
The Ontario Ministry of Health’s Question:

“How well are Ontario’s health professional regulatory colleges protecting the public interest?” This is the question the Ontario Ministry of Health asked health profession regulators to answer when it developed the College Performance Measurement Framework (CPMF).

Health regulatory colleges exist to protect the public interest.

We fulfill our mandate by developing and implementing a system of rigorous checks and balances. In addition to regulations and by-laws, guided by our vision, values, and principles, results are delivered, including:

- Establishing and enforcing standards of practice
- Compelling registered audiologists and speech-language pathologists to annually adhere to quality assurance measures;
- Addressing concerns and investigating complaints about professionals;
- Licensing only individuals who truly have the knowledge and skills to treat patients in competent, reliable and professional ways
- Providing an online register, to provide patients, families and caregivers with the ability to access a list of registered (licensed) audiologists and speech-language pathologists. Patients can find important information including, registration status, restrictions on practice, or disciplinary history, if any. Also, searching the register enables the public to find audiologists or speech-language pathologists to provide services.

To help the public understand how well colleges are doing their job and to
continually improve accountability, transparency and oversight, all colleges are reporting annually on their work, beginning with 2020, through the CPMF Reporting Tool. This new Tool was developed by the Ministry, together with Ontario’s health regulatory colleges, subject matter experts and the public.

The CPMF reports by each college cover a wide variety of information on major performance indicators, such as:

- organizational structure and resilience,
- competence and effectiveness of governance frameworks
- registration of applicants,
- oversight of individual professional practices, and addressing complaints concerning registrants

The CPMF report provides information on how colleges work with external partners, such as other regulatory colleges, educational programs, and the broader healthcare system to improve public protection.

The CPMF also shares information about Ontario’s regulated health professionals and their participation in quality practice improvement activities. There is also data about the type and number of complaints. Finally, the CPMF details each college’s commitment to making improvements over the next year, giving clear action/improvement plans.

Colleges will update this report annually, noting any progress on areas identified for improvement or adding new or updated information required by the Ministry of Health. These reports are one of the many ways colleges demonstrate their commitment to the public interest for the people of Ontario.