

## WHAT IS DIRECT RESOLVE?

Direct Resolve is an informal process to resolve complaints between physicians and complainants.

Using this process, we take a step back and encourage you to work with the complainant directly to resolve the matter.

Direct Resolve is your opportunity to **resolve a complaint with the complainant**

## BENEFITS OF USING DIRECT RESOLVE

- It works well - both the physician and complainant report a higher satisfaction rate compared to other resolution processes. Also, relationships are often preserved and improved.
- It's timely - many are able to resolve the complaint within 30 days.
- It's efficient - once both parties are satisfied, the process is finished and the file is closed. Subsequent reviews are not part of this process.
- It's cost effective - for both you and CPSA compared to a full investigation.

## WHEN DIRECT RESOLVE WORKS BEST

We encourage Direct Resolve for single-issue complaints where both parties involved can share information freely about the issue(s). Information surrounding the complaint is not confidential.

This process is also most effective when the complainant and physician can resolve the complaint on their own without a full CPSA investigation. These types of complaints often surround:

**90%** of the time, Direct Resolve successfully resolves the complaint

- Communication issues
- Misunderstandings of care provided
- Access to medical records
- Medical reporting (including requests for insurance forms and medical legal requests)
- Issues with staff employed by the physician
- Practice management (including the referral process and booking tests)
- Financial issues (including billing for uninsured services)
- Professional working relationships (not involving clinical competency)

It's important to know we do not use Direct Resolve for any competency concerns, ethical concerns, possible boundary violations or allegations of disruptive or criminal behavior.

## YOUR ROLE IN DIRECT RESOLVE

### 1. Carefully review the complaint.

- Consider the complainant's concerns and expectations as far as an outcome.

### 2. Think about how you want to respond to the complaint.

- Let them know you have heard and thought about their concerns.
- Tell them how their feedback has affected your practice, if applicable.
- Share and explain any changes you made to your practice as a result of their complaint.
- Try not to be defensive in your response.
- Know that help is available. At any time, you can contact a CPSA resolution advisor or the Canadian Medical Protective Association for advice on your response.

### 3. You are now ready to contact the complainant to resolve the matter openly and honestly. You can:

- Make a telephone call
- Meet with them in person
- Write them a letter of explanation, or a letter of apology, when appropriate

### 5. Notify the resolution advisor of the outcome.

- When both parties are satisfied with the outcome, we'll close the complaint file.
- If Direct Resolve does not work, we'll refer the complaint back to the Complaints Director for further action.
- The resolution advisor may ask you for more information to help the Complaints Director determine next steps.

To work, both you & the complainant must be **willing to participate in this process.**

## HOW A RESOLUTION ADVISOR CAN HELP!

A resolution advisor is available to work objectively with both you and the complainant to find a satisfactory outcome. They can:

- Explain the Direct Resolve process, including options available and possible outcomes.
- Listen and provide support as needed.
- Help alleviate some of the normal anxiety experienced with conflict resolution.
- Support both parties with their choices throughout the process.

**If you have questions**, or are unsure about using Direct Resolve, please contact your assigned CPSA resolution advisor.