gregory Millar	Reg.# 7607
Robert Miller	Reg.# 7706
Simone Peta	Reg.# 73019
Renzo Pierazzo	Reg.# 9446
Margann Pierson	Reg.# 8520
Brian Price	Reg.# 8220
Paul Roth	Reg.# 7614
Barry Simpson	Reg.# 7944
Paul Szak	Reg.# 7620
Robert Town	Reg.# 8232
Patrick Tracey	Reg.# 68676
Ann Volk	Reg.# 8242

NUMBER OF REGISTRANTS



NUMBER OF NEW REGISTRANTS IN LAST 5 YEARS



NUMBER OF NEWLY REGISTERED ODs IN 2022



REGISTRATION

Registration is the first interaction new applicants have with the College, and it is also one of our core mandate areas that assist the College in protecting the public. Through administering the jurisprudence exam, as well as assessing entry-to-practice exams, Registration ensures candidates are qualified to enter the profession and provide eyecare to the citizens of Ontario.

This year, Registration focused on providing more resources for current registrants and making the College more accessible for new applicants. The College produced two educational videos tailored to new applicants to assist in their understanding of how to register with the College, as well as their next steps after registering. The first video is a step-by-step explanation of how to register as an optometrist with the College, including details about required paperwork and examinations. The second video is part of the welcome package that newly registered optometrists receive upon officially registering with the College. This video provides guidance on the next steps for new optometrists, including information on by-laws and required e-learning modules. Additionally, the College produced a third video that addresses the role of the College in regulating optometrists which is helpful for registrants, new applicants, and members of the public. These videos have been a helpful reference point for new applicants to help them understand the registration process and what is required of them.

In addition to digital resources, Registration enhanced applicants' accessibility to the College by hosting its first virtual registration information session. On June 15, 2022, over 50 candidates attended the online registration session, where they were able to learn about the registration process and ask questions of staff. This session helped to clarify concerns, provide information on details related to registration, and assisted in reducing time-consuming questions over phone and email.

ONLINE APPLICATION

Along with increasing accessibility for new applicants, the College wanted to develop resources to improve the renewal process for our current registrants. Until 2022, both the registration application process and the corporation renewal process for current registrants had inefficiencies, requiring applicants and registrants to mail in cheques and documents. With technology advancing at a rapid rate, and being mindful of our impact on the environment, the College began transitioning to an online portal for registration applications and corporation renewals.

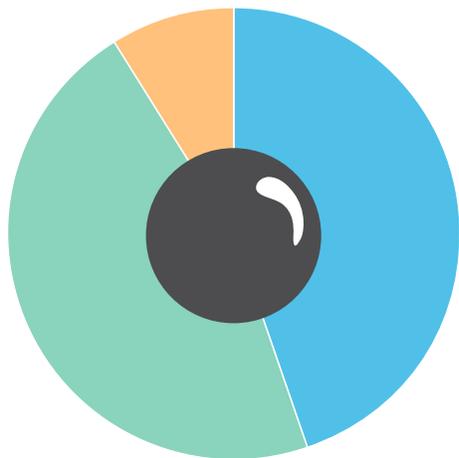
Applicants volunteered to test the online application portal with much success, and the first phase of online registration for the general certificate launched on September 12, 2022. The online portal for international applicants, as well as those using labour mobility and the academic certificate, is in progress and is set to launch sometime in 2023.

Registrants also benefitted from a transition to an online portal for the corporation renewals. The online Certificate of Authorization Renewal launched on October 15, 2022, and has expedited the renewal process for registrants. Payment can now be made online, resulting in faster processing times and less paperwork for staff to manage.

The College continues to do its due diligence by independently certifying notarized documents that are uploaded through the application. The online application and renewal processes have improved the applicant and registrant experience by making the process more efficient and less time-consuming. We will continue to focus on reducing barriers and improving our processes to make the system easier for our registrants.

ENTRY TO PRACTICE

Completing an entry-to-practice exam is one of the main requirements for registering with the College. To make it easier on applicants in 2022, the College approved both the Optometry Examining Board of Canada (OEBC) exam as well as the National Board of Examiners in Optometry (NBEO) exam as entry-to-practice exams. Both exams are equally sought after by applicants, as demonstrated below:

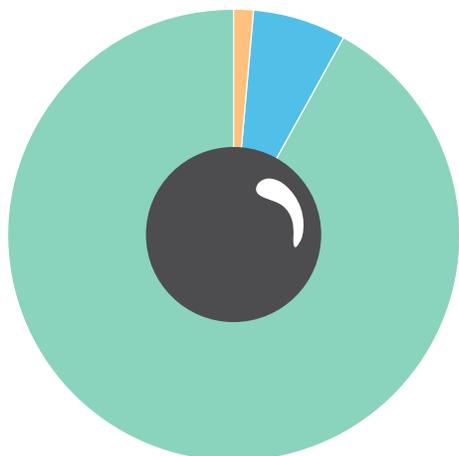


TYPE OF EXAM CHALLENGED

- 61 OEBC
- 63 NBEO
- 12 Labour Mobility Provisions

INTERNATIONAL CANDIDATES

A portion of our optometrists and applicants are internationally educated, and it is the duty of the College to ensure these applicants have options when it comes to registering with the College. In 2020, a fund was created to allow internationally graduated optometrists to have the option to write the Internationally Graduated Optometrist Evaluating Examination (IGOEE), should registrations fall below the break-even number. Registrations for 2022 were sufficient and therefore access to the fund was not required.



OF INTERNATIONALLY EDUCATED APPLICANTS: 61

- 4 UK
- 56 USA
- 1 New Zealand

QUALITY ASSURANCE

The second core area that makes up our mandate is Quality Assurance (QA), which assesses optometrists' competence on an ongoing basis, while also helping them seek out new learning opportunities. Our QA Program consists of:

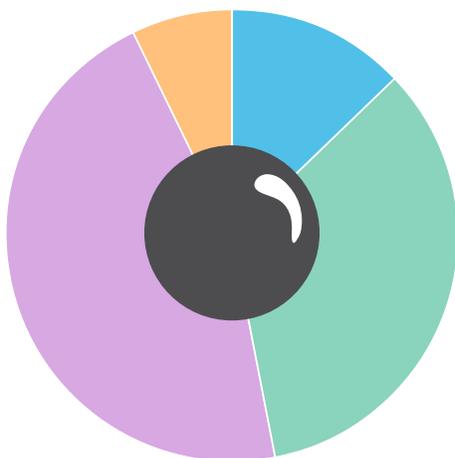
- A mandatory Continuing Education component and subsequent audit process.
- Peer-conducted Practice Assessments to appraise the practice of members.
- A Practice Evaluation component to evaluate members' clinical ability.
- A Remediation component to assist members in correcting deficiencies in practice or clinical ability.

The Quality Assurance Committee is composed of two panels, the Quality Assurance Panel and the Clinical Practice Panel. In March 2022, Council approved for the Quality Assurance Subcommittee to be dissolved.

PRACTICE ASSESSMENTS

Practice Assessments are a tool used by Quality Assurance (QA) to help educate our registrants about areas they could improve in. Practice assessments require optometrists to electronically submit clinical records for patients who have received complete oculo-visual assessments. These clinical records are then reviewed by QA Assessors, who create a summary report for the QA Panel to review and determine next steps for the registrants. QA Assessors are registered optometrists and undergo regular training to maintain consistency and accuracy across assessments.

The Practice Assessment tool is intended to create a supportive learning experience and is not punitive in nature. While we were still dealing with the backlog of practice assessments from COVID, we condensed the random practice assessment process for 2022 to expedite members' time spent in the QA process. In 2022, we reviewed a total of 282 practice assessments.



PRACTICE ASSESSMENTS IN 2022: TOTAL 282

- **36** Awaiting Decision in 2023 (i.e., required clarification or escalation to CRA) 13%
- **96** Discharged from process (i.e., standards being met) 34%
- **21** Referred for Remediation 7%
- **129** Discharged with feedback from the QA Panel 46%

PRACTICE EVALUATIONS

The QA Committee may require a registrant to undergo an evaluation of their clinical ability if the Committee determines deficiencies are present in a registrant's practice through a practice assessment. This function was carried out by the Vision Institute of Canada for many years, until they ceased operations in January 2022.

After much deliberation, the QA Panel elected to have the practical portions of the already accepted entry-to-practice exams serve this purpose. This includes the Internationally Graduated Optometrist Evaluating Examination (IGOEE) Objective Structured Clinical Examination (OSCE), the Optometry Examining Board of Canada (OEBC) OSCE, and the National Board of Examiners in Optometry (NBEO) Part III Clinical Skills Examination (CSE), or any future practical exam that replaces the CSE.

CONTINUING EDUCATION (CE)

2022 marked the mid-way point of our current [Continuing Education cycle](#). In 2022, QA held its first information webinar for registrants who wanted to learn more, or receive clarification, about the current CE Cycle. In October, over 700 registrants tuned in online to receive tips about the OE tracker and ask College staff questions about CE credits.

**“Registrants: December 2023 will mark the end of the current CE cycle.
Please make sure to log all completed CE hours in the OE tracker.”**

QA REDEVELOPMENT PROJECT

This year, we began the groundwork for the QA redevelopment project and developed content for both the revised practice assessment and new self-assessment tool. The first level of the assessment will be a chart-review that will serve as a screening tool (similar to what the Short Record Assessment does now). Those identified with deficiencies in the first level, will move to the second level which is an interview-based assessment. This conversational assessment will use specific prompts to further explore area(s) of deficiency, as in the Chart Review.

The new practice assessment will enable the QA Committee to capture registrants' performance more effectively and was created with right-touch regulation in mind. We maintained the multi-level structure of the current Short Record Assessment/Complete Record Assessment and created the second level to be tailored to the registrant's specific areas of deficiency. These aspects will help make for a smooth transition to the new practice assessments for our registrants while also being respectful of their time.

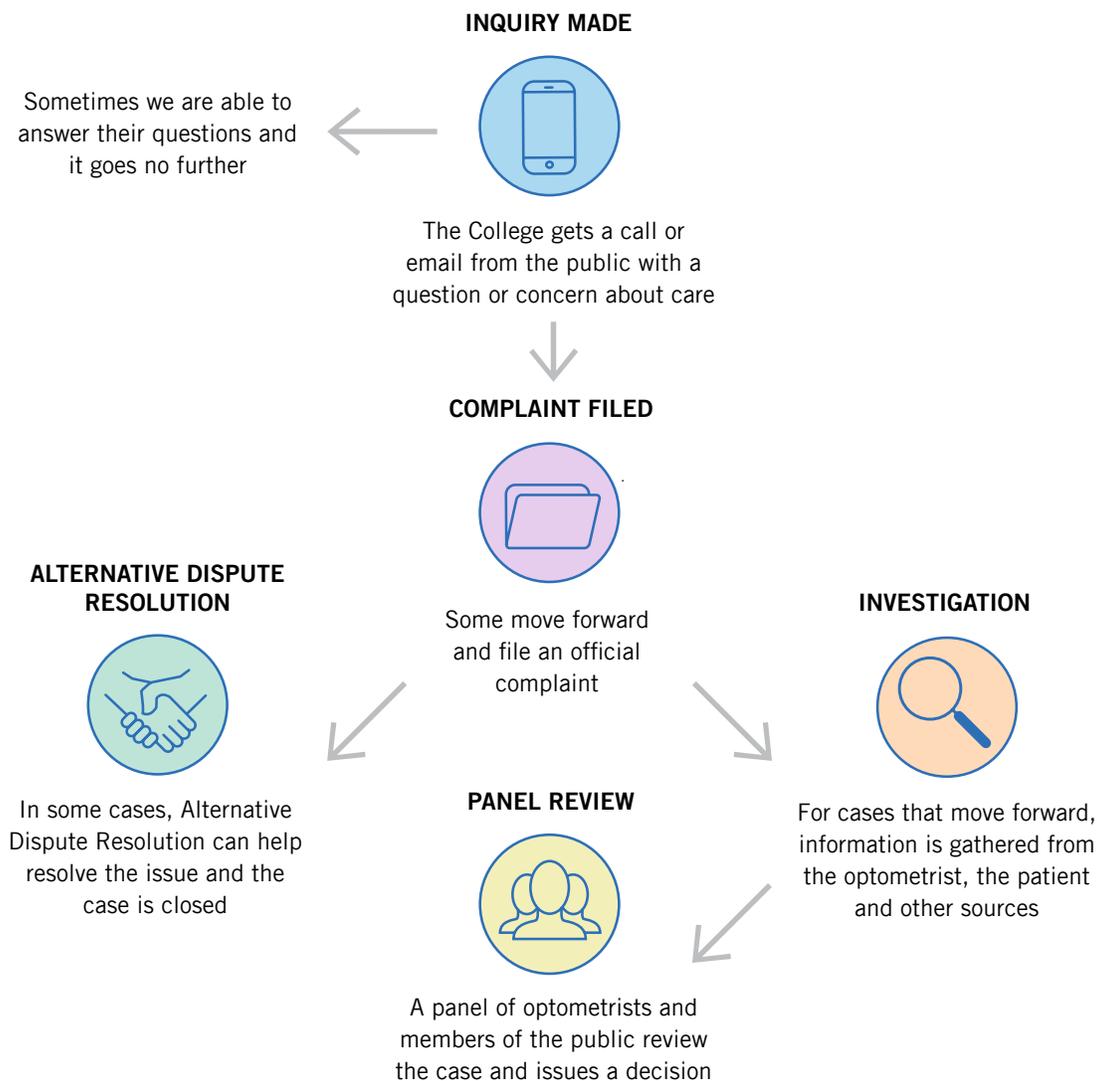
The self-assessment tool will be a new addition to the College's QA program and will work alongside the existing continuing education component. The assessment will help registrants identify their individual learning needs by having them review a series of scenarios and answer related questions. Registrants will be able to use the feedback from the assessment to create a customized learning plan where they will be encouraged to set specific goals, select appropriate CE activities, and reflect on the impact of their learning.

Both projects have additional phases that will be carried out in 2023, with the goal to launch both projects in 2024 at the start of the new CE cycle.

INVESTIGATIONS

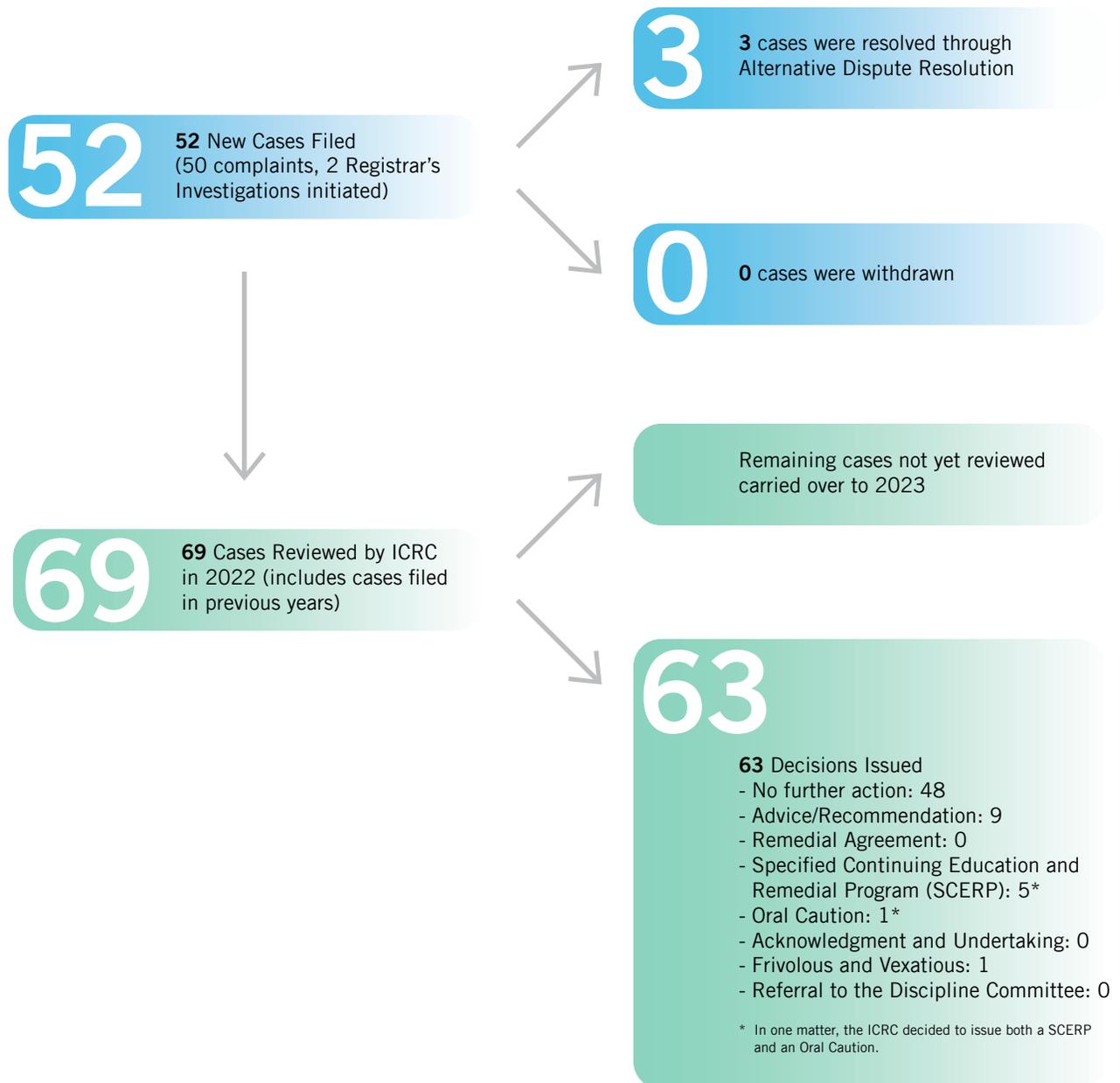
The role of the College is to regulate the profession of optometry in the public interest. Through Registration and Quality Assurance, we hold optometrists to a high standard that requires them to provide safe, ethical, and quality eye care. When a patient brings an issue to our attention, Investigations begins to investigate and respond to the issue in a timely and professional manner.

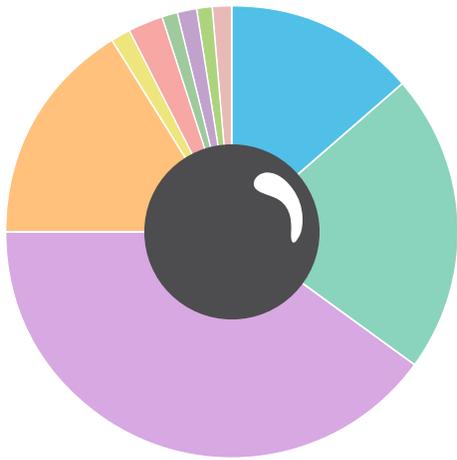
COMPLAINTS PROCESS



When a College receives a concern from a member of the public, the profession or a Registrar's Report is filed, we investigate the allegations and make decisions. The decisions can include: actions an optometrist must take to resolve the issue and improve their practice, moving the case to the Discipline Committee for further investigations, or no further action being required.

HOW INVESTIGATIONS PROCEEDED IN 2022





TOP COMPLAINTS

- 22% Billing and Fees
- 34% Communication
- 64% Competence/Patient Care (includes allegations of inadequate care, incorrect prescription, failure to refer to specialist or diagnose, incorrect diagnosis)
- 26% Professional Conduct & Behaviour
- 2% Intent to Mislead including Fraud
- 4% Unauthorized Practice
- 2% Record keeping
- 2% Sexual abuse
- 2% Harassment/Boundary Violations
- 2% Other

The majority of the complaints received in 2022 fell into two categories: competence/patient care, and communication. Competence and patient care include allegations of unprofessionalism and unethical conduct, allegations of a failure to maintain the standards of practice of the profession, and breach of patient confidentiality.

DISCIPLINE

In 2022, the Discipline Committee held one discipline hearing regarding allegations of professional misconduct. Read the full decision on our website: [Dr. Gregory N. Miller](#)

FINANCES

The College Council approved the audited financial statements for the fiscal year ending December 31, 2022, at the June 23, 2023, Council meeting. See the full audited [financial statements](#) on the College website.