

WHAT IS RESOLVE WITH CONSENT?

Resolve with Consent is an informal resolution process that can resolve a complaint without a formal investigation.

With this process, you are provided a copy of the complaint letter and asked to respond. A resolution advisor will then review your response along with any other relevant information, and then work with both you and the complainant to resolve the matter.

Your opportunity
to resolve a
complaint
**without a formal
investigation**

BENEFITS OF USING RESOLVE WITH CONSENT

- It works well - both the physician and complainant report a higher satisfaction rate compared to more formal resolution processes.
- It's timely - we're able to respond more quickly to the complaint, and the physician is able to implement practice changes sooner. Our goal is to resolve the complaint within 45 days after we receive the information.
- It's efficient - once all parties are satisfied, the process is finished and the file is closed. There are no further reviews of the complaint with this process.
- It's cost effective - as it's less expensive for physicians and CPSA compared to a full investigation.

WHEN RESOLVE WITH CONSENT WORKS BEST

We encourage Resolve with Consent for complaints that are straightforward and resolvable. With this process, the complainant's expectation is resolution, not discipline. Most complaints directed to Resolve with Consent involve:

- Communication issues
- Misunderstandings of care provided
- Consent issues
- Clinical issues
- Practice management
- Intra and interdisciplinary working relationships (not involving clinical competency)

Usually, CPSA and the complainant need the physician to provide further explanation about the care they provided. In some cases, we will also ask a physician to make a change to their practice. With this process, both the complainant and the physician must agree to participate, and agree the issues are resolvable without formal discipline.

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

>80%
of complaints are
successfully resolved
with this process

HOW RESOLVE WITH CONSENT WORKS

1. CPSA's Complaints Director will carefully review the complaint, considering:

- What are the complainant's concerns?
- Is the complaint straightforward?
- What are the complainant's expectations for an outcome?
- Are the issues resolvable through explanation and/or a practice change?

2. We notify you of the complaint and ask you to respond.

Your response should:

- Describe in general terms the circumstances involved.
- Specifically address all the issues identified in the letter from CPSA.
- Explain the reasons for your actions and opinions expressed, and outline any extenuating factors.
- Include a copy of all the supporting medical documentation you have relevant to the complaint. This may include visit notes, consultations, investigation results and/or ER records.
- Ensure you respond by the date identified in the letter from CPSA. If you anticipate a delay in responding, please notify us as soon as possible.
- Know that help is available. The Canadian Medical Protective Association can give you advice on your response.

3. A resolution advisor will review all the information and then contact you and the complainant.

- The resolution advisor works with both you and the complainant to resolve the issues. This may include explanations, apology and/or agreement to medical practice improvements.
- When all parties are satisfied with the outcome, the resolution advisor will close the complaint file.
- If the complaint is not resolved by this process, it will be referred back to the Complaints Director for further direction. The resolution advisor may ask for additional information to assist the Complaints Director in determining next steps.

The Resolve with Consent process allows resolution advisors to work with physicians and complainants to improve medical practice in Alberta.

If you have questions, please contact your assigned CPSA resolution advisor.

Both you & the complainant must be **willing to participate in this process.**