**GUIDEBOOK**

Make your mobile devices work for you at the 2014 Annual Educational Conference through the Mobile Guide powered by Guidebook. With enhanced features this year, the guide is your resource for conference content, attendee networking and New Orleans fun.

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WHAT’S NEW THIS YEAR?

CLEAR is excited to offer an expanded conference schedule this year. We’re starting earlier, ending with a forward-thinking Synthesis Session and adding educational and networking opportunities throughout.

- **Wednesday evening:** Start your conference experience with a warm welcome. Join us for a President’s Reception to meet CLEAR’s dedicated committee members, connect with other conference attendees and have some fun while you’re at it. This reception is open to CLEAR Learning attendees as well.

- **Thursday morning:** A full day of programming opens the conference. Take advantage of one of the preconference workshops and then dive right into a lively debate with our keynote speaker.

- **Thursday afternoon:** There just wasn’t enough room in the schedule for all the great educational content; so, we’ve added a concurrent session on Thursday.

- **Friday morning:** Rise and shine for a special breakfast hour in the Exhibit Hall. Strike up a conversation with the exhibitors about current trends in professional regulation and the products and solutions they offer to help you succeed.

- **Friday afternoon:** Join CLEAR for a new networking session designed to leverage the vast network of regulatory expertise in attendance to help you find solutions to your pressing issues and needs.

- **Saturday closing:** You’ve gathered a lot of valuable information. Now what will you do with it? The Synthesis Session will help you reflect on your conference goals and create an action plan.

WHAT’S NEXT AT CLEAR?

**Mid-Year Business Meeting**
Charleston, S.C. | January 8–10, 2015

**Fourth International Congress on Professional & Occupational Regulation**
Amsterdam | June 25–26, 2015

**Annual Educational Conference & Training Programs**
- NCIT Basic and Specialized Programs
  Boston | September 14–16
- Executive Leadership Program for Regulators
  Boston | September 14–16
- Advanced Concepts in Regulatory Governance
  Boston | September 15–16
- Introduction to Regulatory Governance
  Boston | September 16
- Committee meetings
  Boston | September 16
- Regulatory Expo and Exhibitor Showcase
  Boston | September 17–18
- Annual Educational Conference
  Boston | September 17–19

2015 CALL FOR SESSION PROPOSALS

The 2015 Annual Educational Conference Program Committee invites proposals for conference sessions supporting the theme Promoting Regulatory Excellence.

The proposal form is available online at www.clearhq.org under the Events menu.

Submission deadline: November 1, 2014
CLEAR’S 2013–14 BOARD OF DIRECTORS

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CLEAR’S PAST PRESIDENTS

1980–82 Caroline Stellmann, Md.
1984–85 William L. Wood, N.Y.
1986–87 Gary Clark, Okla.
1989–90 Bruce Douglas, Colo.
1990–91 Elizabeth Stewart, Ariz.
1991–92 Mary Romelfanger, Ky.

1994–95 Donna H. Mooney, N.C.
1996–97 Linda Vaclavik, Texas
1997–98 James Moore, Texas
1999–00 James L. Guffey, Va.
2001–02 Donna H. Mooney, N.C.

2003–04 Deanna Williams, Ontario
2005–06 Linda Waters, Prometric
2006–07 Budd A. Hetrick Jr., Idaho
2007–08 Kathleen (Kate) R. Nosbisch, Va.
2008–09 Rosemary McCool, Colo.
2009–10 Caroline MacIsaac, Ontario
2011–12 Bruce Matthews, Ontario
2012–13 Michelle Pedersen, Colo.

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Program Committee Vice-Chair
Cory Everett

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GL Solutions | Heuristic Solutions | Innovative Exams | in1touchRE | Iron Data | MCC Innovations
Parchment | Pearson VUE | Peopleworks | Professional Examination Service
Professional Licensing Report | Prometric | PSI | Schroeder Measurement Technologies
Strasz Assessment Systems | System Automation Corporation | ThoughtSpan Technology | Yardstick

Exhibits are located in the Preservation Hall.
Exhibit Hall hours are Thursday, Sept. 11, 9 a.m.–6 p.m. and Friday, Sept. 12, 8 a.m.–noon.
Rethinking Information Sharing in Professional Regulation and Patient Safety: Lining up Accountability, Transparency and Fairness

**Studies 3–5**

This session will commence with an overview of the benefits and challenges that candor and transparency can bring to the public, regulators and practitioners in enabling and accounting for public safety, improving trust in professional regulation and increasing confidence in the health system. The session will then explore how increased transparency, candor and accountability can play out in the twin domains of professional regulation and patient safety communications, including incident reporting, especially in relation to how they can be balanced with fairness for practitioners. A closing panel will focus on considerations that arise for regulators as they rethink their approach to information disclosure in their processes and the requirements they set for their members in this era of increased public scrutiny with respect to transparency.

**Coordinator & Moderator**
- Frances Picherack, president, Petrine Consulting Inc.

**Speakers**
- Rod Hamilton, associate registrar, policy, College of Physiotherapists of Ontario
- Jonathan Bracken, chief legal counsel, United Kingdom Health and Care Professions Council
- Brent Windwick, partner, Field Law
- Debbie Tarshis, partner, WeirFoulds LLP
- Georgia G. Roberts, program director, Colorado Department of Regulatory Agencies, Division of Professions & Occupations, State Board of Nursing and Office of Athletic Trainers

**Initiatives to Assist Transitioning Service Members and Veterans**

**Studies 1 & 2**

Service members and veterans in the United States face many challenges as they transition from their military experience into professions and occupations that are regulated in the private sector. Initiatives to assist transitioning service members, veterans and military spouses have recently been a focus area at the federal level, and a number of states have worked closely with the Department of Defense and its related task forces to streamline the licensing process for this population. Research is being done to identify the professions for which military training most closely matches civilian licensed professions, determine where the gaps are between military credentials and licensure education and training requirements, and create and provide coursework and training opportunities to bridge the gap. This workshop will give background information from the perspective of the national experts working on these initiatives as well as challenges, lessons learned and best practices from state representatives who are implementing these initiatives.

**Coordinator**
- Elizabeth A. Carter, director, Virginia Department of Health Professions Healthcare Workforce Data Center, executive director, Virginia Board of Health Professions

**Moderator**
- Cory Everett, sr. advisor to the division director and director, strategic & external affairs, Colorado Department of Regulatory Agencies

**Speakers**
- Marion Cain, associate director, Force Readiness and Training, Deputy Assistant Secretary of Defense (Readiness)
- Michael J. Behm, senior vice president, Stateside Associates
- Lisa Lutz, federal contractor, SOLID Inc.
- Elizabeth A. Carter, director, Virginia Department of Health Professions Healthcare Workforce Data Center, executive director, Virginia Board of Health Professions
- Maryann Alexander, chief officer, nursing regulation, National Council of State Boards of Nursing

**Opening Session Keynote**

**Galeries 1–3**

CLEAR welcomes Dr. Shirley Svorny as our keynote speaker for the 2014 Annual Educational Conference. The keynote address is sure to spark some interesting debate, as our speaker has argued that consumers would be better off without state licensing. Dr. Svorny is a professor at California State University, Northridge. She earned her Ph.D. in economics at UCLA. She is an expert on the regulation of health care professionals, including medical professional licensing. More broadly, she is interested in (1) the sources of consumer protection in markets where services are provided and (2) the potential for a state’s professional licensing apparatus to be used to restrict compe-
AGENDA

Investigator and Inspector Training committee members as moderators.

Groups will have time to discuss the topic with National Certified Investigators. The challenge of lack of cooperation in regulatory investigations.

This year's investigative roundtable discussion group will be broken into three 20-minute sections. The first section will be dedicated to the Council on Licensure, Enforcement and Regulation. How can CLEAR members will be available to share with you and help you get the most out of your CLEAR membership. A light lunch will be provided.

Welcome
- Darrel Crimmins, CLEAR president, deputy director, Pennsylvania Bureau of Enforcement and Investigation, Department of State

Opening Address
- Shirley Swnorny, professor, department of economics, California State University

Exhibit Hall Hour
Exhibit Hall (Studios 7–10)
Visit and build relationships with exhibitors from across North America during this dedicated hour. Explore how their products and services can assist you and your organization in promoting regulatory excellence. Light lunch will be provided. The Exhibit Hall will be open Thursday and Friday.

Getting the Most Out of CLEAR
Galerie 5 & 6
This session provides the opportunity for all conference attendees to learn more about the structure, function, mission and products from the Council on Licensure, Enforcement and Regulation. How can CLEAR assist you? Bring your questions and get the answers. Current CLEAR members will be available to share with you and help you get the most out of your CLEAR membership. A light lunch will be provided.

Speaker
- Deanna Williams, president and principal partner, Dundee Consulting Group Ltd.
- Table discussion will be led by current CLEAR members.

Investigator Issues Discussion Group
Galerie 4
This year's investigative roundtable discussion group will be broken into three 20-minute sections. The first section will be dedicated to the challenge of lack of cooperation in regulatory investigations. Groups will have time to discuss the topic with National Certified Investigators and Inspector Training committee members as moderators. The second section will allow for the entire group to discuss their findings. The final section will be an opportunity for small group discussion on additional topics provided by participants and moderators. Topics could cover everything from social media to cost cutting measures to streamlining your investigative process. Bring your questions and ask the experts from the CLEAR NCIT committee.

Moderator
- Line Dempsey, investigator, North Carolina Dental Board

Table Facilitators
- Members of the CLEAR NCIT committee

Expanding Scope of Practice: Implications for Entry to Practice Studies 3–5
The session will provide multiple perspectives about what happens when a scope of practice is expanded. Although regulators may focus on the details of legislative change, key stakeholders including educators and training program directors, sponsors of testing programs and representatives of professional associations have to do lots of catch-up to ensure that all elements are in place. Representatives of three professions will reflect on the activities they have undertaken to ensure the delivery of services by competent professionals operating under expanded scopes.

Coordinator & Moderator
- Sandra Greenberg, vice president for research & advisory services, Professional Examination Service

Speakers
- Miriam A. Mobley Smith, dean and professor, College of Pharmacy, Chicago State University
- Mary Jean Schuman, interim senior associate dean for academic affairs and assistant professor, George Washington University School of Nursing

Learning objectives
- Evaluate curriculum and align it to the expanded scope of practice.
- Transition from a limited to an expanded blueprint aligned to the new scope of practice.
- Understand the unique issues facing professions that have multiple pathways to eligibility.
- Identify the ramifications for previously credentialed practitioners when an expansion of scope occurs.

Knowledge-Based to Competencies-Based: New Horizons Studies 1 & 2
Most of us are familiar with knowledge-based, multiple-choice question certification systems. Have you ever wondered if it’s possible to include more than just knowledge in your certification or recertification process? In this session, presenters will describe how competencies can address this issue and review the first steps taken to transition an existing knowledge-based recertification system to one based on practice competencies. The process of initiating the study; gathering input from other organizational units and practitioners; developing practice competencies, performance indicators and prac-
practice examples; implementing the survey; and developing final practice competencies based on survey feedback will be presented. Interactive questions will be used to explore this interesting area.

Coordinator & Moderator
- Grady Colson Barnhill, director of exam programs, National Commission on Certification of Physician Assistants

Speakers
- Leanne Worsfold, director, quality programs, iComp Consulting
- Sebastian Orr, senior manager, recertification and professional development, Commission on Dietetic Registration

Learning objectives
- Discern how competencies are different from knowledge statements.
- Understand the similarities and differences between a traditional job analysis and a competencies study.
- Identify the steps involved in developing and implementing a study of practice competencies.
- Recognize some of the practical realities of establishing program buy-in from various organizational units.

National Multi-Profession Regulation: Crazy Experiment or Bold Step Forward?
Galerie 3
With 590,000 registrants, 15 boards and 600 staff with a history of at least 38 different ways of working, the Australian Health Practitioner Regulation Agency was established in 2010 to support the work of 14 regulatory boards. One of many challenges for the national registration and accreditation scheme is to deliver consistent decisions, balancing public protection and access to health services, in a delegated decision-making framework. Using the introduction of practitioner audits as a case study, this session will explore the extent to which the publication of standards and adherence to documented procedure can ensure consistency. What other approaches are available when procedure is not enough?

Coordinator
- Kym Ayscough, executive director, regulatory operations, Australian Health Practitioner Regulation Agency

Moderator
- Andrea Oliver, manager, policy and intergovernmental relations, Australian Health Practitioner Regulation Agency

Speaker
- Kym Ayscough, executive director, regulatory operations, Australian Health Practitioner Regulation Agency

Learning objectives
- Learn about the introduction of practitioner audits.
- Review the lessons learned in the quest to deliver appropriate, consistent regulatory decisions across 14 professions and nine offices.
- Consider whether the documentation of procedure, and monitoring of compliance with that procedure, can deliver consistency and what other tools can be deployed to achieve this goal.

Regulatory Decision Pathway: Strategies to Enhance Discussion and Consistency During Board Deliberations
Galerie 2
The Regulatory Decision Pathway was designed by the National Council of State Boards of Nursing in 2012 for board of nursing discipline decisions in cases of practice errors or unprofessional conduct. With the use of the RDP, the board’s discussion is focused on whether system failure, behavioral choices by the nurse, or a combination of the two, contributed to the error. Through the use of RDP the board will determine the type of behavior exhibited and whether disciplinary action or other action would assist in protecting the public. Additionally, the board is encouraged to communicate with facilities regarding an action plan for the system and the nurse error.

Coordinator
- Kathleen Russell, associate, nursing regulation, National Council of State Boards of Nursing

Moderator
- Jacinta MacKinnon, consultant, registration inquiry and discipline, College of Registered Nurses of British Columbia

Speaker
- Kathleen Russell, associate, nursing regulation, National Council of State Boards of Nursing

Learning objectives
- Recognize the advantages of using a formal structured model as a guide to determining disciplinary sanctions.
- Identify three of the behavioral factors evaluated in the RDP.
- Describe remediation of the licensee.
- Understand the purpose of communication between regulatory boards and facilities.

Refreshment Break and Networking in the Exhibit Hall
Exhibit Hall (Studios 7–10)
Meet the vendors and learn about their products and services at the Regulatory Expo and Exhibitor Showcase.

Trinidad’s Move to Regulate New Professions
Galerie 3
As we embrace the technologies of the 21st century, we envision e-health, e-care and e-medicine will become commonplace in the Caribbean, given our wide geographic spread. However, standards and quality in the allied health care fraternity cannot be compromised. In addition to ensuring proper functional tools, equipment and apparatus, it is even more important that the biomedical personnel are suitably equipped with the competencies necessary to effect repair, maintenance and service to the equipment. Since biomedical technicians form the backbone to this group, it is against this background we saw the need to regulate this profession. This session will provide an environmental scan on Trinidad’s demographics, history and the
history of regulation, followed by the experience of the biomedical technicians.

**Coordinator**
- Nicole Marcelle, administrator, CattaCatvet

**Moderator**
- Marc Seale, chief executive and registrar, United Kingdom Health and Care Professions Council

**Speaker**
- Clyde H. Phillip, chairman, CattaCatvet

**Learning objectives**
- Identify the key competencies necessary for the biomedical fraternity in the allied medical fraternity.
- Map and harmonize these competences into the CARICOM Caribbean Vocational Qualifications model.
- Articulate best practices from our lessons learned file to what exists in the international community.

**You Get What You Pay For: Factors Impacting the Cost of Examinations**

**Galerie 2**
Regulators who require licensees to take examinations to practice a profession can struggle to defend the costs of their examinations. This session focuses on the factors that influence the development, administration and maintenance of defensible examination programs and their impact on costs. It will provide regulators and board members with strategies for examining the factors contributing to costs, questions to ask test professionals and sponsors of credentialing programs and tips for making informed decisions about examination programs. This session is relevant to regulators and sponsors of credentialing programs regardless of jurisdiction, profession or occupation.

**Coordinator**
- Sandra Greenberg, vice president for research & advisory services, Professional Examination Service

**Moderator**
- Elizabeth Witt, chief consultant & psychometrician, Witt Measurement Consulting

**Speakers**
- Deanna Williams, president and principal partner, Dundee Consulting Group Ltd.
- Linda Waters, vice president, Prometric
- Sandra Greenberg, vice president for research & advisory services, Professional Examination Service

**Learning objectives**
- Describe the factors that influence examination costs.
- Explain to stakeholders why examination fees are impacted by decisions about examination content and structure.
- Make strategic decisions about cost containment and justification in the context of changes to examinations.

**Transparency and Accountability: Essential Elements to Achieve Regulatory Excellence**

**Studios 3–5**
The terms transparency and regulator accountability are elusive and difficult to define. There are increasing demands on boards to show how their activities meet public expectations. The College of Nurses of Ontario has conducted research into the perspectives of licensees and consumers on the mandatory report and public complaint processes. This session will provide information on how the college creatively applied market research methods and will reveal this exciting new research for the first time at the Annual Educational Conference. The presenters will explain how the college is using this evidence to improve transparency and demonstrate regulatory accountability.

**Coordinator & Moderator**
- Karen McGovern, director, professional conduct, College of Nurses of Ontario

**Speakers**
- Kevin McCarthy, manager, complaints, College of Nurses of Ontario
- Brent Knowles, manager, information management, College of Nurses of Ontario
- Karen Puckrin, manager, reports, College of Nurses of Ontario

**Learning objectives**
- Expand understanding of transparency and regulatory accountability.
- Present a framework for how evidence is used to inform regulatory actions.
- Discuss how the current processes were examined in light of the new evidence.
- Facilitate discussion on activities that demonstrate transparency and accountability that are in the public interest.

**The Good, the Bad and the Ugly: The Influence of Criminal Law on Regulatory Proceedings in Canada, the U.K. and the U.S.**

**Studios 1 & 2**
Discipline proceedings are not criminal trials and yet criminal law has significantly influenced the rules that govern the enforcement function, whether by comparison or contrast. The scope of that influence, however, varies greatly across jurisdictions. This session will explore how, why and the extent to which criminal law concepts and principles are manifest in regulatory proceedings in Canada, the U.S. and the U.K. It will also identify and evaluate some of the differences between jurisdictions, and consider why regulators should be aware of the comparisons and contrasts drawn between their proceedings and the criminal law when developing policies, rules and processes.

**Coordinator**
- Bonni Ellis, partner, Ellis Mendicino LLP

**Moderator**
- Lori Long, manager, professional conduct and regulatory affairs, Royal College of Dental Surgeons of Ontario

**Speakers**
- Bonni Ellis, partner, Ellis Mendicino LLP
AGENDA

- Jonathan Bracken, special counsel, Bircham Dyson Bell
- Jon Pellett, managing attorney, medical investigation defense unit, The Doctors Company

Learning objectives
- Compare the influence of criminal law concepts in the development of discipline proceedings in Canada, the U.K. and the U.S.
- Understand the general trend for courts to increasingly contrast discipline proceedings with criminal law, noting that the movement is not equally realized in the three jurisdictions.
- Consider where differences lie and compare the rationales offered by the respective legal systems to justify their approach.
- Explore what lessons we can learn by identifying and considering our differences.
- Look at the practical ramifications of these differences and why it is important for regulators to be alive to the issue.
- Understand how the rights and responsibilities assigned to the registrant and the regulator in discipline proceedings reflect the comparisons and contrasts each jurisdiction makes with the criminal law.
- Consider how the analyses provided by the courts should inform the policies, rules and processes created by regulatory bodies to guide their investigations and discipline proceedings.

THURSDAY, SEPTEMBER 11
3:30–3:45 P.M.

Refreshment Break and Networking in the Exhibit Hall
Exhibit Hall (Studios 7–10)

Interprofessional Collaboration:
A Functional Competency-Based Framework
Galeries 5 & 6

Like many professions, health care professionals are increasingly embracing collaboration to enhance client outcomes. In response to the growing need for a practice-based model, a multi-disciplinary group of health practitioners, regulators, entry-to-practice test organizations and education and assessment specialists developed the Functional Framework for Interprofessional Collaboration in Health Care. Although originally designed for use in the health field, other professions have adapted the framework for use in their own sectors. The FF-IPC describes:
- the nature and expectations of effective collaborative practice, which includes the overarching functions and essential activities, regardless of context.
- indicators of good performance that are observable and assessable.
- the underpinning knowledge and skills that are essential contributors to effective collaboration.

Coordinator
- Carol O’Byrne, associate registrar, The Pharmacy Examining Board of Canada

Moderator
- Grady Barnhill, director of exam programs, National Commission on Certification of Physician Assistants

Speakers
- John Pugsley, registrar-treasurer, The Pharmacy Examining Board of Canada
- Carol O’Byrne, associate registrar, The Pharmacy Examining Board of Canada
- Susan Simosko, international consultant on education, training and assessment

Learning objectives
- Review the critical importance of interprofessional collaboration to client and customer outcomes.
- Consider key aspects of the FF-IPC and the WHO Framework for Action on Interprofessional Education and Collaborative Practice.
- Explore ways to adapt, embed and use interprofessional collaboration performance expectations in entry to practice organizations, standards and credentialing processes with ongoing support from regulatory and other organizational systems.
- Discuss how CLEAR members and their organizations need to support, enable or mandate IPC.
- Reflect on the use or adaptation of the FF-IPC as a tool to develop regulatory mechanisms to support interprofessional collaboration, including practice modeling, standards setting and policies for continuing competence and practice review.

Certification of Individuals with Limited English Proficiency
Galerie 2
In 2012, the Washington Department of Health began regulating home care aides—the long-term care workers who provide personal care services in homes and community settings such as adult family homes and assisted living facilities. Many long-term care workers, like the clients they serve, have limited English proficiency, often accompanied by limited literacy. Early data showed that these limited English proficiency candidates performed poorly on the exams as compared to candidates for whom English was a primary language. A working group including state regulatory agencies, training organizations, testing organizations, interpreter and translation agencies, long-term care associations and other key stakeholders was assembled to investigate and identify, if possible, solutions that would remove barriers to practice for qualified limited English proficiency candidates. This session will discuss the working group’s findings and share initiatives undertaken to address the complex challenge.

Coordinator
- Stacy Lawson, team lead, global account management, Prometric

Moderator
- Sara Cowling, client services manager, Prometric

Speakers
- Lisa A. Hodgson, office director, health professions and facilities, Washington Department of Health
- Stacy Lawson, team lead, global account management, Prometric

Learning objectives
- Identify regulatory challenges associated with administering training and certification exams in languages other than English.
During this session, participants will explore the complexities of handling sexual assault complaints while ensuring fairness and protection. Strategies for regulators will be discussed, including the evidential foundation required for interim suspension in different situations. The session will feature case studies and practical guidance to equip regulators with the tools they need to handle sexual assault complaints effectively.

**By-Products of Regulation: The Law of Unintended Consequences**

**Studios 3–5**

Professional regulation typically begins with noble intentions to protect the public. Economists and others, however, have identified adverse impacts that result from the imposition of regulation. These may include higher costs to consumers, higher unemployment and protectionist attitudes within professions. This session will examine regulation from the perspective of risk management and suggest that such by-products, while unintended, may be unavoidable. While regulation can never eliminate risk, does risk reduction justify the unintended consequences? And what other consequences might arise when the motives of those involved in creating regulations don’t reflect the original noble intent?

**Coordinator**
- Bruce G. Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Moderator**
- Deanna Williams, president and principal partner, Dundee Consulting Group Ltd.

**Speaker**
- Bruce G. Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Learning objectives**
- Understand regulation as an exercise in risk assessment and risk management, while being aware of the external influences that can pull the process away from the objective of public protection.
- Learn about the economic analyses that have identified adverse impacts associated with professional regulatory frameworks, and yet appreciate that some consequences must be seen as acceptable when the big picture is considered.
- Generate discussion regarding the impact that regulation will have when outside political and economic interests supersede the objective of serving and protecting the public interest.

**Dealing with Sexual Assault Complaints: Investigations and Interim Action**

**Studios 1 & 2**

This interactive session will explore the challenging issues that arise when a regulator receives complaints of sexual assault, including weaknesses in investigations and concurrent criminal proceedings. The evidential foundation required for an interim suspension in different circumstances, such as where there is a single complaint and where credibility is at issue, will also be discussed. This session will offer a discussion of best practices and include practical guidance and strategies for regulators dealing with sexual assault complaints at the investigation and interim action stage.

**Coordinator**
- Lisa C. Fong, partner, Ng Ariss Fong, Lawyers

**Moderators**
- Kate Parisotto, associate, Ng Ariss Fong, Lawyers

**Speakers**
- Lisa C. Fong, partner, Ng Ariss Fong, Lawyers
- Joelle Berry, director of compliance, College of Massage Therapists of British Columbia
- Julia Hincks, associate, Ng Ariss Fong, Lawyers

**Learning objectives**
- Understand the challenging issues that arise for regulators who receive complaints of sexual assault.
- Explore the development and implementation of best practices for conducting investigations of sexual assault complaints.
- Describe how to prepare the regulator’s case for interim suspension.
- Suggest strategies and tools for regulators to handle investigation of sexual assault complaints and interim suspension proceedings.
- Apply these strategies through an interactive demonstration of a case study.

**Testing in the Movies: Public Perception of Testing**

**Galerie 3**

Attendees will view the fast-paced documentary *Testing in the Movies*, followed by a brief discussion. The film features more than 300 clips from dozens of movies and television shows (such as *The Simpsons*, *Star Trek*, *MASH* and *Stand and Deliver*) covering more than 40 years and highlighting how testing is portrayed in these media. The film addresses five common themes: testing consequences, criticism, test anxiety, test preparation and cheating.

**Learning objectives**
- Increase awareness of how movies affect candidates’ views of testing.
- Understand the media’s perception.
- Discuss the accuracy of the testing portrait and potential responses to public concerns.

**Exhibit Hall Open**
**Exhibit Hall (Studios 7–10)**

Join us in the Exhibit Hall to meet the vendors and network with colleagues. Don’t miss the raffle prize give-aways.
Local Experience Requirements: Bona Fide Requirements or Human Rights Violation?

Galeries 5 & 6

Is local work experience essential to demonstrate ability to practice a profession safely in a particular jurisdiction? Many regulators say yes, but immigrant professionals often struggle to get the required training spots or job opportunities. In 2013, the Ontario Human Rights Commission announced a ground-breaking policy to address the adverse impact of local experience requirements on immigrants. This session will explore the implications of evolving interpretations of human rights legislation for regulators in Ontario and beyond. An engineering case study will show how Canada is learning from New Zealand about ways to better define and measure competencies that are jurisdiction-specific.

Coordinator
- Larry Colle, education and outreach officer, Office of the Fairness Commissioner

Moderator
- Jean Augustine, Ontario Fairness Commissioner

Speakers
- Barbara Hall, chief commissioner, Ontario Human Rights Commission
- Allison Brownlee, project manager, registration, Association of Professional Engineers and Geoscientists of British Columbia
- Jeff Wastney, registrar, Institution of Professional Engineers New Zealand
- Rebecca Durcan, partner, Steinecke Maciura LeBlanc

Learning objectives
- Learn to avoid unnecessary human rights complaints.
- Rethink local experience requirements and consider alternatives.
- Develop new strategies to engage stakeholders in discussions.
- Understand how a competency-based approach can help ensure you meet the legal test for a bona fide occupational requirement.

Digital Trends That Are Transforming Credentialing

Studios 3–5

Innovations in technology are revolutionizing the ways professionals can earn and share credentials. In particular, new digital technologies are creating exciting opportunities for assessment design and administration, personnel selection and continuing education. This session will explore current trends in digital innovation and their implementation by assessment and credentialing programs through the lens of four case studies: animated situational judgment tests, tablet-based objective structured clinical examination, remote proctored assessment, and web-enabled credentials. The panel will discuss the appropriate uses of these technologies as well as considerations for evaluating their significance for professional regulation.

Coordinator
- Andy Stockinger, product strategist, Pearson VUE

Moderator
- Anthony Zara, vice president, assessment solutions, Pearson VUE

Speakers
- Maggie Collins, director, credentialing services, HumRRO
- E.W. Looney, ceo, BrightLink Technology
- Andy Stockinger, product strategist, Pearson VUE

Learning objectives
- Gain insights into key digital technology trends (web, mobile and cloud computing) and their significance for assessment and other uses within professional regulation.
- Learn how the latest digital technology is being leveraged in assessment and credentialing in four areas.
- Understand the appropriate (and possibly inappropriate) uses of these technologies, as well as considerations for evaluating their use by professional regulatory bodies.

Standards of Good Regulation

Galerie 3

This session is focused on the Standards of Good Regulation, published by the Professional Standards Authority in the United Kingdom, and two different means of applying these standards to regulatory performance in different jurisdictions. The first approach outlines how a new regulatory organization has applied these standards in a self-reflective manner. The second approach describes the results of a more formal performance review of a well-established regulatory agency. The format is a three-person panel led by the Professional Standards Authority for Health and Social Care and supported by the Ontario College of Early Childhood Educators and the Nursing Council of New Zealand.

Coordinator
- Christine Braithwaite, director of standards and policy, Professional Standards Authority for Health and Social Care

Moderator
- Charlie Morrison, manager, policy & research, Ontario College of Teachers

Speakers
- Christine Braithwaite, director of standards and policy, Professional Standards Authority for Health and Social Care
- Carolyn Reed, ceo and registrar, Nursing Council of New Zealand
- Sue Corke, registrar and ceo, College of Early Childhood Educators

Learning objectives
- Gain a clear understanding of the standards of good regulation.
- Learn how they can be applied through two separate models applied in two jurisdictions.
- Enhance knowledge transfer between regulatory authorities at an international level.
Setting Precedents:
The Top 10 Recent Cases You Need To Know About
Studies 1 & 2
In order for regulators to achieve excellence, they must be aware of the legal framework in which they operate. While part of that legal framework is statutory, part of it is also judge-made law. This session will summarize and analyze the most interesting recent Canadian and U.S. cases in regulatory law, pulling together themes and highlighting differences between the two countries. The session will also provide attendees with tips for managing and applying those decisions in the regulatory setting. Using an audience response system, attendees will be invited to vote on the results of each case.

Coordinator & Moderator
• Lori Long, manager, professional conduct and regulatory affairs, Royal College of Dental Surgeons of Ontario

Speakers
• Amigo Wade, senior attorney, Virginia Division of Legislative Services
• Marc Spector, partner, Steinecke Maciura LeBlanc
• Bernard LeBlanc, partner, Steinecke Maciura LeBlanc

Learning objectives
• Review the most recent cases of interest to regulators and learn how to apply the principles from those cases.

FRI Day, SEPTEMBER 12
10:30–11 A.M.

Refreshment Break and Networking in the Exhibit Hall
Exhibit Hall (Studies 7–10)

FRI Day, SEPTEMBER 12
11 A.M.–NOON

Promoting Regulatory Standards Across Borders:
A Canadian-US Case Study
Galerie 3
Canadian registered nurse regulators will be using the U.S.-based National Council of State Boards of Nursing’s NCLEX-RN as the licensure examination for entry-level practice beginning in 2015. This session will outline the regulatory objectives of the decision to adopt the NCLEX-RN in Canada, the process that was undertaken to implement the decision, challenges that needed to be addressed and solutions developed. This is a historic joining of regulatory organizations and the lessons learned from this partnership will be of great interest to attendees.

Coordinator & Moderator
• Anthony R. Zara, vice president, assessment solutions, Pearson VUE

Speakers
• Phil Dickison, chief officer, testing, National Council of State Boards of Nursing
• Anne Coghlan, executive director & ceo, College of Nurses of Ontario

Learning objectives
• Explain the decision-making process used by the Canadian regula-
tors to select the NCLEX-RN.
• Explore potential challenges that other regulatory boards might encounter when venturing into cross-border regulatory partnerships.
• Understand the solutions that were developed to overcome these challenges.

Engaging and Effective Methods for Testing (and Teaching)
Jurisprudence and Other Professional Content
Studies 3–5
The College of Dietitians of British Columbia’s Jurisprudence Examination for Dietitians teaches and examines registrants’ knowledge of legal principles that ensure safe, competent and ethical dietetic practice. The JED features online, interactive exam-based learning. The open book program links incorrectly answered questions to the pertinent content area. The Commission on Dietetic Registration’s online Assess and Learn series measures knowledge and skills within the context of case scenarios. As one moves through the cases, each multiple-choice question is followed by evidence that supports why each question option is correct or incorrect. Learners then receive a feedback summary by performance domain and resources for further learning. This presentation includes demonstrations or illustrations, results and feedback, and opportunities for discussion of these methods.

Coordinator
• Fern Hubbard, registrar, College of Dietitians of British Columbia

Moderator
• Grady Barnhill, director of examination programs, National Commission on Certification of Physician Assistants

Speakers
• Fern Hubbard, registrar, College of Dietitians of British Columbia
• Mickie S. Rops, Mickie Rops Consulting LLC

Learning objectives
• Learn about the relationship between testing jurisprudence knowledge, professional content and public safety.
• Become aware of innovative and flexible online methods for learning and testing jurisprudence and other professional content.
• Learn key principles for the development of professional content and online interactive software.
• Experience the functionality of online learning and assessment products through demonstration or illustration.

New Legislation Enables Collaborative Health Profession Regulation
Galeries 5 & 6
In September 2013, Nova Scotia became the first Canadian province to adopt legislation created by regulated health professions to voluntarily collaborate more efficiently and effectively in the public interest. The Regulated Health Professions Network Act formalizes the Nova Scotia Regulated Health Professions Network as a corporate entity and strengthens self-regulation through a voluntary approach to collaborative regulatory processes. It will enable a network of the 21 regulat-
ed health professions in the province to collaborate in regulatory processes related to the investigation of complaints, interpretation and modification of scopes of practice and review of registration appeals.

Coordinator
- Jennifer Garus, executive director, Nova Scotia Dietetic Association

Moderator
- Ann A. Mann, executive director and registrar, College of Licensed Practical Nurses of Nova Scotia

Speakers
- Marjorie Hickey, partner, McInnes Cooper
- Ann A. Mann, executive director and registrar, College of Licensed Practical Nurses of Nova Scotia
- Bruce Holmes, executive director, Nova Scotia Regulated Health Professions Network

Learning objectives
- Describe how voluntary collaborative regulation will strengthen self-regulation and promote regulatory excellence and accountability.
- Discuss the potential benefits of the voluntary nature of the legislation.
- Identify how the act will enable a collaborative investigation to address a complaint about an interprofessional team.
- Explain how the act will enable addressing scope of practice.

Illegal, Unethical, Dangerous!

Stopping Unlicensed Practitioners and Fraudulent Credentials

Studies 1 & 2

Over the past 10 to 15 years, the methods employed by unlicensed practitioners have become more difficult to investigate and prosecute. This session will cover the various investigative methods used to overcome the obstacles presented by these offenders and the legal options available in various jurisdictions to stop them. Despite the efforts by licensing and regulatory bodies, as well as other law enforcement agencies, this is a growing problem. Case studies will raise awareness of the scope of this issue around the world and how it is evolving.

Coordinator
- Kim Williams, investigator, Royal College of Dental Surgeons of Ontario

Moderator
- Line Dempsey, investigator, North Carolina Dental Board

Speakers
- Dean Benard, president, Benard + Associates Inc
- Peter Osborne, partner, Lenczner Slaght

Learning objectives
- Raise awareness of the scope of this issue around the world and how it is evolving.
- Provide practical solutions for investigating these matters and dealing with the challenges related to evidence gathering and the lack of cooperation often faced in these cases.
- Recognize the parallel illegal acts that are intertwined in this activity and learn how to deal with them.
- Understand how legally licensed members of professions may be actively involved or used unwittingly to advance the illegal practitioner’s agenda.
- Explore legal remedies available in various jurisdictions.
- Identify the challenges and benefits of collaborating with other law enforcement agencies.
- Review case law that highlights important issues to be aware of when investigating and prosecuting illegal practice matters.

FRIDAY, SEPTEMBER 12 NOON–1:30 P.M.

CLEAR Networking Luncheon and 2014 Awards Presentation

Mardi Gras Ballroom (3rd floor)

CLEAR president, Darrel Crimmins, presents the CLEAR Regulatory Excellence Award and the James L. Guffey NCIT Development Award. Please see pages 4–5 for information about the awards and this year’s recipients.

FRIDAY, SEPTEMBER 12 1:30–2:30 P.M.

Discussion Group Session: Regulatory Agency Administrators

Balconies J & K (4th floor)

This forum provides the opportunity for executive staff and administrators of regulatory bodies to discuss topics of current interest. The discussion will be facilitated by members of CLEAR’s Regulatory Agency Administration Committee. Topics will include best practices in labor mobility and telehealth; risk assessment and governance; fraudulent documents in the new electronic age; and fitness to practice issues. Attendees are invited to bring their own experiences, questions and suggested topics as we continue to strive for regulatory excellence.

Facilitators
- Ginny Hanrahan, ceo, Health and Social Care Professionals Council Ireland, CORU
- Anne Resnick, director, professional practice, Ontario College of Pharmacists
- Carol Tuttas, director enterprise services, CGFNS International Inc.
- Kelly Holder, director, fitness to practice, United Kingdom Health and Care Professions Council

Discussion Group Session: Help! My Board Is Dysfunctional

Galeries 5 & 6

All regulatory agencies face governance challenges for a number of reasons, not the least of which are the inherent challenges in balancing competing priorities such as policy and adjudicative functions, public protection versus public perception, demands from multiple stakeholders and the fact that board members may be unpaid volunteers. Often these volunteers have either little experience in governing an organization or, worse still, have experience that is inapplicable to governing a regulatory body. This highly interactive session will take a humorous look at what can go wrong and offer instructive, concrete strategies and tools for organization leaders to educate
board members and enforce board policies. The session will provide practical tips for dealing with recurring issues and a multitude of scenarios to illustrate the points being made.

**Coordinator**
- Cathi Mietkiewicz, associate, Steinecke Maciura LeBlanc

**Moderator**
- Frances Picherack, president, Petrine Consulting Inc.

**Speakers**
- Marc Spector, partner, Steinecke Maciura LeBlanc
- Cathi Mietkiewicz, associate, Steinecke Maciura LeBlanc

**Discussion Group Session: What Testing Issues Do You Anticipate in the Next Five Years?**

**Learning objectives**
- Identify the issues and considerations surrounding the reinstatement of a suspended or revoked practitioner.
- Hear and contribute to discussion about the issues, processes and challenges surrounding the scenario of a suspended or revoked practitioner seeking to be reinstated to good standing.
- Generate discussion, identify trends and highlight pitfalls associated with reinstating a suspended or revoked practitioner.

**Discussion Group Session: Re-entry to Practice—Suspensions and Revocation**

**Galerie 1**

When a practitioner has been suspended or revoked, for whatever reason, and later seeks to be reinstated, how does the regulator satisfy itself that the individual is qualified and competent? What considerations impact the decision to reinstate a suspended or revoked practitioner? This session will examine these questions through roundtable discussions regarding the processes arising from these issues and considerations. What is the public interest rationale for allowing a revoked practitioner back into practice? What happens when a suspension ends? Come and hear the views of your colleagues and share your own.

**Coordinator & Facilitator**
- Bruce G. Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Facilitators**
- Grady Barnhill, director of exam programs, National Commission on Certification of Physician Assistants
- Tadas Dabys, executive vice president, PSI Services LLC
- Steve Nettles, program director, psychometrics, Applied Measurement Professionals
- Ron Wohl, vice president, Wohl Communication Services Inc.

**FRIDAY, SEPTEMBER 12**

**From Preparation to Practice—A Model for the Induction and Probation of Newly Qualified Teachers**

**Galeries 5 & 6**

The session will tell the story of an exciting journey that the Irish teaching profession has begun. It is a journey towards professionally-led regulation, where key professional reforms will be led and shaped by the profession in the interests of the pupils that they teach. It will focus on a particular milestone in that journey: the introduction of a new model of induction and probation, where the profession supports the new teacher during his or her induction phase and, at the end of that phase, makes a recommendation to Teaching Council Ireland regarding the teacher’s full registration.

**Coordinator**
- Clioma Mcloughlin, communications executive, Teaching Council Ireland

**Moderator**
- Micheál Ó Griofa, chairperson, Teaching Council Ireland

**Speakers**
- Micheál Ó Griofa, chairperson, Teaching Council Ireland
- Tomás Ó Ruairc, director and ceo, Teaching Council Ireland
- Fergal McCarthy, chairperson of education committee, Teaching Council Ireland

**Learning objectives**
- Understand what professionally-led regulation is and the practical ways in which that principle is being applied in piloting a new model of induction and probation in Ireland.
- Appreciate the challenges involved in introducing such a model, where a significant cultural change is involved.
- Explore the successes and failures and the way in which both are informing the learning of the profession and Teaching Council Ireland.
- Learn about the interim findings from the pilot to-date, which will inform the model that is ultimately mainstreamed in Ireland.
- Discuss the key themes, challenges and findings, and the implications each may have in the particular context in which they work.

**Probation of Newly Qualified Teachers**

**From Preparation to Practice**

**Galerie 1**

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**Coordinator & Facilitator**
- Bruce G. Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

**Learning objectives**
- Identify the issues and considerations surrounding the reinstatement of a suspended or revoked practitioner.
- Hear and contribute to discussion about the issues, processes and challenges surrounding the scenario of a suspended or revoked practitioner seeking to be reinstated to good standing.
- Generate discussion, identify trends and highlight pitfalls associated with reinstating a suspended or revoked practitioner.

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- Hear and contribute to discussion about the issues, processes and challenges surrounding the scenario of a suspended or revoked practitioner seeking to be reinstated to good standing.
- Generate discussion, identify trends and highlight pitfalls associated with reinstating a suspended or revoked practitioner.

**Discussion Group Session: What Testing Issues Do You Anticipate in the Next Five Years?**

**Balconies L & M (4th floor)**

What will the testing future look like? We seem to be seeing more online test delivery, remote proctoring and digital badging. Will these trends continue? Research continues on alternative testing models, including linear on-the-fly testing, computer adaptive testing and multi-stage testing. Will we see increased implementation of these models? Or are they worth the trouble? Much progress has been made in the standardization of clinical testing (e.g., standardized patients). Will we see more of an effort to ensure new licensees or certificants can perform clinical skills or competencies? What about new work using virtual or simulation testing or gaming theory to assess practice skills? Come discuss these and other questions of the testing future!

**Facilitators**
- Grady Barnhill, director of exam programs, National Commission on Certification of Physician Assistants
- Tadas Dabys, executive vice president, PSI Services LLC
- Steve Nettles, program director, psychometrics, Applied Measurement Professionals
- Ron Wohl, vice president, Wohl Communication Services Inc.

**FRIDAY, SEPTEMBER 12**

**Legal Issues in Regulatory Testing**

**Studios 3–5**

Regulatory agencies and professional associations face a variety of issues and decision points that require careful consideration in developing and operating examination programs. A key concern for credentialing examinations is how to establish and maintain a minimum competency standard (passing score or cut score) that is legally defen-
AGENDA

Evolving the Tradition: New Roles and Expectations for Profession-Based Regulation

Galerie 3

While the traditional regulatory pillars of public protection continue to include licensure, facility accreditation, complaints and discipline, and quality assurance, public expectations are broadening on what defines professional or occupational regulation. This emerging role expansion is occurring in a variety of ways, including new regulatory programs, new partnerships and new opportunities to influence the greater public good. This session will consider the context and pressures that are shaping this emerging new era and describe in more detail two examples of role expansion. The first will examine an initiative that moves away from a focus on individual licensees to that of the system as a whole, and describes an innovative partnership between an autonomous board and a provincial health agency in Ontario, undertaken at the request of the Ontario government. The second shares the experience of a regulator exploring the definition of professional or occupational regulation. This emerging role expands the landscape architectural regulation.

Veronica Meadows, director of communications, Council of Landscape Architectural Registration Boards

Moderator

Linda Gough, registrar, College of Medical Radiation Technologists of Ontario

Speakers

Debbie Tarshis, partner, WeirFoulds LLP

Robin Reece, project manager, College of Physicians and Surgeons of Ontario

Kathleen Nosbisch, executive director, Virginia APELSCIDLA Board, Department of Professional and Occupational Regulation

Learning objectives

- Gain an understanding of the role of evidence-based practice in regulatory decision-making.
- Explore the ethical considerations involved in regulatory accountability and transparency.
- Understand the implications of this evolution for future roles.

Challenges in Discipline Proceedings: Parallel Criminal or Civil and Regulatory Proceedings

Studios 1 & 2

With increasing frequency, regulators need to determine if and how to proceed when a licensee is concurrently facing a regulatory or disciplinary proceeding and a criminal or civil proceeding arising from the same facts. Such cases raise many issues related to strategy, timing, practical procedure, evidentiary issues, jurisdictional issues, abuse of process and protection of the licensee’s rights. All of these issues must be considered while ensuring that the public’s interests are met and media expectations for regulatory accountability and transparency are addressed. This interactive session will discuss the pros and cons of moving forward with regulatory proceedings before the criminal or civil case has concluded.

Coordinators

Donna Mooney, manager, regulatory affairs, North Carolina Board of Nursing

Rebecca Durcan, partner, SteinEcke Maciura LeBlanc

Jill Dougherty, partner, WeirFoulds LLP

Moderator

Michael Salvatori, registrar and CEO, Ontario College of Teachers

Speakers

Rebecca Durcan, partner, SteinEcke Maciura LeBlanc

Jonathan Bracken, special counsel, Bircham Dyson Bell LLP

Jill Dougherty, partner, WeirFoulds LLP

Brett Thompson, director, discipline, Mississippi Board of Nursing

Judge Steven Adler, administrative law judge, California

FRIDAY, SEPTEMBER 12

Six Degrees of CLEAR Networking Event and Refreshments

Mardi Gras Ballroom (3rd floor)

One of the biggest benefits of CLEAR’s Annual Educational Confer-
ence is the opportunity to catch up with contacts, make new ones and form lasting professional connections. With regulators, vendors, consultants, legal professionals and educators all joining together, you’ll likely meet someone who can offer valuable insight into your latest challenge. Join CLEAR for a new networking session designed to leverage the vast network of regulatory expertise in attendance and help you find solutions to your pressing issues and needs. Who needs six degrees of Kevin Bacon when we can maximize the six degrees of CLEAR?

**Facilitator**
- Claudia Newman, principal, NCA Associates

**SATURDAY, SEPTEMBER 13**

**Registration Open**

**SATURDAY, SEPTEMBER 13**

**8 A.M.–NOON**

**Regulating Entry to Practice for Internationally Educated Professionals**

**Galeries 5 & 6**

Credential evaluation is the prevailing methodology used to determine the comparability of foreign educated nurses’ education against standards in receiving countries. In the context of evaluating FENs’ education for entry to practice, this methodology lacks capacity to capture the requisite data for analysis. The National Nursing Assessment Service harmonization project serves as a case study to illustrate how a qualitative approach to assessment yields more useful evidence to support regulatory decisions. This approach, based on a conceptual framework, transcends professions and borders and can be readily applied across professions facing comparability assessment challenges.

**Coordinator**
- Carol Tuttas, director, enterprise services, CGFNS International Inc.

**Moderator**
- Mary Lou Gignac, registrar and executive director, College of Dietitians of Ontario

**Speakers**
- Franklin Shaffer, chief executive officer, CGFNS International Inc.
- Karen Eisler, executive director, Saskatchewan Registered Nurses’ Association, board member, National Nursing Assessment Service
- Laura Panteluk, executive director and registrar, College of Registered Psychiatric Nurses of Manitoba, board member, National Nursing Assessment Service
- Julia To Dukta, strategist, CGFNS International Inc.

**Learning objectives**
- Recognize opportunity for self-directed collaboration across jurisdictions to achieve harmonization.
- Differentiate between the concept of comparability and substantial equivalency.
- Evaluate the usefulness of different credential evaluation models vis-à-vis the purpose of the intended evaluation.
- Evaluate the applicability of the model for evaluating internationally educated nurses in this case study to other professions.
- Develop strategies for creating comparable models to establish benchmarks to evaluate internationally educated professionals in different disciplines.

**What Do You Want to Know about Licensing Exams? Ask the Experts**

**Studios 3–5**

Can we defend our exam if challenged in court? What should we tell the candidate who failed by one question? How can we make our test better? Are candidates cheating on our test? Board members and the public may be reluctant to ask questions about the test. This interactive session will respond to practical concerns and questions of regulators using audience response devices and by responding to scenarios. Bring your hot issues and questions to the session for discussion.

**Coordinator**
- Chuck Friedman, program director, Professional Examination Service

**Moderator**
- Elizabeth Witt, chief consultant and psychometrician, Witt Measurement Consulting

**Speakers**
- M. Jeanne Guernsey, director, program management, National Board of Medical Examiners
- Paul Naylor, director, PDN Consulting LLC
- John Pugsley, registrar-treasurer, The Pharmacy Examining Board of Canada

**Learning objectives**
- Provide responses to actual, practical examination-related issues.
- Share experiences from different organizations and testing experts.
- Discuss multiple approaches and options to common and unusual challenges.
- Address topics not covered in other conference sessions.

**The New Frontier: Hot Trends in Professional Regulation**

**Galerie 3**

Professional regulation continues to attract public attention, with increasing calls for greater transparency, fairness in entry requirements and the absence of self interest in governance decisions. The emergence of newly regulated professions gives rise to further discussion and debate over appropriate rules and processes to ensure accountability and public safety. These issues and trends will be addressed by health law and regulatory specialists with the goal of offering a crystal ball vision of the future of regulation.

**Coordinator & Moderator**
- Jim Dunsdon, partner, Dundee Consulting Group Ltd.

**Speakers**
- Bernard C. LeBlanc, partner, Steinecke Maciura LeBlanc
AGENDA

- Marc Spector, partner, Steinecke, Maciura, LeBlanc
- Deanna L. Williams, president and principal partner, Dundee Consulting Group Ltd.
- Amigo Wade, senior attorney, Virginia Division of Legislative Services

Learning objectives
- Identify challenges that regulators are facing or will face shortly.
- Learn how to manage the regulation of, and cooperate with, newer professions.
- Learn how to better regulate members in light of developments in the world of complaints and discipline.
- Discover what steps you can take now to address public concerns about regulation.

Social Media—Friend or Frenemy?

Studios 1 & 2
This session will discuss the challenges that the use of social media by members and licensees has on regulatory bodies. Although social media may be helpful to regulatory bodies in delivering their message to licensees and members, its use by members and licensees can also raise significant issues in the disciplinary process. This session will identify opportunities for use by the regulatory body itself in disseminating information to their members, licensees and the public. Attendees will review case studies and discuss how the use of social media can create difficulties in the practice world.

Coordinator
- Lori Long, manager, professional conduct and regulatory affairs, Royal College of Dental Surgeons of Ontario

Moderator
- Donna Mooney, manager, regulatory affairs, North Carolina Board of Nursing

Speakers
- Karen Puckrin, manager, reports, College of Nurses of Ontario
- Deborah Jones, manager, communications, College of Nurses of Ontario
- Line Dempsey, investigator, North Carolina Dental Board

Surprise! Do Test Delivery Changes Change Test Results?

Studios 3–5
What happens when candidate performance drops drastically after a change in test delivery? Two Illinois agencies moved five professions from paper exams to computer-based testing in onsite proctored and remotely proctored locations with significant variations in test results by profession. Candidate performance data, policy challenges and recommended solutions will be presented.

Coordinator
- Lily Soto, director of sales & marketing, Innovative Exams LLC

Moderator
- Ruben A. Garcia, ceo and founder, Innovative Exams LLC

Speakers
- Lily Soto, director of sales & marketing, Innovative Exams LLC
- Ron Rodgers, director of psychometric services, CTS, president, Employment Research Institute
- Tadas Dabys, executive vice president, PSI Services LLC

Learning objectives
- Assess the comparability of paper, onsite-proctored and remotely proctored examination delivery.
- Examine challenges for policy and administration during a transition in test delivery methods.

Effective Credential Assessment: The Human Resource Factor

Studios 1 & 2
This session will focus on two ongoing projects related to credential assessment that aim to support entry-to-practice policies and procedures of regulators. The first part of the session will explore our lessons learned in developing a series of country-based comparability tables of assessment outcomes for use by regulators and others who assess international credentials. The second part of the session will consider how organizations can best equip their staff with the necessary skill set to assess credentials, highlighting the Canadian Information Centre for International Credentials’ online distance education course for academic credential assessors, which will be piloted in early 2015.

Coordinator
- Nancy Tran, manager, labor mobility projects, Canadian Information Centre for International Credentials

Moderator
- Bruce Matthews, deputy registrar, regulatory compliance, Real Estate Council of Ontario

Speakers
- Nancy Tran, manager, labor mobility projects, Canadian Information Centre for International Credentials
- George D’Agostino, evaluation services unit, Ontario College of Teachers

Learning objectives
- Overview of the tools developed to facilitate regulators’ credential assessment process.
- Consider best practices in academic credential assessment and lessons learned in reconciling the policies and procedures of different organizations.
- Be invited to participate in the pilot stage of the online distance education course.
- Share on-the-job training practices for credential assessment and consider the options for training internally or outsourcing aspects of the credential assessment process.

Refreshment Break and Networking
Preservation Hall Foyer
SATURDAY, SEPTEMBER 13
9:30–9:45 A.M.

Effective Credential Assessment: The Human Resource Factor
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Speakers
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- Ron Rodgers, director of psychometric services, CTS, president, Employment Research Institute
- Tadas Dabys, executive vice president, PSI Services LLC

Learning objectives
- Assess the comparability of paper, onsite-proctored and remotely proctored examination delivery.
- Examine challenges for policy and administration during a transition in test delivery methods.
• Compare candidate behavior and performance across professions in different delivery methods.

Resilience: Regulators’ Approach to Ensuring Registrants are Resilient
Galeries 5 & 6
Why do some registrants appear resilient in the face of challenging conditions while others experience negative effects, increasing the risk of making poor professional judgments and compromising client safety? Following the Resilient Registrants: Supporting Regulator’s Expectations session at last year’s CLEAR Annual Educational Conference, participants will consider how resilience may be incorporated appropriately into regulation, possibly through continuing professional development. As an evidence base for this discussion, ongoing international research into the factors that contribute to resilience and protect against burnout in regulated social workers will be presented.

Coordinator
• Ginny Hanrahan, ceo, Health and Social Care Professionals Council Ireland, CORU

Moderator
• Alison MacDonald, executive director and registrar, Saskatchewan Association of Social Workers

Speakers
• Ginny Hanrahan, ceo, Health and Social Care Professionals Council Ireland, CORU
• Jenn Bulbulia, council member, Health and Social Care Professionals Council Ireland, CORU
• Author: Michael S. Gordon, assistant professor in psychology, Trinity College, Dublin

Learning objectives
• Receive up-to-date research on resilience.
• Identify the personal, organizational and professional factors that foster resilience.
• Discuss the role of regulators in supporting resilience amongst registrants.

Alternative Dispute Resolution Within the Complaints Process: Perspectives from the Pilot Project of the Ontario College of Pharmacists
Galerie 3
This session will examine a pilot project to employ alternative dispute resolution within the complaints process at the Ontario College of Pharmacists. The session will review the development of the ADR process, challenges that arose during the development and implementation of the project, and the costs and benefits associated with the use of an ADR process. Finally, the session will review the success of this pilot project and future use of ADR at the Ontario College of Pharmacists.

Coordinator
• Katharine Neufeld, decisions coordinator, Ontario College of Pharmacists

Moderator
• John Bull, compliance manager, Maryland Board of Physical Therapy Examiners

Speakers
• Katharine Neufeld, decisions coordinator, Ontario College of Pharmacists
• Charlene Rochman, ADR liaison, Ontario College of Pharmacists
• Tracy Wiersema, member of the Inquiries, Complaints and Reports Committee and the ADR working group, Ontario College of Pharmacists
• Maryan Gémus, manager, investigations and resolutions, Ontario College of Pharmacists

Learning objectives
• Understand the steps taken to develop the ADR process, the challenges that arose during the development and implementation of this process, and how these challenges were addressed.
• Gain information regarding the costs and benefits associated with the ADR process for complainants, licensees and regulatory body staff.

SATURDAY, SEPTEMBER 12 11 A.M.–NOON
Closing Synthesis Session
Studies 7–10
The conference will close with a facilitated discussion to identify the best practices and take-homes from the conference. You’ve heard new perspectives, tips, best practices and emerging trends. How will you implement them? Why will you use them? What impact will they have? Leave the conference feeling energized and ready to implement the new ideas and resources to improve your work.

Facilitator
• Claudia Newman, principal, NCA Associates
Exhibit Hall

Marriott's Preservation Hall

Galeries

New Orleans Marriott—2nd Floor

Chartres Street

Studio 1

Studio 2

Studio 3

Studio 4

Studio 5

Studio 6

Freight Elev

3

4

5

6

2

1

3

4

5

6

Lobby

Registration

Escalator

Telephone

Stairs

Canal Street
New Orleans Marriott—3rd Floor
What are my goals in attending the 2014 CLEAR Annual Educational Conference?

1. ____________________________________________________________
2. ____________________________________________________________
3. ____________________________________________________________

Which sessions offer content that I can use to achieve my goals?

1. Session title __________________________________________________
   Valuable content _______________________________________________
   _____________________________________________________________
   _____________________________________________________________
   Major takeaways and strategies________________________________

2. Session title __________________________________________________
   Valuable content _______________________________________________
   _____________________________________________________________
   _____________________________________________________________
   Major takeaways and strategies________________________________

3. Session title __________________________________________________
   Valuable content _______________________________________________
   _____________________________________________________________
   _____________________________________________________________
   Major takeaways and strategies________________________________
Those who may be ongoing resources following the conference:

1. Name_________________________________________ Organization________________________________________
   Email_________________________________________ Phone________________________________________
   Purpose for follow-up_____________________________________________________________________________________

2. Name_________________________________________ Organization________________________________________
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3. Name_________________________________________ Organization________________________________________
   Email_________________________________________ Phone________________________________________
   Purpose for follow-up_____________________________________________________________________________________

What vendors provide services, tools or resources I need?

1. Organization_________________________________________ Name________________________________________
   Email_________________________________________ Phone________________________________________
   Helpful services___________________________________________________________________________________________

2. Organization_________________________________________ Name________________________________________
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   Helpful services___________________________________________________________________________________________

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   Helpful services___________________________________________________________________________________________

What follow-up can I do in my first week back in the office?

What strategies can I implement within the next month?

What actions can I take within the next three months to help ensure I achieve my goals?

What are the big-picture trends I observed that may affect my role within the next year?
### 2014 Annual Educational Conference Schedule

**President’s Reception:** Wednesday, Sept. 10, 6–7:30 p.m.
**Testing in the Movies: Public Perception of Testing,** Sept. 11, 6–7 p.m.

#### Thursday, Sept. 11

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<td><strong>Social Media: Friend or Frenemy?</strong></td>
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Key:  - Preconference Session & Discussion Group  - Exhibitor Showcase  - General Session  - Entry to Practice Issues  - Testing & Examination Issues  - Administration, Legislation & Policy  - Compliance & Discipline  - Networking