

# Guideline on Quality of Care Evaluations

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Members registered in the general class, including new registrants, or supervised practice class are required to provide their clients with a Quality of Care Evaluation Form (QCE) within six months after they have been discharged from care and shall request that the client return the completed form to the member's practice.

The QCE form should not ask clients to identify themselves.

The returned *Quality of Care Evaluation Forms* should be reviewed on a regular basis, according to the process that the practice has in place, to identify trends.

The College recognizes that midwifery care is provided by a group of midwives; however, every midwife is responsible for ensuring that client feedback is solicited and acted upon, where appropriate.

## Action

- Annually declare, in their Quality Assurance Program Annual Record, that they have taken action on feedback received in the Quality of Care Evaluations.
- Retain all completed evaluation forms for at least five years from the date the form is returned to the member's practice.
- Keep a record of any action they take in response to a client's evaluation and retain this record for 5 years from the date the member submits a declaration of this response to the College.
- Members registered in the general or supervised class of registration for less than 3 months are not required to complete the *Quality of Care Evaluation* section of the Quality Assurance Program Annual Record, as outlined in the table below.

Annual Record reporting requirements for QAP activities based on the number of months registered in the general class:

Months in General Class	Number of Peer Case Reviews *	Number of CE/CPD activities ≠	Complete QCE Declaration∞
0-2 months	0	0	No
3-4 months	2	1	Yes
5-6 months	3	2	Yes
7-8 months	4	2	Yes
9-10 months	5	3	Yes
11-12 months	6	3	Yes

\*Peer review requirements out of a total of 6

≠CE/CPD activities out of a total of 3

∞QCE declaration required