

Competence Assurance Process 2017

'Survey Says' Competence Assurance Process 2017

At the conclusion of an investigation, the SRNA Investigation Committee conducts a voluntary survey of the participants to assess if the process was fair and unbiased, timely, transparent, effective and confidential. Obtaining the feedback from the participants about the experience is essential to ensuring the integrity of the Competence Assurance Process (CAP).

About the Survey

Identical surveys are sent to the person submitting a report/complaint regarding the professional competence and/or conduct of an SRNA member and to the member who was the subject of the investigation. For confidentiality purposes, there is no identification requested or indicated on the survey.

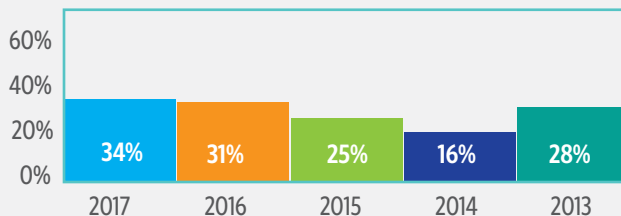
Survey Stats January 1 to December 31, 2017

A total of 86 surveys were sent out to obtain feedback, with a total response rate of 40 per cent for all participants.

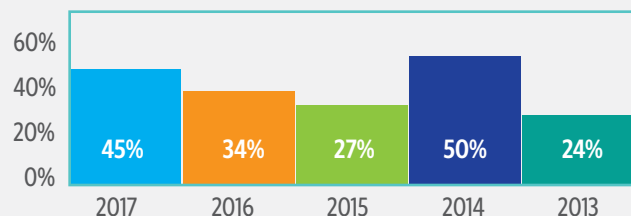
There was an increase in the number of members (34%) and report writers (45%) returning the survey comparable to 2016.

Member vs Report Writer Response Rates: 5 Year Comparison

Member

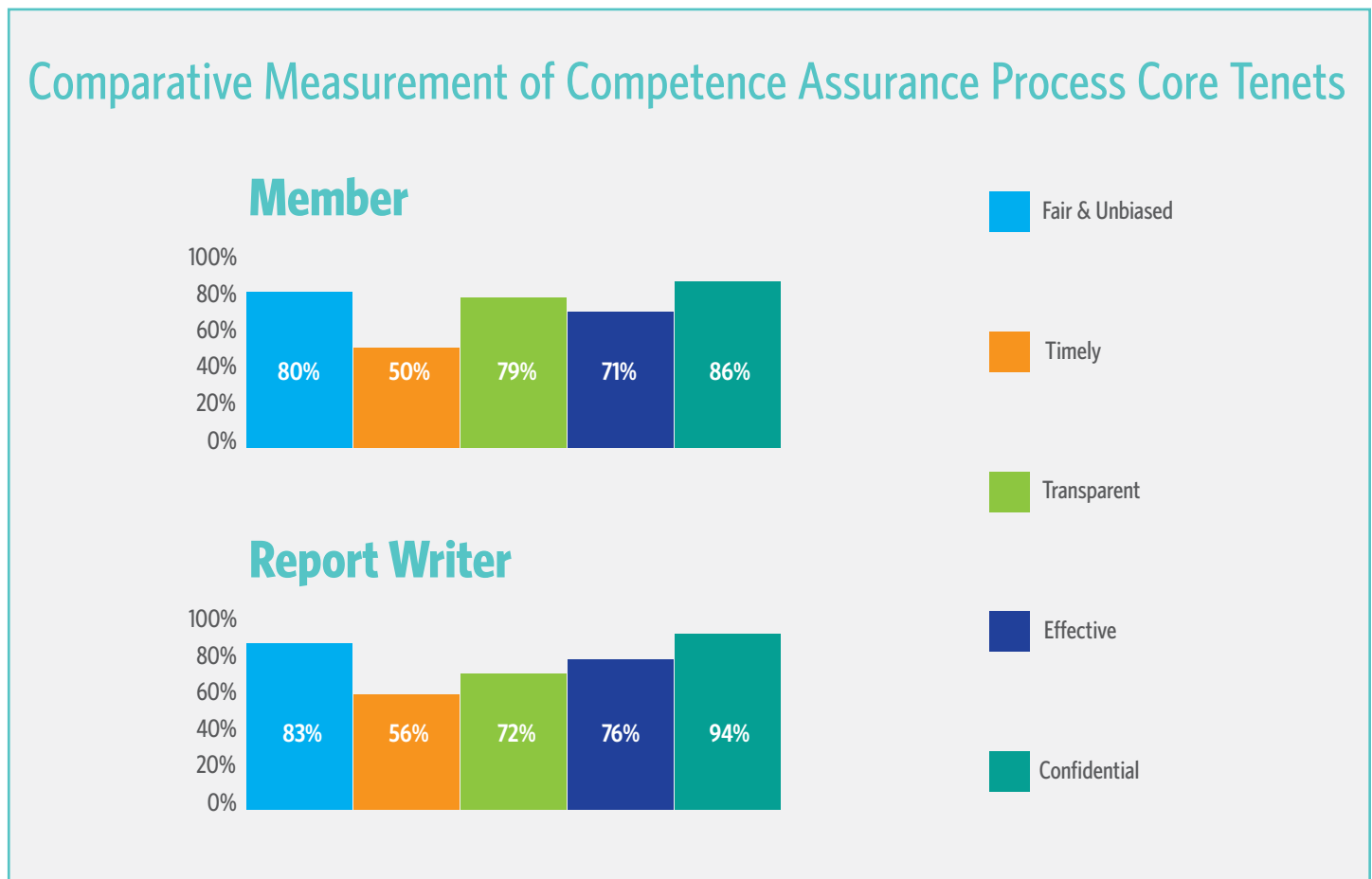


Report Writer



Measuring the Process

Review of the participant surveys in 2017 identified that 82 per cent of all participants responding felt sufficient information was provided to understand the CAP. Responses received from members and report writers found the following comparison on the core tenets of the CAP in 2017:



Report writers and members were most satisfied with the process being confidential, fair and unbiased at the conclusion of an investigation.

Applying the Results

These metrics will continue to be monitored on an annual basis for quality improvement purposes and responses reviewed monthly by the Investigation Committee at scheduled meetings.

With the 2018 SRNA web refresh, our name has changed from Competence Assurance Process to Complaints and Investigation. Check out our new section on the SRNA web site for more information and resources - Complaints and Investigation <https://www.srna.org/complaints-investigation/>