

The OCFP's Mentoring Program for Mental Health, Addictions & Chronic Pain Mentoring Implementation Group Terms of Reference

Effective Date: April 1, 2020
To be Reviewed: April 1, 2022

Background

The Ontario College of Family Physicians (OCFP) represents more than 13,500 family physicians across the province. It supports members by providing evidence-based education and professional development; promoting and recognizing leadership excellence in family medicine; advocating for the vital role family physicians play in delivering the highest quality care to patients and families across Ontario; and researching issues affecting family physicians and primary care.

Program Description

The OCFP's **Mentoring Program for Mental Health, Addictions and Chronic Pain** equips all family physicians, especially those in limited resource settings, all stages of their careers to better manage change, improve the care for complex and chronic patients in their regions, and be leaders in the transformation agenda underway in the Ontario health system.

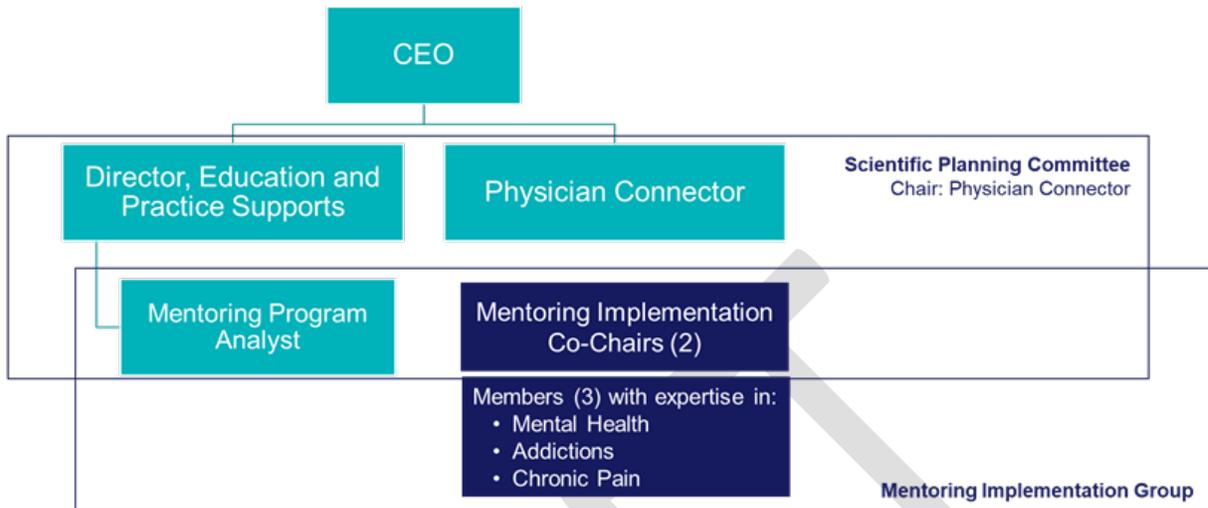
Through one-on-one connection with a mentor, family physicians establish approaches to care that lead to better outcomes, more compassionate and comprehensive care for complex high-needs patients. Mentoring supports resilience and capacity of family physicians.

The program builds on the OCFP's longstanding history with mentoring through its Collaborative Mentoring Networks (2017-2020) and combines two recognized, complementary, and effective approaches to clinical and practice-based issues. Short-term needs are addressed through coaching, a structured and goal-driven approach; while longer term, developmental needs are addressed through mentoring. Both approaches involve mutual commitment, knowledge exchange and active listening, with an objective to build family physician capability, competence, and capacity in primary care.

This combination enables family physicians to practice effectively within contexts ranging from situational challenges to clinical complexity. These may include managing the impact of the COVID-19 pandemic such as mental health challenges, economic injury, and burnout, to ongoing issues of the priority populations to be addressed in Ontario Health's five regions, or by Ontario Health Teams (OHTs). It leverages family physician leaders to engage in guiding their peers in effective management of patients and regional connections that support better connected care.

This document sets out the terms of reference for the **Mentoring Implementation Group (MIG)** and serves as the agreement between the OCFP and MIG chairs and members for the purposes of defining accountabilities and remuneration.

Program Governance and Accountability



Operational accountability and oversight for all OCFP programs is the responsibility of the CEO. Regular reporting on the Mentoring Program is provided by staff to the Member Value and Finance Committees of the Board.

The oversight accountabilities are structured as follows:

- **OCFP Board of Directors and Board Committees, with delegated authority operationally through the CEO** – strategic oversight within the context of the OCFP mandate overall.
- **Scientific Planning Committee (SPC):**
 - Oversight of the design and implementation of the Mentoring Program
 - Submission of the Mainpro+ application; maintenance of certification requirements stated under Mainpro+, including mitigation of potential bias
 - Oversight of the Mentor Development Program
 - Contributions to evaluation
- **Mentoring Implementation Group (MIG):**
 - Implementation of the Mentoring Program, including recruitment and training of mentors and mentees; communication and promotion of supports available to family physicians through the Program
 - Delivery of supports to Mentees according to accountabilities and targets set
 - Implementation of the Virtual Community of Practice for the Mentoring Program
 - Implementation of the Mentor Development Program
- **Director, Education and Practice Supports** – oversight of contracted services and Committees per Service Agreements and Terms of Reference, respectively, reporting to funders (Ministry of Health) and OCFP Board.
- **Physician Connector** – operational oversight of Mentoring Program, including delivery of mentoring supports relevant to comprehensive family physicians across the province; linkage of mentoring program to other funded resources; responsiveness to OHT and provincial priority populations.

Purpose of the MIG

The MIG is accountable for the implementation of the Mentoring Program, including recruitment and training of mentors and mentees; communication and promotion of supports available to family physicians through the Mentoring Program; delivery of supports according to accountabilities and targets set; and review of reach and outcome data for the purposes of assessing implementation tactics and program success. Under the guidance of the SPC (composed of the co-chairs and Physician Connector), the MIG develops an annual workplan, monitors progress toward deliverables, reviews outcome data and contributes to the development of reports.

Members of the MIG are family physicians who are recruited to bring expertise on the issues related to Mental Health, Addictions and Pain.

The MIG is accountable for the:

1. **Implementation of the Mentoring Program:**

- Based on the assessment of the needs of family physicians (all members of the OCFP) completed by the SPC, the MIG will identify effective tactics to reach all members, especially those in limited resource settings, at all stages of their career, to establish approaches to care that lead to better outcomes, more compassionate and comprehensive care for complex high-needs patients. Mentoring supports resilience and capacity of family physicians.
- The MIG will develop and implement a comprehensive workplan for the implementation of the Mentoring Program, including mentor and mentee recruitment, onboarding and orientation; incremental increases in mentoring activity to achieve the annual target of an average of 50 hours/month of mentoring; assessment of effectiveness of tactics and efficiency of processes to inform continuous improvement.

2. **Implementation of the Virtual Community of Practice for the Mentoring Program:**

- The MIG will oversee the launch and ongoing delivery of a virtual community of practice (CoP) for all mentors and mentees within the Mentoring Program, supported by inputs from a facilitator and subject matter experts.
 - Note that there is one consolidated CoP for the Mentoring Program. Discussion threads allow members to follow topics of interest, while the convergence of topics allows for comprehensive discussion of patients who may have multiple, concurrent issues (e.g. mental health AND addictions AND chronic pain)

3. **Implementation of the Mentor Development Program:**

- The MIG will provide practical guidance for the development and implementation of the Mentor Development Program, a Mainpro+ certified virtual learning opportunity to support enhancement of effective communication, coaching and mentoring techniques.
- Mentors who participate will be eligible to earn certified CPD credits. Details will be developed with the input of mentors through an annual Needs Assessment and development plan.

MIG Roles and Responsibilities

Strategic and operational oversight for the Mentoring Program are provided by the OCFP's CEO and the Physician Connector, respectively. The Physician Connector, in conjunction with OCFP staff, will develop strategic partnerships identified by OCFP staff and the MIG, including with other provincial programs such as Academic Detailing, ECHO, OMD Peer Leaders, eConsult, and other provincial assets.

MIG Chairs

The **MIG Chair** is responsible for:

- Leading the MIG in the development and implementation of a comprehensive workplan that will successfully deliver the Mentoring and Mentor Development Programs
- Overseeing the launch and ongoing delivery of an online Community of Practice for the Mentoring Program
- Chairing the meetings of the MIG and ensuring that records are maintained
- Ensuring that the Mentoring Program addresses clinical, practice and system priorities identified by family physicians, as well as the strategic recommendations of Board and Ministry of Health, as shared via the OCFP staff.

MIG Members

MIG members are responsible for the following:

- Participating in MIG meetings and activities, as scheduled
- Ensuring the vision and goals for the program are achieved and delivery is planned in a sustainable and fiscally responsible manner, and in accordance with OCFP policies and procedures
- Providing input to certification components for the program and ensuring that Mainpro+ certification guidelines and standards are met and maintained, including reviewing conflict of interest disclosures and mitigation of bias for speakers
- Contributing to the completion of activities included in the comprehensive work plan for the MIG, with pacing and sequencing of deliverables that will result in successful and sustainable implementation, evaluation and follow-up
- Providing input to the design of the program evaluation and contributing to the analysis and interpretation of results
- Reflecting on evaluations, incorporating recommendations into improving the quality of content for application in ongoing delivery of the Mentoring Program
- Inspiring others to work toward common goals by providing encouragement, clarity, and direction.

The MIG, in conjunction with OCFP Staff, may create short-term working groups as needed to accomplish the work most effectively and efficiently.

MIG Membership

- The MIG will consist of five (5) family physicians who are members in good standing of the College of Family Physicians of Canada, Ontario College of Family Physicians and practice in Ontario.

- MIG membership will strive to reflect the diverse scope of practice of family physicians including office practice type, clinical focus, and practice settings (e.g. urban, suburban, rural, etc.), ideally with representation from across Ontario.
- Membership of the MIG will include:
 - Chairs – 2
 - Members
 - Member with expertise in mental health – 1
 - Member with expertise in addictions – 1
 - Member with expertise in chronic pain - 1
- Chairs and members of the MIG may also choose to participate as mentors within the program.

Recruitment

Prior to launching the Mentoring Program, a call for applications will be posted on the OCFP website, open to all OCFP members, requesting that interested clinicians submit an application for consideration as a member of the MIG. Applications will be reviewed and selected by the Physician Connector, MIG Chair(s) and OCFP staff.

Future vacancies on the MIG will be recruited from within the complement of Mentors based on the specific area to be represented (as listed above).

Term

- A membership year spans April 1 – March 31 to coincide with the funding cycle.
- Membership will be renewed each year upon confirmation of funding from the Ministry of Health.

Meeting Frequency and Attendance

The MIG will meet approximately 6-8 times over a 12-month period, following a schedule that is circulated by the end of March for the following fiscal year (April – March).

All meetings will be held virtually. A finalized agenda and any meeting materials to be reviewed in advance will be sent to all MIG members at least 1 week before the scheduled meeting.

To maintain continuity and consistency in discussion, members will strive to attend all meetings. Attendance at a minimum of 75% of meetings is required.

Quorum Requirements

A quorum of 50% plus one is required for decision-making. In the event quorum is not achieved, the MIG may proceed with the meeting and defer items requiring a decision to a vote via email. Alternatively, they may reschedule the meeting to an alternative date and time.

Decision-Making Process

In agreeing to be on the MIG, all members agree to participate in good faith in decisions. Decisions and recommendations will be made by consensus.

For items that are beyond the scope of the MIG for decision, the OCFP staff may request input to inform a final decision.

The MIG Chair will mediate issues if required to facilitate resolution of any dispute.

Annual Conflict of Interest Disclosure

All members of the MIG will be required to sign an annual conflict of interest disclosure in accordance with Mainpro+ certification requirements. If any members declare a conflict, the SPC will assess the individual’s ongoing participation and mitigation strategies.

Expenses and Resources

All costs associated (e.g. videoconference costs) with the functioning of the MIG will be the responsibility of the OCFP.

Remuneration

In accordance with the OCFP Policy FIN05 Healthcare Professional Fees for Services, MIG chairs are remunerated at a flat rate of \$3,000 per year and MIG members at the rate of \$2,000 per year.

Remuneration reflects the time spent attending and preparing for MIG meetings and completing follow up actions. Unless explicitly noted, no other compensation is provided.

MIG Chairs and Members are required to invoice the OCFP on a quarterly basis as follows:

Invoice Period	By:	Chairs	Members
Q1 – April - June	June 30	\$750.00	\$500.00
Q2 – July - September	September 30	\$750.00	\$500.00
Q3 – October - December	December 31	\$750.00	\$500.00
Q4 – January - March	March 31	\$750.00	\$500.00

OCFP Staff Support

OCFP staff will be responsible for supporting the MIG by:

- Scheduling MIG meetings and briefings with the Chair(s)
- Sending out a call for topics for discussion and working with the Chair(s) to set the meeting agenda
- Coordinating the preparation of materials including agendas, minutes, reports and distributing meeting materials a minimum of one week prior to each meeting
- Developing and maintaining an implementation schedule and comprehensive work plan for the MIG
- Maintaining records of program inputs (contracts and agreements), outputs (reach) and evaluations (impact)
- Completing and submitting applications for Mainpro+ certification
- Preparing and presenting reports to Board Committees and the Board of Directors
- Designing and executing a comprehensive communication and promotion plan, including multimedia collateral
- Summarizing evaluations of the program relative to its objectives and supporting the development of recommendations.

Continuing Professional Development (CPD) Credits for MIG Participation

Members of the MIG are eligible to claim **Non-Certified Self-Learning Mainpro+ credits** based on committee participation. Non-certified credits are for activities that have not been formally reviewed by the College but comply with the College's definition of CPD, are non-promotional in nature, and provide valuable professional learning opportunities. Credits are dependent on every hour of time involved in committee meetings. There is no certificate required for proof of participation.

Additional **Mainpro+ certified credits** can be earned by completing a **Linking Learning exercise**. By completing a self-administered and semi-structured Linking Learning exercise, members are eligible to earn up to five (5) additional Mainpro+ Certified credits per exercise. There is no limit on the number of exercises one completes in a cycle. The five (5) available Linking Learning exercises include linking learning to practice, research, administration, assessment, and teaching. For additional information on Linking Learning, including how to start and submit the appropriate forms, please click [here](#).

The credit cycle is defined by the College of Family Physicians of Canada (CFPC) as July 1 through June 30. Credits claimed from activities during this period may be entered up to six weeks following the end of the credit cycle.

Media Inquiries and Requests for Information

All media inquiries and requests for information (for example for research purposes) should be forwarded to the **Director, Education and Practice Supports** to ensure a timely response in accordance with OCFP policy.

Review

The Terms of Reference will be reviewed annually by the OCFP Staff and the MIG.

Supporting Documents:

- OCFP Expense Policy
- OCFP Healthcare Professional Fees for Services Policy