PRE-CONFERENCE EVENT:
MASTER CLASS IN PROFESSIONAL REGULATION
OCTOBER 28TH, 8:30 A.M.-5:00 P.M.

Who Should Attend? CNAR's Master Class is intended for experienced regulators with a minimum of five years of leadership experience. This interactive session features presentations from a roster of impressive regulatory experts. The Master Class aims to make good regulators even better, through thought-provoking presentations, the discussion of important topics, and the exchange of ideas. We welcome delegates to bring their challenges and opinions!

What Topics Will Be Covered?

Competence: What are We Missing When We Focus on Traditional Conceptions?
Regulators must balance numerous competing priorities and options in defining and assessing competence and must respond to the challenge of the ever-shifting nature of the term itself. As the philosopher Kenneth Burke has noted, *"Every way of seeing something is also a way of not seeing something else."* What are we missing when we focus on traditional conceptions of competence?

Zubin Austin's opening presentation will provide an overview of recent developments in the construction, definition, and measurement of competence within the professions, highlighting opportunities, options, and consequences to be considered by regulators. Discussion will support application of emerging concepts within specific professions and regulatory frameworks, with the objective of enhancing defensible regulatory practices.

Measuring Up: Challenges in Regulatory Performance Measurement
Most regulators report on their activities and deliverables. However, these reports provide relatively little concrete information to support whether regulators are accomplishing the objectives of regulation. In today's world, regulators must demonstrate their contribution to the public, government, and regulated entities; they want to know *more*.

Regulators should be able to report their effectiveness against a continuum of outcomes, such as their impact on professionals' knowledge, attitudes and behaviours, and in turn, their effectiveness in preventing and mitigating harm to the public: the holy grail of performance measurement.

Photo: Luc-Antoine Couturier

This compelling panel presentation by Shenda Tanchak, Angela Bates, and Kevin McCarthy will explore:

- What should regulators' performance measurement system or framework look like?
- How can regulators trace their own impact on the public interest, as their influence decreases along the continuum of outcomes?
- Which key performance measures or indicators should regulators track and report, and how can regulators avoid inappropriate or incomplete measures?
- How can regulators report on the counterfactual (risks that have been avoided)?

Let's Talk Data: Why We Need It, What We Need, and How Do We Present It?**

What type of data do we need to collect to be in a position to demonstrate our effectiveness? What common data elements should regulators be paying attention to beyond complaint numbers or appeal outcomes? How does data link to strategic plans? Dr. Joel Moody will explore the current data being presented and how regulators *could* be using data, and what they will need to do going forward.

Finally, this workshop will introduce you to new ways to effectively demonstrate your results. Led by former CNAR keynote Guillaume Lavoie, you will learn, through a series of dynamic and interactive exercises, how to move away from mere pie charts to much more effective - and transparent – ways to demonstrate information.

***Facilitators request participants prepare questions in advance, using examples of your current data and/or reports for the purpose of this discussion.*

Speakers and Facilitators

- **Zubin Austin,** Professor and Koffler Chair in Management, Leslie Dan Faculty of Pharmacy and the Institute for Health Policy, Management, and Evaluation - Faculty of Medicine at the University of Toronto
- **Angela Bates,** Principal, Signal Regulatory Solutions
- **Guillaume Lavoie,** Public Policy Entrepreneur, lecturer at Montreal's National School of Public Administration (ÉNAP), 2018 CNAR Keynote Speaker
- **Kevin McCarthy,** Director of Strategy, College of Nurses of Ontario
- **Sandra McCulloch,** Associate Registrar, Managing Director at College of Physicians and Surgeons of Ontario
- **Dr. Joel R. K. Moody,** Chief Public Safety Officer and Senior Director, Policy and Innovation, Electrical Safety Authority
- **Shenda Tanchak,** Consultant, Magnetic North Consulting

Connecting Canadian Regulators