



**Public confidence  
in veterinary regulation**

# **Strategy 2023**

## **Final Outcomes Report**

## **Vision**

Instilling public confidence in veterinary regulation

## **Mission**

Governing the practice of veterinary medicine

## **Principles**

- Honest
- Reliable
- Competent
- Relevant
- Independent
- Inclusive
- Accountable

This final report on Strategy 2023, brings to conclusion the College's strategic advancement of five primary objectives over the period of March 2020 to March 2023. It demonstrates Council's diligent attention to making tactical progress in all areas, regardless of the pandemic conditions, and serves as a testament to the outcomes achieved as the world changed.

The report is broken into five sections, providing a summary of the work completed on each strategic objective.

## **Objective 1**

Promoting professionalism to assure quality care

Achieving include:

- Piloted and finalized a new model of accreditation, inclusive of the hiring and training of new DVM inspectors
- Developed and consulted on a new set of standards for the new accreditation model
- Piloted and launched the new Peer Advisory Conversation as a component of the College's initiatives to promote continuing competence and quality assurance in veterinary medicine
- Launched a new online Ethics Hub as a support for veterinary teams on common and current moral and ethical dilemmas regularly experienced in practice
- Developed and published an inaugural professional practice standard and guide on the topic of conflict of interest in veterinary practice
- Established a working group to consider issues related to standard of care in veterinary medicine which submitted its recommendations to Council for approval in March 2022. These recommendations have gone on to produce a Council position on Balancing Available Health Care Options and Client Access to Veterinary Care; and a document clarifying the differences between standard of care and standard of practice, and debunking the myth of College affiliation with the term gold standard
- Developed and obtained approval across the North American veterinary regulatory leadership on a foundational Profile outlining the Essential Competencies for Practice in Veterinary Medicine. A task force to continue to facilitate full use of the Profile is in place

## **Objective 2**

**Modernizing the oversight of the veterinary profession**

**Achievements include:**

- **Developed, consulted, and received government approval on regulation changes to support introduction of a new model of facility accreditation. These regulation changes came into effect July 1, 2022**
- **Successfully promoted Ministerial and government support in advancing the modernization of veterinary regulation in Ontario. The government announcement to proceed was made on November 2022**
- **Continued to foster strong and trusted relationships amongst a broad array of organizations interested in policy work at the College including the Canadian Veterinary Medical Association, the Ontario Association of Veterinary Technicians, the Ontario Veterinary College, the agrifood sector, species associations, the animal rehabilitation sector among others**

### **Objective 3**

Regulating proactively to mitigate risk

Achievements include:

- Effectively supported the profession in the delivery of animal medicine throughout the pandemic, inclusive of adapting policy to facilitate the use of distance assessment and prescribing
- Revised and posted, in June 2022 the Professional Practice Standard on Telemedicine to reflect lessons learned during the pandemic to ensure future agility
- Formed a new Ontario Veterinary Regulatory Innovation Panel to consider innovative solutions to existing veterinary care delivery challenges
- Successfully stewarded the development of a national project to create assessment pathways for limited licensure. This project is jointly funded by the Canadian Council of Veterinary Registrars and the Ontario Veterinary Medical Association with project outcomes expected in late 2023
- Focused on veterinary wellbeing by establishing a provincial multi partner working group to consider collaboration and to better leverage all resources. A College webpage of resources for wellbeing was also launched

## **Objective 4**

### **Championing One Health**

**Achievements include:**

- **Convened a One Health leadership table including representatives from academia research, government and public health. Council has supported this work with a part time project administrator. Development of public education and communication materials is underway**
- **A review of whether to evolve our One Health work into an emerging One Welfare framework was not supported at this time, however, ensuring that the environment and the role of the veterinary team be included in One Health discussions has been emphasized and reinforced**
- **Under Council's animal welfare agenda, Council completed a position statement on non conventional therapies, and issued a six session series on the future of animal welfare and the importance of veterinarians in the Provincial Animal Welfare Services System**

## **Objective 5**

### **Assuring Impact Through Outcomes**

**Achievements include:**

- **Established an impact strategy unit (ISU) to emphasize evaluation in policy and regulatory effectiveness**
- **An outcomes focused regulation report is now provided quarterly to Council on the progress of the ISU**
- **The ISU has 5 active projects using data to drive initiatives to improve alignment of veterinary practice with published standards and Council policy**
- **A new framework for risk analysis across the College has been adopted for use**
- **Implemented changes in the complaints process to increase efficiency and enhance a compassion approach, including piloting a case administrator role, introducing a navigator role focused on customer service and launching grief webinars, developed by Homewood Health, to assist clients in dealing with grief following the loss of a pet**
- **Published a new Policy Statement on the Definition and Responsibilities of a Facility Director, and related resources, to assist with increasing the compliance with facility accreditation standards**
- **Launched initiatives to focus on improving drug management in veterinary facilities. The Lock Label Locate campaign began in the fall of 2022 with a set of indicators to assist with measuring its success in 2023**