

Thank You for Your Input!
Quality Assurance Program Consultation
Summary of Feedback Received

In developing the new Quality Assurance (QA) program, CMTO consulted with registrants on four (4) separate occasions. Summaries of those consultations are as follows:

1) CMTO Quality Assurance System Feedback Consultation (online survey)

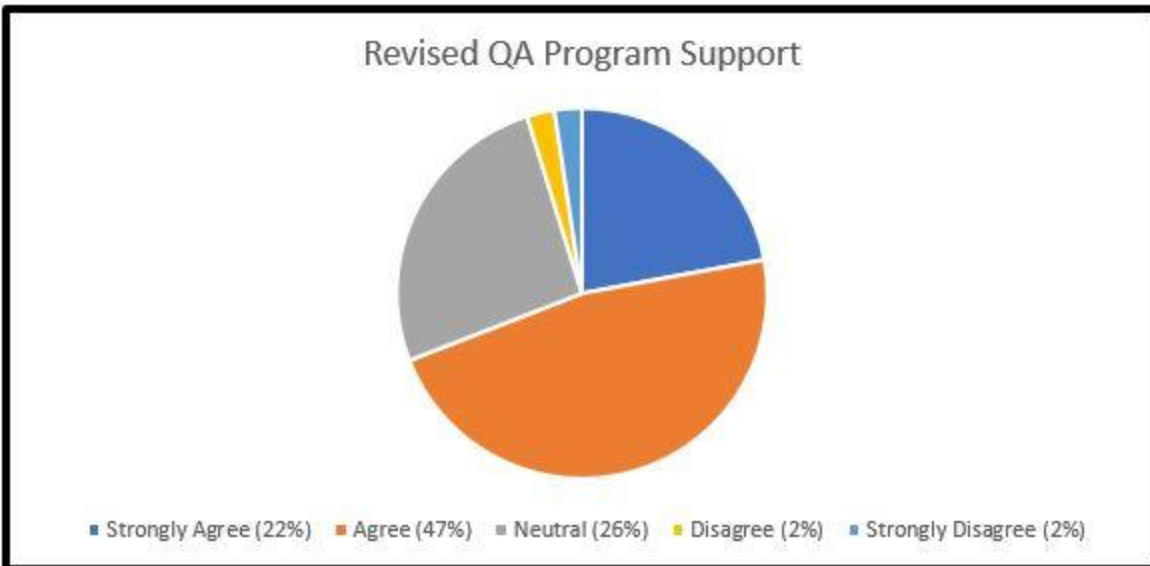
Approximately 200 registrants responded to the survey. Registrants generally provided positive feedback, indicating that the Learning Management System could be helpful. Among the comments offered, CMTO heard suggestions for the program requirements, timelines for submission, and how both are important to support registrant success.

2) Changes to Proposed Self-Assessment Tool Consultation (online survey)

Of the registrants who responded, more than 80% indicated neutral to high level support for the proposed changes to the Self-Assessment tool. CMTO will consider additional comments at later stages of the Quality Assurance program development.

3) Framework and Essential Competencies/Career-Span Competencies (online survey)

CMTO heard from over 2,100 registrants during this consultation. Almost 70% of respondents indicated that they agree or strongly agree with the overall proposed approach to the new QA program, as follows:



CMTO also proposed 14 Essential Competencies/Career-Span Competencies, and asked registrants to score each one on a scale of 1 to 100 in terms of its importance in the practice of Massage Therapy. Of the 14 competencies, eight (8) scored an average of 91 or higher, and six

(6) scored an average of 84-89. Through feedback, the need for one (1) additional competency emerged, that would capture maintaining professional boundaries, active observation, transference and counter-transference and the prevention of sexual abuse. In response, CMTO will add a 15th Essential Competency/Career-Span Competency: Apply Principles of Sensitive Practice.

4) Framework and Essential Competencies/Career-Span Competencies Consultation (focus groups)

In the eight (8) focus groups, CMTO heard from 83 registrants in total. They were excited for a change to the QA program, as some expressed that the previous QA program was costly, time-consuming, restrictive and limited in how applicable it is to the practice of Massage Therapy. Two (2) proposed rating scales were proposed for the Self-Assessment tool, but focus group participants did not express a preference for one in particular.

The focus group participants were in support of:

- a performance-based program that includes 15 Essential Competencies/Career-Span Competencies (with language and phrasing suggestions);
- continued learning throughout the career-span, taking different paths and forms;
- a framework that allowed for flexibility and RMTs to select learning activities that are of interest and relevance to their practice;
- a cumulative Self-Assessment tool to ensure ratings from previous years would be available; and
- introducing a mentorship model within the peer assessment process that includes a review of the Self-Assessment tool.