



**SASKATCHEWAN  
VETERINARY MEDICAL  
ASSOCIATION**

**PRACTICE STANDARDS  
OPERATIONAL POLICIES**

**September 2018**

# Contents

Process of Practice Inspection – Regular (every 5 years) .....	3
Process of Practice Inspection - New/Renovation/Change of Ownership/DC.....	3
Practice is inspected and complies: .....	4
Practice is inspected, and deficiencies are found: .....	4

## 1. Practice Standards Committee – Operating Procedures

*Note: Interpretation is as per Practice Standards Committee – Terms of Reference document*

### Process of Practice Inspection – Regular (every 5 years):

1. The Practice Inspectors and Administrative Coordinator meet in the fall to plan the following years' inspections.
2. Inspections are divided between the inspectors, taking into consideration distance, timing of the inspection and any conflict of interest.
3. Practice Inspectors contact each practice that requires a regular inspection to determine a timeline.
4. Practice Inspectors send the required letters and documentation to the responsible veterinarian.
5. Pre-inspection process can take 30-60 days to complete (practice dependent), an on-site date is then determined.
6. On-site inspection is completed and the inspection form and practice deficiency form (when needed) are emailed to the responsible veterinarian, registrar and Administrative Coordinator.
7. The Practice Deficiency Form is completed by the practice designate and returned to the office no more than 10 business days after the inspection.
8. Once all deficiencies have been corrected, a practice inspection certificate and letter are issued.

### Process of Practice Inspection - New/Renovation/Change of Ownership/DC

1. Administrative Coordinator obtains notification of name approval.
2. Once the name is approved by council, the Administrative Coordinator will inform the Veterinarian of Record (VOR) and assign a practice inspector. A copy of the Veterinary Resource Binder is also sent to the responsible veterinarian, to assist with start-up of the practice.
  - a. There may be instances where a practice inspector is assigned earlier, to allow for questions or review of a previously closed facility.
  - b. If the practice is expanding to other categories of practice or a major renovation has been done, it may be suggested that a complete inspection of the practice be done.
3. Practice Inspector will contact the Veterinarian of Record or the practice designate to determine a timeline.
4. Practice Inspectors send the required letters and documentation to the responsible veterinarian or designate.
5. Pre-inspection process can take 30-60 days to complete (practice dependent), then an on-site date is determined.
6. On-site inspection is completed and the inspection form and practice deficiency form (when needed) are emailed to the responsible veterinarian, registrar and Administrative Coordinator.
7. The Practice Deficiency Form is completed by the practice designate and returned to the office no more than 10 business days after the inspection.
8. Approximately 8-12 weeks after opening the practice, the inspector will follow up and review completed medical records and logs.
9. Once all deficiencies have been corrected and the completed records reviewed and found to be satisfactory, a practice inspection certificate and letter are issued.

## Practice is inspected and complies:

- 1 The inspector reviews the inspection form with the practice owner or the designated agent of the owner.
- 2 The practice owner or the designated agent of the owner signs #1 of the signature page on the inspection form.
- 3 The inspector submits the inspection form to the Registrar as soon as possible.
- 4 Notice of compliance and a certificate validating the practice complies are sent to the practice and there is no further action.
- 5 The Inspection Certificate must be displayed in a location that is visible to the public.
- 6 The practice will be inspected in the next cycle of regular inspections unless subject to Bylaw Section 15.4 d.

## Practice is inspected, and deficiencies are found:

- 1 The inspector reviews the inspection form with the Veterinarian of Record or the designated agent of the owner.
- 2 The inspector reviews the Practice Deficiency Form (PDF) with the Veterinarian of Record or the designated agent of the owner. The inspector explains the PDF must be completed and submitted to the SVMA office within 10 working days of the inspection. The PDF will include the proposal for correcting deficiencies and a date by which corrections will be completed. The VOR or agent will sign the PDF.
- 3 The VOR or the designated agent of the owner signs #2 of the signature page of the inspection form.
- 4 The inspector submits the inspection form to the Registrar. This information will be made accessible to the Practice Standards Committee via the SVMA's committee sharing platform.
- 5 The practice deficiency form is returned to the SVMA office.
- 6 A PDF signed by the agent will be binding on the VOR.
- 7 When the completed PDF has been received by the SVMA office it will be forwarded for review to the inspector and the PSC.

If it is necessary for a deficiency to be referred to the PSC

- a. The chair may appoint a 2-member subcommittee who have practice experience similar to that of the practice being assessed. The subcommittee may contact the practice and act as a resource by discussing the Practice Deficiency Form with the VOR or agent and if necessary help in completing or revising the action plan.
- b. The subcommittee will inform the VOR or agent that all deadlines must be met, or the matter may be referred to the professional conduct committee (PCC).

- 8 Should a deficient practice have difficulty in meeting a compliance deadline (submission of Practice Deficiency Form or correction of deficiencies) the VOR or agent must contact the inspector in advance of the deadline. No reminder notices of compliance deadlines will be sent.

When a request for an extension is received, the inspector will decide whether:

the reason for the extension is reasonable. If so, the chair can approve the extension and inform the Registrar and other committee members

OR

the reason for the extension requires discussion. If so, the inspector will immediately inform the Registrar, so a meeting can be set up with the committee to discuss the matter.

- 9 When a practice has reached compliance a letter and certificate will be sent to the practice and there will be no further action.
- 10 The Inspection Certificate must be displayed in a location that is visible to the public.
- 11 The practice will be inspected in the next cycle of regular inspections unless subject to Bylaw Section 15.4 d.
- 12 If a Practice Deficiency Form or proof of compliance has not been received by the required date, the committee may forward a complaint to the PCC which will include a report stating what deficiencies must be corrected to bring the practice into compliance.

**Cross references:**

- Practice Standards Committee – Terms of Reference document
- Practice Deficiency Form
- Letter template(s)
  - Primary Letter to Practice Owners
  - Official Request for Information
- Practice Standards/Practice Inspection Form
- Practice Registration/Pre-Inspection Form
- Practice Standards & Guidelines
- Practice Inspection Certificate & Completion Letter
- Practice Standards Survey

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