

MEMO

TO: Dr. James Mandigo, Chair APPC

FROM: Cindy Schultz, Associate Dean, Faculty of Health Sciences

CC: Dr. Lara Duke, Dean, Faculty of Health Sciences
Dr. Chris Campbell, Associate Director, Program Development and Quality Assurance

DATE: 13 February 2025

RE: Dean's Summary Report– Program Review of the Health Care Assistant Certificate Program

Attached please find the Dean's Summary Report of the external program review of the Health Care Assistant certificate program completed July 17, 2022, with the final report released October 21, 2022. Included in the report, are the updates regarding the 2023 Provincial Curriculum revisions and 2024 HCA Program supplement.

Also attached is the *Final Compliance Assessment Report* completed by the BC Care Aide and Community Health Worker Registry (BCCACHWR) (Ministry of Health). The program received a full, five-year program recognition status (October 21, 2022-October 21, 2027). I ask that this information be forwarded for review as appropriate by APPC and Senate.

I would be pleased to provide further information should you have questions or concerns.

Thank you.

Cindy Schultz
Associate Dean
Faculty of Health Science

Dean's Summary Report

The Health Care Assistant (HCA) Program resides within the School of Health Studies, in the Faculty of Health Sciences. Two 100% full-time faculty members and six sessional instructors deliver courses culminating in the 24-week HCA Certificate. In August 2021 the program shifted to what is now called the Health Career Assistant Program Pathway (HCAPP). While the course content, delivery and clinical components remain the same the cohort size has increased from 24 to 32 students. This is a Ministry of Health initiative, in partnership with PSIs and health authorities. Within the HCAPP applicants are hired into paid employer-sponsored health care assistant training as a component of their employment, with the overall goal of increasing HCAs in BC and remediate workforce shortages in long term care, assisted living and home support. This program also aims to remove/reduce financial barriers to HCA education.

Graduates from the UFV HCAPP/HCA program are eligible for registration with the recognition body, BC Care Aide & Community Health Worker Registry (BCCACHWR) in the Ministry of Health. Requirements for the educational program review requires extensive review of program resources, instructional staff, entry requirements, learning outcomes, practice education experiences, the Program Advisory Committee (PAC), stakeholder consultation, and timely program improvements based on stakeholder feedback. Detailed documentation and a self-study outlining evidence addressing the recognition requirements is submitted followed by onsite visitation by Registry Evaluators from the BCCACHWR. The program provides students with the opportunities to develop the knowledge, skills, and attitudes necessary to function as a front-line caregiver and respected member of the health care team, in community and facility settings. The curriculum includes lecture and laboratory instruction, extensive clinical experiences, and a practicum to gain work experience and make connections in the industry.

Members of faculty engaged in a rigorous self-study review initiated in Fall 2021 and submitted their report to the BCCACHWR in accordance with the recognition requirements on March 31, 2022. On June 17, 2022, a Registry evaluator conducted a one-day site visit at UFV. The evaluator met with program administrators, faculty, staff, current students, PAC members, employer representatives, Associate Dean and the Dean while on campus. The evaluator also toured all facilities and support services on the CEP campus and compiled a report of site information that was then forwarded to the BCCACHWR for review to determine the eligibility of the program for recognition.

The report of the site evaluator affirmed the academic excellence of the HCA program highlighting the committed team of faculty and the excellent relationships with community partners. Recognition was provided to the UFV HCA program for the maximum period of five years.

The evaluation of the HCA program against BCCACHWR recognition standards identified the following recommendations:

1. *That the program submit a Form C2: Combined Delivery Submission in order to continue*
ACTION: C2 Combined Delivery Submission complete.
TIME FRAME: Due Date: September 20, 2022. Received confirmation from the evaluator that the standard has been met.
2. *to offer combined delivery of the HCA program following the pandemic.*
ACTION: C2 Combined Delivery Submission complete.
TIME FRAME: Due Date: September 20, 2022. Received confirmation from the evaluator that the standard has been met.
3. *Submit the updated verification process for confirming that program entry requirements, and the 3/7 year threshold are met, including where this is not demonstrated via high school and post-secondary transcripts.*
ACTION: Completed: Confirmation received that updates to the admissions verification process have been made.
TIME Frame: Due August 12, 2022. Submitted and approved by the external reviewer.
4. *Submit program entry evidence for all students enrolled in the next cohort (August 2022) as per the updated verification process.*
ACTION: Completed: Program entry evidence was submitted.
TIME FRAME: Due within one week of the program start date. Submitted and ongoing with each cohort.
5. *Submit an agenda and minutes from the June-July UFV SHS Advisory Committee.*
ACTION: Completed: Program Advisory Committee meetings are held bi-annually and as needed. Amalgamation of program Advisory with the Practical Nursing, BSN and HCAP has now occurred.
TIME FRAME: Due September 20, 2022 and submitted following the Advisory Meeting on September 23, 2022.

Following the external review, the Ministry of Post-Secondary Education and Future Skills underwent a full review and update of the Provincial Curriculum for the HCA Program. In 2023 the updated HCA Program Provincial Curriculum replaced the 2015 curriculum and in 2024 the HCA Program Supplement to the Provincial Curriculum 2023 was updated to support delivery

and assessment of the learning outcomes. At the time of the external review in 2022, the Program Coordinator (now called Program Head) and School Director were informed, once the curriculum was updated all PSIs were to ensure all program outlines and course content was updated to reflect the changes presented. It was reported; to maintain the maximum five-year recognition, proof of revisions was to be reflected in the program. As a result of the changes, the program head reviewed and revised all course outlines to reflect the 2023 changes. Of note, most of the changes to the course outlines reflect language that speaks to inclusivity. For example, the term “resident” or “residential care” is outdated and has been changed to “client” and “long-term care facilities or complex care facilities”.

A summary of changes that went to UEC were approved in August 2024 are noted in the table below. This information was reported to BCCAHR on September 10, 2024, with no further action recommended pertaining to course outlines.

Summary of Changes Course Number & Title	Changed to:	Summary of Changes
HCA 110: Health I: Interpersonal Communication	HCA 110: Interpersonal Communication	“Health I” removed Course content list updated; text updated
HCA 111: Health II: Lifestyle & Choices	HCA 111: Lifestyle & Choices	“Health II” removed Language updates to Learning Outcomes 1, 2, 3 Course content list updated
HCA 112: Healing I: Caring for Individuals Experiencing Health Challenges	HCA 112: Common Health Challenges	Simplified title Learning Outcomes updated to 1-4, one LO removed Course content list updated
HCA 113: Healing II: Cognitive and Mental Health Challenges	HCA 113: Cognitive and/or Mental Health Challenges	“Healing II” removed; “or” added; “health” added to
HCA 114: Health & Healing: Concepts for Practice	HCA 114: Concepts for Practice	Title simplified; learning outcomes modified and order changed; Content list updated
HCA 115: Introduction to Practice	No change to title	Learning outcomes modified

HCA 120: Healing III: Personal Care and Assistance	HCA 120: Personal Care and Assistance	Content list modified: *Hand and foot care added to curriculum
HCA 130: Complex Care Practice	No change to title	The words “residential” and “replaced by “complex” when describing care settings The word “residents” replaced by “clients” as no longer used to describe the person. Learning outcomes updated to reflect current health care language.
HCA 131: Specialized Dementia Care Practice	No change to title	Course description and learning outcomes updated to reflect current health care language.
HCA 132	No change to title	Course Description and learning outcomes updated to reflect current health care language.

With revisions to the HCA Provincial Curriculum came a review and revision of entrance requirements through BCCAHRW provided to PSIs in July 2023. As a result, UFV entrance requirements were reviewed and adjusted to reflect changes, although the program has maintained a slightly higher English requirement of grade 11. In January 2025, UFV HCA/HCAPP requirements were presented and approved through UEC. No further action is required from BCCAHRW at this time.