

POLICY ON PRIVACY FOR LEARNERS, SPEAKERS AND PATIENTS

1. **PURPOSE:** The purpose of this Policy is to confirm the University of Ottawa Office of Continuing Professional Development's (OCPD) continued commitment to the principles of access to information (whether personal or institutional) and protection of privacy as described in the University of Ottawa's Policy 90 – Access to Information and Protection of Privacy ("Policy 90") and in accordance with applicable access to information and protection of privacy statutes and regulations that may apply to the OCPD. Specifically, this policy outlines the ways the Office of CPD protects the privacy of its learners, speakers and patients.
2. **PRIVACY FOR LEARNERS:** The Office of CPD collects personal information from its learners for the following reasons:
 - a. Registration for academic programs and other university-related learning activities;
 - b. Communicating with learners for registration confirmation, follow-up information about the program/learning activity, and information about future learning opportunities;
 - c. Maintaining registration information and attendance records so that registrants may access details about their profiles and for use by OCPD to record and disclose study credits and certificates of attendance;
 - d. Conducting research for program planning and evaluation;
 - e. Safety, administering awards, and reporting to government or the Committee on Accreditation of Continuing Medical Education for accreditation.
3. **PRIVACY FOR SPEAKERS:** The Office of CPD collects personal information from its speakers for the following reasons:
 - a. Disclosure agreements including conflicts of interest, payment information including SIN, electronic transfer/banking identifiers
 - b. Communications with speakers and records for invoicing, travel arrangements, evaluation results
 - c. Lists of presentations for OCPD by speakers belonging to an affiliated Academic Medical Organization (AMO) to be distributed when requested by their AMO for Alternate Funding Plan recognition
4. **STATEMENT OF OCPD PRIVACY OBLIGATIONS TO LEARNERS AND SPEAKERS:** The Office of CPD is committed to the protection of all personal information collected and used in the operation and management of its programs. All personal information provided to the Office of CPD will be protected in accordance with uOttawa Policy 90 and the applicable privacy legislation, including the *Freedom of Information and Protection of Privacy Act*. Learner and speaker information is not provided to any third parties such as external organizations, sponsors or other industry concerns. Information collected by OCPD may be amended by the learner or speaker provided reasonable rationale and identification are provided to OCPD. Learners and speakers may opt out of future contact either through the registration system or contacting us directly at: cpd@toh.on.ca
5. **POLICY ON PATIENT PRIVACY:** As our programs deal with clinical content, cases are frequently used in presentations. OCPD follows Ontario's *Personal Health Information Protection Act, 2004* (PHIPA) which prohibits the disclosure of a patient's healthcare information outside of a patient's

circle of care. While the PHIPA permits use of personal health information for “educating agents to provide health care” {37(1e)}, OCPD directs speakers to ensure that any case material does not provide any patient identifiers.

6. **RETENTION AND DISPOSAL OF PERSONAL INFORMATION:** Personal information is maintained in our secure cloud-based databases until the learner or speaker requests that their information be removed from the system. Learners may opt out of further communications using their contact information at any time. Any paper copies of personal information are scanned into the database and then destroyed.

Contact Us

Please contact the Office of CPD Manager for questions or concerns relating to the collection, use, disclosure and retention of your personal information noted in this Policy:

Office Manager
Loeb Building, 725 Parkdale Avenue, Room 158
Ottawa, Ontario K1Y 4E9
cpd@toh.on.ca
<https://med.uottawa.ca/professional-development/>

Please contact the Access to Information and Privacy Office for questions of a general nature regarding the collection, use and disclosure and retention of personal information at the University of Ottawa:

Access to Information and Privacy Office
Tabaret Hall
550 Cumberland Street, Room M407
Ottawa, ON K1N 6N5
aipo@uOttawa.ca
<https://www.uottawa.ca/aipo/>

POLICY ON COPYRIGHT

1. **PURPOSE:** This policy describes how the University of Ottawa Office of Continuing Professional Development (OCPD) respects copyright with regard to material presented within its education programs. OCPD is committed to compliance in all copyright matters.

2. **RESPECTING COPYRIGHT IN EDUCATION PROGRAMS:**
 - a. Any materials used in OCPD education programs must comply with Canadian copyright law and University of Ottawa guidelines pertaining to copyright and fair dealing: <https://copyright.uottawa.ca/instructors>;
 - b. Speakers must sign the OCPD Speakers Agreement which requires them to adhere to these guidelines;
 - c. While copyright-protected material may in some cases be used for education purposes, speakers should provide appropriate recognition of the source of any copyright material.

POLICY ON SCIENTIFIC BALANCE OF CONTENT FOR ACCREDITED / CERTIFIED CPD ACTIVITIES

1. **PURPOSE:** The University of Ottawa Office of Continuing Professional Development (OCPD) follows best practice in developing its education programs. These practices are specified in standards adopted by both the Royal College of Physicians & Surgeons of Canada and the College of Family Physicians of Canada, which outline the criteria for accreditation of education programs recognized by their respective MOC and MainPro+ programs. The standards are outlined in their National Standards for Support of Accredited CPD Activities (2017) and uOttawa Policy 99 on the Interactions with Industry (2019).
2. **STANDARDS:** in general, scientific balance is a requirement for accreditation of OCPD programs.
 - a. the Scientific Planning Committee (SPC) and OCPD are responsible for ensuring that speakers and facilitators are notified of the elements of this policy as part of their speaker agreement;
 - b. SPC members must disclose any interaction with industry to OCPD;
 - c. the SPC is responsible for ensuring that accredited / certified CPD activities respect the principles of scientific integrity, objectivity and balance which must not be affected by any commercial influence;
 - d. for any accredited / certified CPD activity, the SPC is responsible for ensuring that it is based on the best available scientific evidence;
 - e. the description of diagnostic and therapeutic options must use generic names, avoid brand names and provide balance in providing other alternatives;
 - f. reference to unapproved therapies or devices (off-label use) must be explicitly declared;
 - g. real or potential conflicts of interest must be disclosed in accordance with the National Standard for Accredited / Certified CPD Activities and the University of Ottawa Policy 99;
 - h. specific interests of any sponsor (for-profit and not-for-profit) must have no direct or indirect influence on the content and / or materials of the accredited / certified CPD activity.

POLICY ON MITIGATION OF CONFLICT OF INTEREST

1. **PURPOSE:** The University of Ottawa Office of Continuing Professional Development (OCPD) maintains the highest standards in our relationships with industry. As per uOttawa Policy 99 on the Interactions with Industry, anyone who is involved in defining content in OCPD programs including, but not limited to, all members of our planning committees, speakers, facilitators, and/or moderators must disclose any relationships with commercial entities or organizations which might result in actual, perceived or potential conflicts of interest (COI). If such COI exists, then it must be disclosed and mitigated.

2. **MITIGATION STRATEGIES:**
 - a. Disclosure should include, but not be limited to:
 - i. Direct financial payments including honoraria, consulting fees
 - ii. Participation on advisory boards and/or speakers bureaus
 - iii. Non-peer reviewed funding for grants and research trials
 - iv. Patents on devices or medicines
 - v. Significant investments that might have an impact on the content of the program;
 - b. COIs must be disclosed in the signed speaker agreements with OCPD;
 - c. OCPD and/or the program chair must decide whether the COI can be managed by avoiding content pertaining to the COI, having the individual with COI refrain from participating in decision making pertaining to that topic or dismissal from the planning committee. If someone with an identified COI is asked to speak on a topic related to a COI, then the committee should find an alternate speaker, change the topic, ensure the speaker provides alternative therapies/options, or limit the speaker to discussing broader guidelines without reference to specific devices/medicines;
 - d. COI must be disclosed to the learners including a mitigation strategy pertaining to any COI that might be related to the topic (e.g. a speaker is on an advisory board for a company whose product is being discussed generically – the speaker must inform the learners that other options will be compared using best evidence to ensure balance);
 - e. *For MOC accredited programs*, a single slide must be used to disclose COI. *For MainPro+ certified program*, a 3 slide process must be used: Slide 1 – presenter must provide all COIs; Slide 2 – any external funding pertinent to the topic + speaker's specific COI pertaining to the topic are disclosed; Slide 3 – plan for mitigation of bias with a description of measures taken by the speaker to deal with and mitigate bias;
 - f. In addition to evaluations by learners, ideally all programs should be audited for bias. If bias is identified by evaluations and/or audits, then the speaker's COI should be reviewed. If found problematic, then the speaker should not be invited to participate in future programs.

POLICY ON PROFESSIONALISM WITHIN THE OFFICE OF CONTINUING PROFESSIONAL DEVELOPMENT STAFF

1. **PURPOSE:** Members of the Faculty of Medicine have a commitment to uphold the highest standards of ethical and professional behaviour consistent with the values of the University of Ottawa. The following serves as a statement for all staff of the Office of Continuing Professional Development (OCPD) of their ethical and professional obligations. Such commitments extend to their relations with colleagues, staff, outside agencies, organizations, and industry in respect of their University and professional responsibilities for education and administration. Members have a responsibility for their own individual behaviour as well as a responsibility to promote adherence to these standards by other members of the student body, support staff and Faculty.

2. **STANDARDS:**
 - a. To respect the confidentiality of communications within and outside of the Office;
 - b. To respect the confidentiality of participant records within the registration system;
 - c. To maintain confidentiality of speaker evaluations: overall course evaluations may be shared with program committee members whereas individual speaker evaluations should be considered private for use only at the discretion of program committee chairs and not disseminated unless permission is granted by the speaker;
 - d. To follow the privacy policy of the University of Ottawa and the Ottawa Hospital regarding computer access and identification;
 - e. Disclose any relationship with industry to the Vice Dean for CPD and the Office Manager;
 - f. Follow proper accounting procedures when paying for conference expenses (e.g. All course expenses must go through the appropriate purchasing process as outlined in uOttawa's purchasing policy. All office expenses of \$50.00 or less (with receipt) can be reimbursed through the petty cash fund maintained by the Office Manager. No personal credit cards may be used for course expenses).
 - g. To avoid conflict of interest situations, no family or friends should be utilized in the business operations of OCPD.
 - h. To avoid whenever possible any real or potential conflict of interest and to seek to resolve and/or manage such conflicts that may exist that may pertain to any OCPD education event.
 - i. To ensure that staff's, planning committees', or speakers' participation in CPD activities are consistent with the uOttawa Faculty of Medicine Policy 99: "Interactions between the Faculty of Medicine and the Pharmaceutical, Biotechnology, Medical Device, and Hospital and Research Equipment and Supplies Industries" and the Office of Continuing Medical Education's "Policy on Continuing Medical Education and Industry".
 - j. In the event of questions pertaining to any real or perceived conflict, these should be discussed with the Vice Dean for CPD and/or the Office Manager for resolution.

POLICY ON ACCREDITATION OF CONTINUING PROFESSIONAL DEVELOPMENT EVENTS AT THE UNIVERSITY OF OTTAWA

1. **PURPOSE:** The Faculty of Medicine recognizes that Continuing Professional Development (CPD) activities are developed by faculty members in the various departments and divisions which may be funded through different sources. The University of Ottawa's Policy 99 on "Interactions with Industry" provides guidance for relationships with industry. The Faculty of Medicine's Office of Continuing Professional Development (OCPD) can accredit CPD programs for Royal College of Physicians and Surgeons MainCert, the American Medical Association PRA Category 1, and certify programs for the College of Family Physicians of Canada MainPro+ education credit programs. This process requires the disclosure of revenues and expenses to ensure transparency and accountability. There is a potential liability for the Faculty of Medicine when internal programs receiving industry sponsorship do not process funds through the Finance Department. The OCPD accreditation process allows the OCPD to ensure ethical standards are maintained at the highest levels for faculty members, the OCPD, the Faculty of Medicine and the University of Ottawa.
2. **STATEMENT:** All CPD activities developed by faculty members and using the uOttawa or Faculty of Medicine name and/or logos should undergo accreditation by the Faculty of Medicine's Office of CPD. All budgets (with revenues and expenses) and financial disclosures should be registered with OCPD as part of this process to ensure accountability and transparency are ensured.

POLICY ON AUDITS

1. **PURPOSE:** The University of Ottawa Office of Continuing Professional Development (OCPD) develops education programs for physicians, scientists and other healthcare professionals. In addition, a core function of a university CPD office is to accredit/certify education programs on behalf of the Royal College of Physicians and Surgeons of Canada (RCPSC) and the College of Family Physicians of Canada (CFPC). Both functions follow the highest standards and OCPD strives to maintain accountability and transparency. To this end, OCPD believes that auditing of programs will help to maintain the quality of both its education programs and accreditation processes.
2. **AUDIT OF EDUCATION PROGRAMS:** OCPD is committed to ensuring that the work of the Scientific Planning Committee results in an excellent education program. Using a validated audit tool, OCPD will assess its programs to evaluate:
 - a. Appropriate disclosure of Conflicts of Interest;
 - b. Delivery of intended content to fulfill the developed learning objectives;
 - c. The use of best evidence in presentations/workshops;
 - d. The absence of bias including absence of industry logos, product promotion;
 - e. Proper disclosure of any off-label use of medications or devices;
 - f. Adequate time devoted to audience discussion and interaction either through case or table discussions, Q+A.
3. **AUDIT OF ACCREDITATION APPLICATIONS:** OCPD is committed to ensuring that accreditation reviews follow the standards established by the RCPSC and CFPC. Therefore, a random sampling of accreditation applications will be reviewed regularly to ensure quality and consistency of reviews. Files will be assessed for the presence of required documentation both at initial assessment and at the completion of the review process.

POLICY ON MODIFICATIONS TO ACCREDITATION CRITERIA FOR INDUSTRY-SPONSORED EVENTS

1. PURPOSE: The University of Ottawa Office of Continuing Professional Development (OCPD) follows the accreditation standards established by the Royal College of Physicians and Surgeons of Canada (RCPSC) and the College of Family Physicians of Canada (CFPC). However, in order to be compliant with the University of Ottawa Policy 99 on “Interactions with Industry”, OCPD has made some specific modifications to the national accreditation criteria for any CPD program that is supported by industry funding including grants, booths, in-kind support. For applicants submitting applications to OCPD for accreditation of their CPD programs, the following standards must be considered and addressed in the application.

MODIFIED ACCREDITATION STANDARDS:

- A. CPD programs should have a registration fee (minimally to cover the cost of any modest meals) to show value to the education provided and to minimize the potential of accepting the meal as a gift from industry;
- B. Meals should only be provided when an education event is longer than two hours;
- C. Ideally, when industry sponsorship is sought for a program, there should be more than one sponsor;
- D. When only one company is sponsoring an event, the reviewer will require that:
 - i. The applicant must define how Conflict of Interest will be disclosed and mitigated;
 - ii. The applicant must describe the evidence for any claims related to industry-specific content which will be included in the presentation;
 - iii. The applicant must provide alternatives to any industry-sponsored content in the application and presentations;
 - iv. The applicant must provide advantages and disadvantages of the content, product or technique in the application and the presentation(s);
 - v. The applicant must specify any industry involvement with the program including providing slide decks, logistical support, materials
 - vi. The applicant must declare that no industry representative will have any role in the presentation of education content.
- E. When more than one company is sponsoring an event, the reviewer may require any of the above criteria to be met to accredit a CPD program through OCPD.

POLICY ON CONTINUING PROFESSIONAL DEVELOPMENT AND INDUSTRY

1.0 PREAMBLE: The medical community and industry have enjoyed a long, productive relationship that has resulted in the development and use of important pharmaceuticals and devices which have improved the health of Canadians. However, physicians must have their patients' interests as their prime concern whereas industry has its shareholders as its prime concern and these relationships can lead to some potential problems of conflict of interest when physicians deal with industry. When dealing with continuing professional development, industry has been supportive in this effort by either providing funding for Universities to provide educational programs or developing their own education products in collaboration with physicians' groups. Therefore, policies dealing with conflict of interest have been developed by numerous physician organizations including the Canadian Medical Association, the Association of Faculties of Medicine of Canada, the Standing Committee on Continuing Professional Development and the University of Ottawa's Faculty of Medicine. The uOttawa Office of Continuing Professional Development (OCPD) has provided a policy to govern the relationship between OCPD, its programs and industry which is aligned with these four documents.

2.0 PURPOSE AND INTENT: This document establishes OCPD's principles that govern the interaction between the OCPD, physicians involved with planning and delivery of education programs, staff, students, trainees and Industry representatives in order to assure that their interactions result in optimal benefit to education and maintenance of the public trust in health care.

3.0 DEFINITIONS:

For the purposes of this Policy,

- 3.1. Conflict of Interest (COI)** may be actual, potential or perceived. A conflict of interest occurs when an individual has a significant financial, professional or other personal consideration with Industry that may compromise or have the potential to compromise or the appearance of compromising, their professional judgment or integrity in clinical responsibilities, teaching, conducting or reporting research, or performing other obligations.
- 3.2. Faculty member** includes members of APUO, clinicians with academic appointments whether paid or volunteer part-time (VPT) and clinicians with administrative appointments including Dean, Vice-Deans, Associate and Assistant Deans, Program Directors, Department Heads.
- 3.3. Industry** shall refer to for-profit enterprises: including pharmaceutical, biotechnology, medical services, medical device, and hospital and research equipment and supplies industries and businesses; and including those related not-for-profit enterprises affiliated with a for-profit enterprise (such as industry or trade associations).

3.4 Gift refers to items of any value given by Industry to the Faculty, its faculty members, support staff, students and trainees and for which the recipient neither pays nor provides services. This includes, but is not limited to items such as pens, notepads, textbooks, electronic media, food and meals, gift certificates, tickets, devices, products or services, travel, hotel accommodations, entertainment or payments for attending a meeting.

4.0 POLICY STATEMENT

It is the policy of OCPD that education and related activities be free from influence or perceived influence created by improper relationships with Industry or by the receipt of Gifts. The principles outlined in this policy shall guide all potential relationships or interactions between Industry and OCPD, physicians associated with OCPD, support staff, students and trainees.

5.0 GIFTS, MEALS AND COMPENSATION

5.1 Gifts: Physicians and staff associated with OCPD shall not accept Gifts from Industry representatives, regardless of the nature or value of the gift. Gifts of educational materials directed at physicians or patients are permitted to be located in Industry booths as part of their sponsorship agreement with OCME for specific events. These materials may be accessed at the discretion of the program participant only (ie. No solicitation by Reps is permitted).

Gifts from Industry sponsors recognizing individual OCPD staff should not be accepted.

Gifts from non-Industry sources recognizing OCPD staff (including, but not limited to course chairs, participants) can be accepted by individual OCPD staff or shared between all staff.

5.2 Meals: Meals or other hospitality can only be offered at OCPD events as part of the program for which participants are registered. Industry grants or other funds can be used to support these events as per Section 7.0. Industry may not provide meals or other hospitality directly to participants. In general, a registration fee for the program should provide full funding for any meals and hospitality for the program. For accreditation purposes, educational programming should be independent of any meal or hospitality consumption (eg. A dinner should be concluded prior to or started after the educational program).

5.3 Compensation: OCPD will be responsible for paying any honorarium, stipend or fee as well as any expenses incurred by speakers at any of its programs. Industry is not permitted to pay physicians directly for their roles in OCPD programs.

In general, physician compensation in exchange for listening to a sales talk, or attending a continuing medical education session or other activity in which the attendee has no other role is not permitted.

6.0 ACCESS BY INDUSTRY REPRESENTATIVES (REPS) TO PHYSICIANS, STAFF, STUDENTS, TRAINEES PARTICIPATING IN OCME EDUCATION PROGRAMS

Industry reps may present at commercial exhibits at OCPD programs located outside of the education venue. In general, they should not attend the education program unless previously invited to do so by OCPD or its affiliates (e.g. course co-developers). To attend, they must sign a declaration of non-participation, such that they are permitted to listen but not to join in on any discussion which may bias the interactions between physicians. In some cases, special permission may be granted to Industry reps who must be present to demonstrate specific products or devices and may answer questions directly if this is considered by the program committee to be a necessary part of the education program.

Industry reps are prohibited from having any interactions with students or trainees that are not supervised by a faculty member.

7.0 INDUSTRY SUPPORT FOR FACULTY EDUCATIONAL PROGRAMS

When accepted by OCPD, Industry support for educational programs must be free of Conflict of Interest and must be provided in the form of an education grant or payment for a booth. Funds that are provided by educational or communications groups or other entities that act as “intermediaries” for Industry must also be provided as education grants and must be under the control of OCPD or the physician organization sponsoring the event. Funds must not be given to any individual physician or staff member related to OCPD.

In order to provide full disclosure, OCPD must accredit all Industry-funded CPD programs using the University or Faculty name or logos (except for rounds and journal clubs), and budgets for these programs must be registered with OCPD. Agreements governing grants supporting educational events must receive prior approval by the OCPD.

The content of all educational programs must be developed by the OCPD or physician organization’s program planning committee without any Industry involvement. Industry sponsors of educational programs may not determine the content or selection of speakers for educational programs nor participate in such decisions, and in the case of CPD activities, the organization of events must comply with policies of the OCPD and meet accreditation standards of the Royal College of Physicians and Surgeons and/or the College of Family Physicians of Canada.

8.0 DISCLOSURE OF RELATIONSHIPS WITH INDUSTRY

All speakers, planning committee members, and staff will disclose, in writing, relationships with Industry to OCPD. The written disclosure must specify nature of the relationship with Industry.

Prior to any educational activity such as lectures, seminars or workshops, faculty members, staff, speakers and any non-faculty planning committee members must disclose to the learning audience whether or not they believe they have any relevant Conflict of Interest or other interest with Industry. If the faculty member, staff, speaker or non-faculty planning committee member has a Conflict of Interest or any other interest with Industry, the disclosure must be

contained in their written presentation materials. The disclosure must include the name of the individual, the nature of the interest and the relationship between the faculty member or staff and Industry or the interest in Industry. Information that an individual has no relevant financial relationship must also be disclosed in advance to the learning audience. In the case of MainPro+ certified programs, speakers must adhere to the “three slide rule” to disclose any Industry relationships, how they might impact the presentation and how any conflicts will be mitigated.

9.0 APPROVAL OF EDUCATION PROGRAMS FOR THE ROYAL COLLEGE OF PHYSICIANS AND SURGEONS OF CANADA AND THE COLLEGE OF FAMILY PHYSICIANS OF CANADA

OCPD is an accredited provider of CPD by the Committee on Accreditation of CME and has been granted the ability to review and approve education programs submitted for MOC and MainPro+ credits. These applications must comply with educational and ethical standards established by the RCPSC and CFPC. Applications for programs co-developed with Industry must meet the following standards:

1. There must be a clear statement regarding the physician organization taking responsibility for the co-developed program. An individual physician is not considered a physician organization.
2. The physician organization must develop the content of the program independent of any Industry or Education/Communications company's input and must be free of any commercial bias. Industry and/or Education/Communications companies may provide logistical support only for programs (eg. Printing, slide/CD/online material production, venue arrangements). All funds should be under the control of the physician organization. Programs should be fair balanced and not promote any one product.
3. The physicians involved in the program must provide a written disclosure indicating their affiliations with Industry and this disclosure must be included in any presentation or education materials as per Section 8.0.
4. A learner registration fee should be required for all group learning activities to avoid the perception of industry bias.

10.0 COMMERCIAL DISPLAYS AT OCPD EVENTS

All commercial displays will be located in an area which is separate from the education venue. Industry reps may distribute education materials at their displays if requested but must not solicit physician interaction. Patient education materials must be approved by OCPD before display at the event. Commercial displays may describe product information consistent with the Innovative Medicines Canada *Code of Ethical Practices*. No commercial display will contain any clinical evaluation packages.

BIBLIOGRAPHY

1. CMA policy: Guidelines for Physicians in Interactions with Industry, 2007
2. UOttawa Faculty of Medicine Policy: Interactions between Faculty of Medicine and the Pharmaceutical, Biotech, Medical Device, and Hospital and Research Equipment and Supplies Industries, 2012
3. AFMC Standing Committee on Continuing Professional Development: Position Paper on University CME/CPD Offices and Industry Relations, 2010
4. Innovative Medicines Canada: Code of Ethical Practices, 2016