

## **CMTCA Accomplishments: 2015 to 2018**

### **Look how far we've come!**

#### **2015**

- Established the organizational infrastructure, including staffing and the development of plans, policies, and procedures
- Developed the accreditation process
  - Facilitated the development of the standards by
    - Convening a Standards Advisory Committee (SAC)
    - Reviewing standards from other education programs and integrating best practices into the drafts
    - Drafting and re-drafting the standards to integrate SAC feedback and research from other standards
    - Developing a reviewer competency framework
  - Developed an accreditation process to pilot
  - Developed a decision-making framework to pilot

#### **2016**

- Conducted a national consultation on the draft standards
  - Received and analyzed feedback from over 115 respondents representing individuals and groups
  - Integrated feedback into the next draft of the standards
- Recruited surveyors
  - Developed terms of reference, confidentiality, and conflict of interest policies
  - Developed marketing and recruitment strategies
  - Analyzed applications, long listed candidates for telephone interviews, short listed candidates, and contacted references
- Trained surveyors
  - Developed surveyor competencies
  - Developed training materials and curriculum
  - Developed an evaluation framework to determine suitability
  - Provided individual feedback to all candidates who attended the training
  - Developed a performance management system to provide ongoing feedback
- Piloted the accreditation process
  - Sought and chose pilot sites that represented the diversity of massage therapy education programs across the country
  - Prepared pilot sites for the visits
  - Prepared surveyors for the pilot site visits
  - Developed an evaluation framework
  - Determined roles and responsibilities for staff and surveyors

- Analyzed and integrated results from the pilot site visits into the final version of the standards and the accreditation process
- Fine tuned the decision-making framework
- Prepared the support required for the accreditation process
  - Developed a Learning Management system for accreditation clients and surveyors
  - Developed two initial e-learning modules for accreditation clients
- Finalized the standards for 60-day consultation
  - Analyzed feedback from stakeholders and integrated it into the final version, as appropriate

## 2017

- Hosted a stakeholder meeting, including coordination and management, to address final concerns with the accreditation process and to increase support and engagement
- Developed the Preliminary Accreditation (PA) process as the first step in the accreditation process to increase access and help programs put needed infrastructure in place
  - Determined supporting evidence to include in the PA submission
  - Educated surveyors on the PA review process
  - Developed the electronic submission process for review of PA submissions
- Developed the accreditation report format for PAs and site visits
- Launched the accreditation process across the country
- Prepared organizations for accreditation through one-to-one telephone calls and email communications
- Prepared and delivered in-depth educational support to surveyors on continuous quality improvement, including producing video chapter reviews on the book *The Improvement Guide* and managing a discussion board on the topic
- Prepared PA review, requirements, and communications for new programs
- Facilitated the decision-making process to ensure accreditation decisions are made efficiently and effectively
- Administered 12 applications (one from Alberta, three from British Columbia, seven from Ontario, and one from Saskatchewan)
- Managed two PA reviews (one new program, one existing program)
  - Scheduled reviews and assigned surveyors, monitored quality of reviews, provided support and feedback to surveyors, collated results, produced reports and recommendations to the board, produced letters and accreditation reports with the accreditation decision, and followed up as necessary
  - Provided individual feedback to surveyors on their performance
- Managed one site visit
  - Scheduled the site visit, assigned surveyors, coordinated logistics, prepared the client, invoiced the client, managed the quality of the site visit to ensure consistent interpretation of requirements, produced the report and recommendation for the board, produced the final report and letter with decision, contacted regulator/association/Ministry of Education as needed
  - Provided individual feedback to surveyors on their performance
- Provided ongoing support to education programs and surveyors through the accreditation review process for PA and site visit reviews

## 2018

- Administered 26 additional applications (eight from Alberta, two from British Columbia, sixteen from Ontario)
- Managed seven PA reviews (three new programs, four existing programs)
  - Scheduled reviews and assigned surveyors, monitored quality of reviews, provided support and feedback to surveyors, collated results, produced report and recommendation to board, produced letter and report with decision, followed up as necessary
  - Provided individual feedback to surveyors on their performance
- Managed two site visits and coordinated three upcoming site visit reviews in 2019
  - Scheduled visits, assigned surveyors, coordinated logistics, prepared client, invoiced client, managed the quality of the site visit to ensure consistent interpretation of requirements, produced the report and recommendation to the board, produced the final report and letter with decision, contacted regulator/association/Ministry of Education as needed
  - Provided individual feedback to surveyors on review performance
- Provided ongoing support to clients and surveyors through the accreditation review process for PA and site visit reviews
- Recruited 25 new surveyor candidates
  - Developed marketing and recruitment strategies, analyzed applications, long listed candidates for telephone interviews, short listed candidates, and contacted references
- Trained surveyors
  - Updated training materials and curriculum
  - Evaluated surveyor candidate effectiveness
  - Provided individual feedback to all candidates who attended the training
- Recruited advisors to provide support to client organizations
  - Developed marketing and recruitment strategies from the surveyor pool, analyzed applications, and invited candidates to attend training
- Trained advisors
  - Developed terms of reference and agreements
  - Developed training materials and curriculum
  - Developed an evaluation framework to determine suitability
  - Provided individual feedback to all candidates who attended the training
- Produced a surveyor handbook and a client handbook
- Tracked accreditation results to monitor trends and develop supporting materials for clients where gaps are identified

In addition to the work outlined above, CMTCA staff provide ongoing support to the CMTCA Board of Directors, as follows:

- Producing meeting agendas and discussion materials for meetings that have occurred monthly or bi-monthly since 2015
- Processing meeting minutes
- Recruiting new board members as required by liaising with the Federation of Massage Therapy Regulatory Authorities of Canada (FOMTRAC), the Canadian Council of Massage Therapy Schools

(CCMTS), or the Canadian Massage Therapist Alliance (CMTA) and providing all necessary support materials.

On an ongoing basis, CMTCA staff also:

- Manage the CMTCA website and produce newsletters to inform stakeholders of progress with the accreditation process
- Facilitate communications with regulators and associations regarding CMTCA funding
- Represent CMTCA at annual general and other meetings to inform stakeholders across the country about the accreditation process
- Manage finances including invoicing clients, associations, and regulators; writing letters of request for funding; and producing annual invoices and quarterly financial reports