



CPSA Complaint Statistics

2019

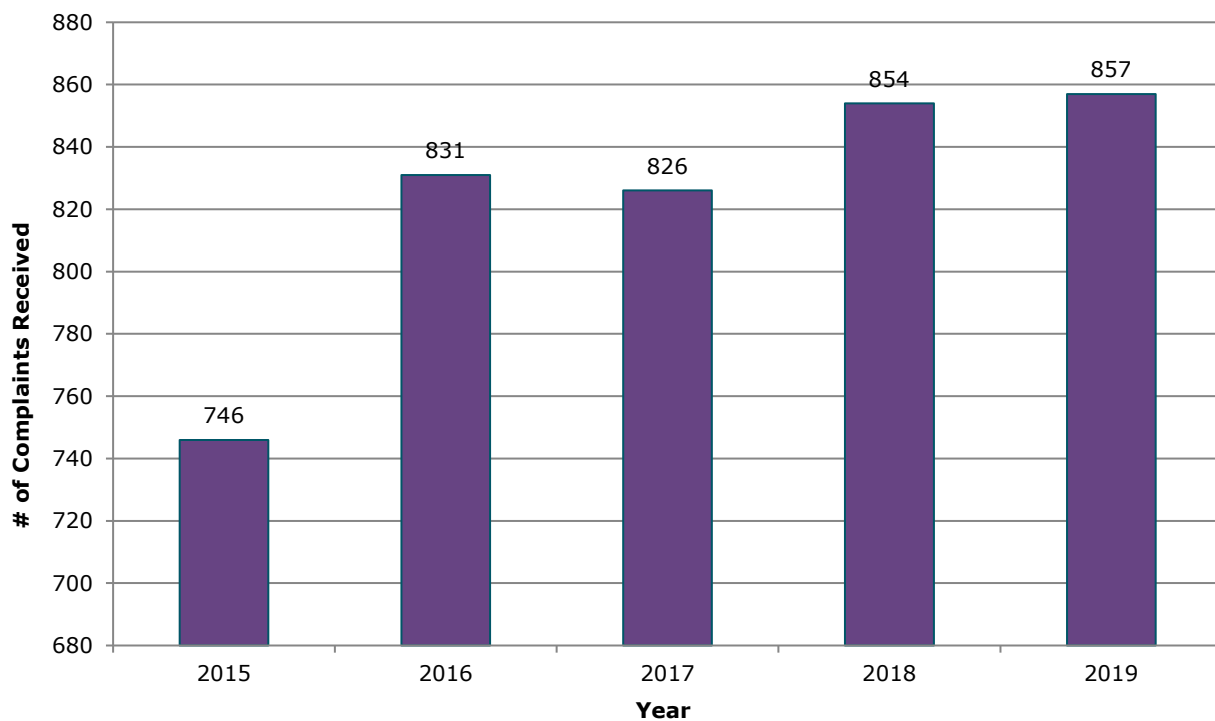
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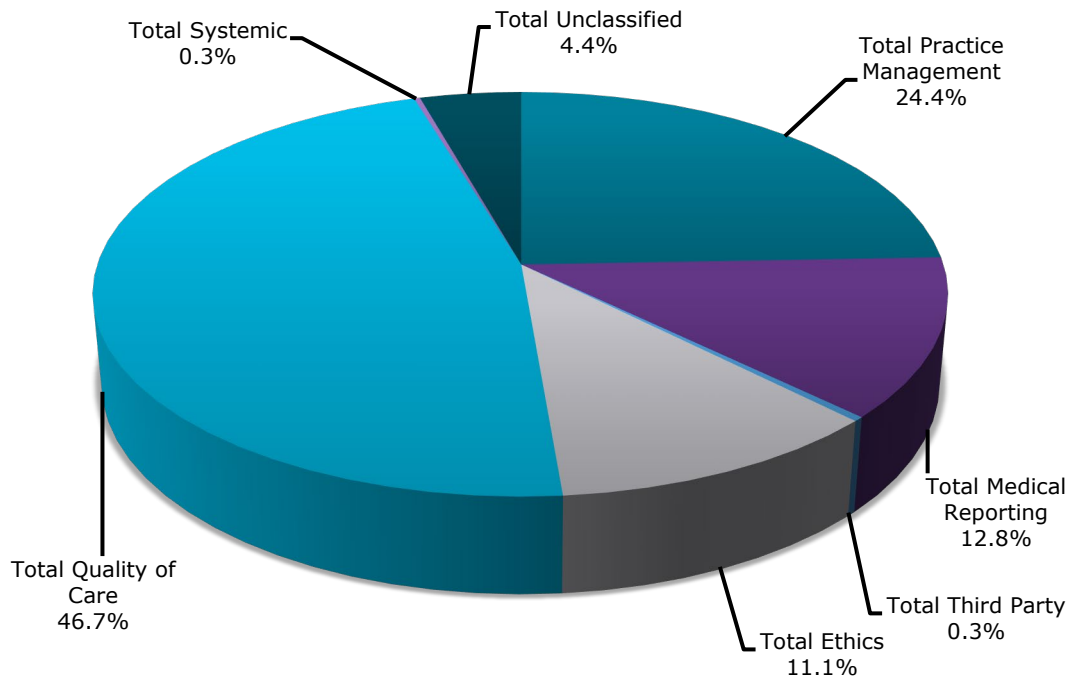
CPSA COMPLAINT STATISTICS

TOTALS	Jan. 1 – Dec. 31, 2019
Open January 2019	553
Received	857
Closed	910
Open December 2019	500

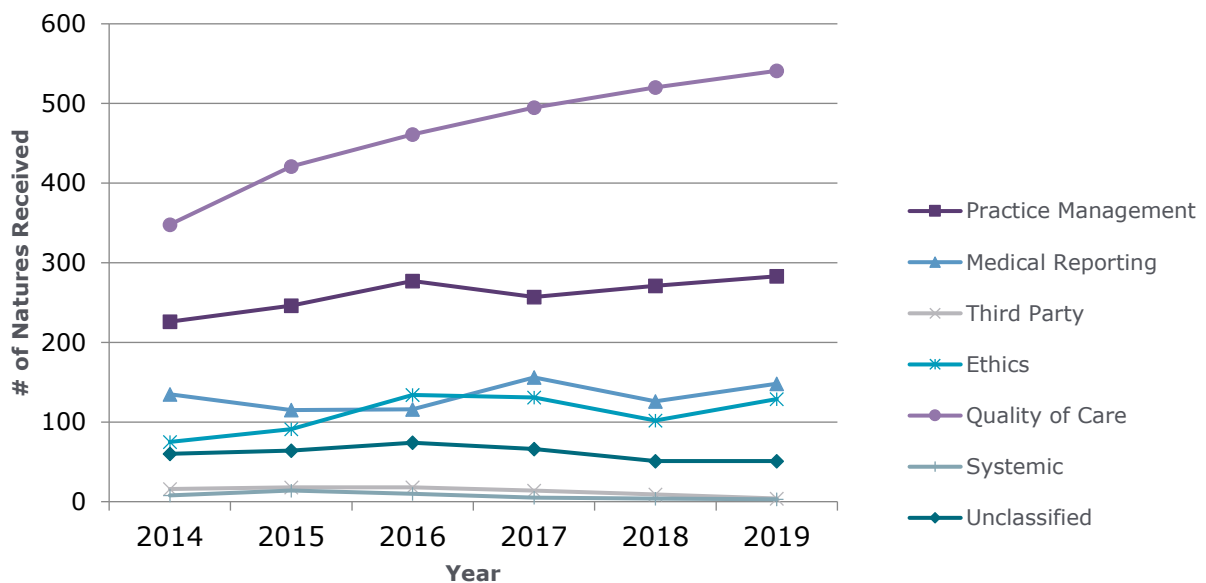
TOTAL COMPLAINTS RECEIVED (5-YEAR HISTORY)



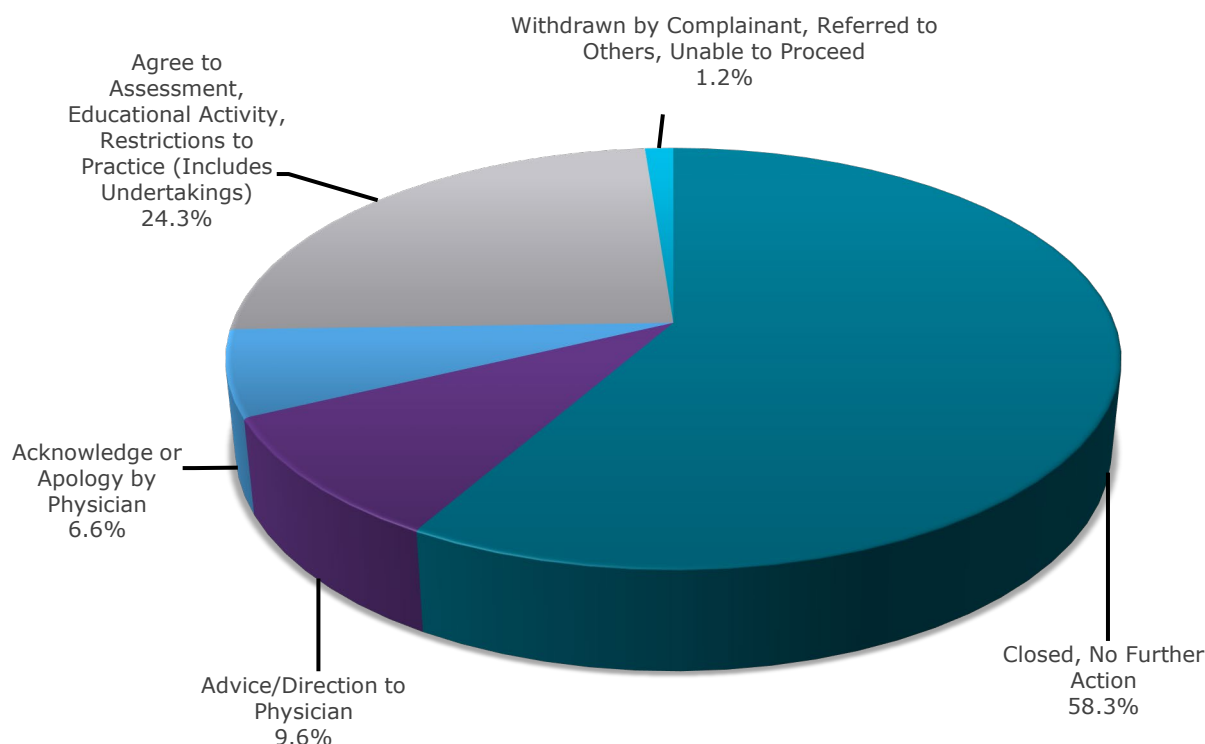
SUMMARY OF COMPLAINT NATURES 2019



NATURE TRENDING—COMPLAINTS RECEIVED (6 YEARS)



CLOSING ACTION FOR COMPLAINT FILES WITH NON-HEARING OUTCOMES



HPA HEARING ACTIVITY

HEARING TRIBUNAL DECISIONS RECEIVED IN 2019: 5

NATURE	HEARING DATE	FINDING	PUBLISHED	PHYSICIAN
Third Party, Unclassified	Feb. 11, 2019	Guilty	Yes	Dr. O.O.
Unclassified	Dec. 17, 2018	Guilty	Yes	Dr. S.C.
Ethics	Oct. 28-30, 2019	Guilty	Pending	Dr. A.A.
Unclassified	July 10, 2019	Guilty	Yes	Dr. M.N.
Unclassified	July 31, 2019	Guilty	Pending	Dr. X

HEARING TRIBUNAL DECISIONS PENDING IN 2019: 3

NATURE	CHARGE	PHYSICIAN
Quality of Care and Unclassified	Unprofessional Conduct	Dr. B.L.
Ethics and Quality of Care	Unprofessional Conduct	Dr. S.B.
Practice Management and Quality of Care	Unprofessional Conduct	Dr. G.J.

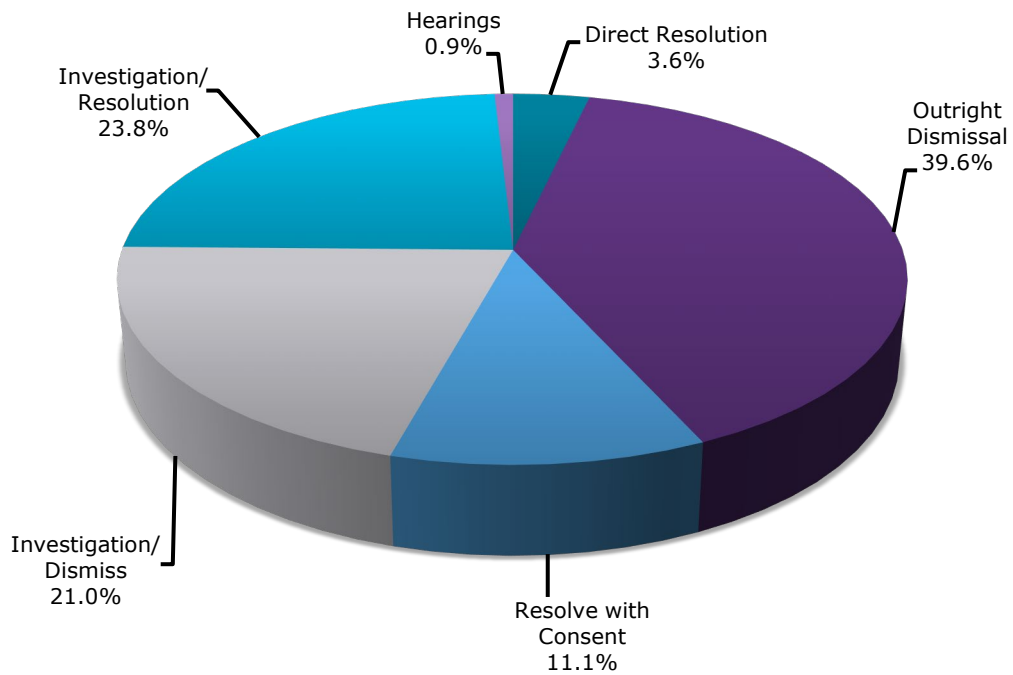
UPCOMING AND ONGOING HEARINGS SCHEDULED IN 2020: 4

NATURE	CHARGE	DATE SCHEDULED	PHYSICIAN	CONTINUED OR NEW
Unclassified	Unprofessional Conduct	Jan. 2, 2020	Dr. K.M.	Continued
Ethics	Unprofessional Conduct	Jan. 30-31, 2020	Dr. A.K.	New
Quality of Care and Ethics	Unprofessional Conduct	Feb. 10-12, 2020	Dr. J.S.	New
Ethics	Unprofessional Conduct	March 10-12, 2020	Dr. K.M.	Continued

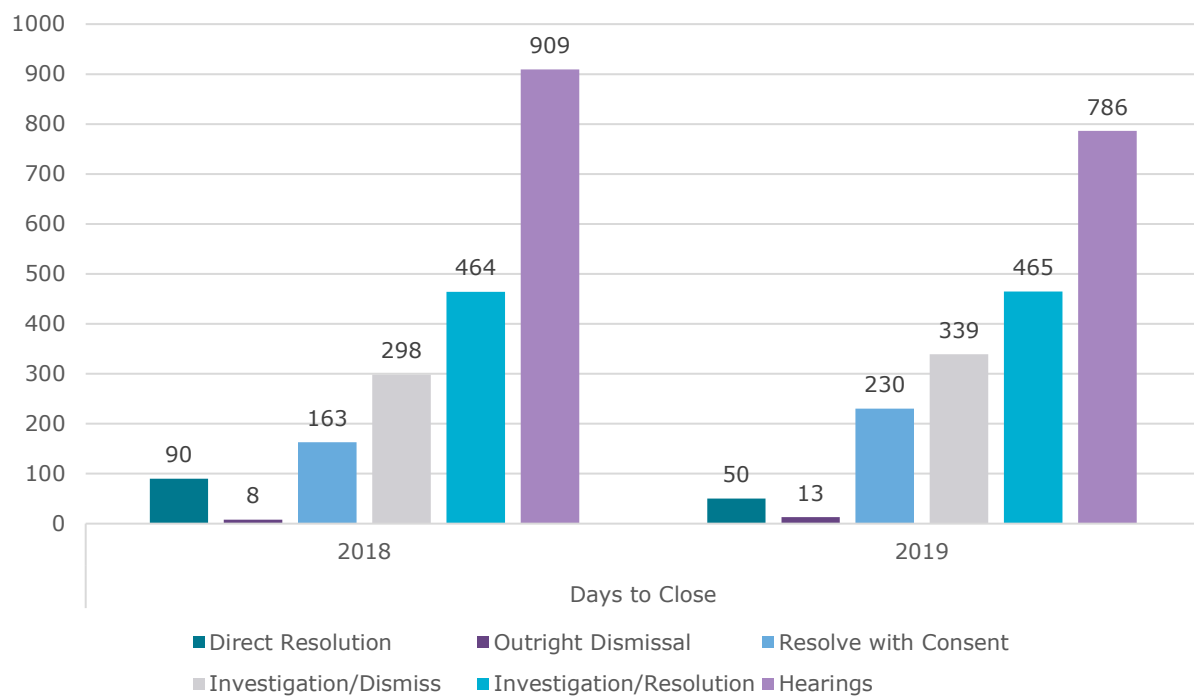
COUNCIL/EXTERNAL APPEALS IN 2019: 7

NATURE	CHARGE	COUNCIL	EXTERNAL
Availability	Unprofessional Conduct		Dr. M.A-G
Unclassified	Unprofessional Conduct		Dr. T. A.
Practice Management, Ethics	Unprofessional Conduct		Dr. V.M.
Third Party, Unclassified	Unprofessional Conduct	Dr. O.O.	
Unclassified	Unprofessional Conduct	Dr. R.B.	
Practice Management, Unclassified	Unprofessional Conduct		Dr. A. A.
Practice Management	Unprofessional Conduct		Dr. S. F.

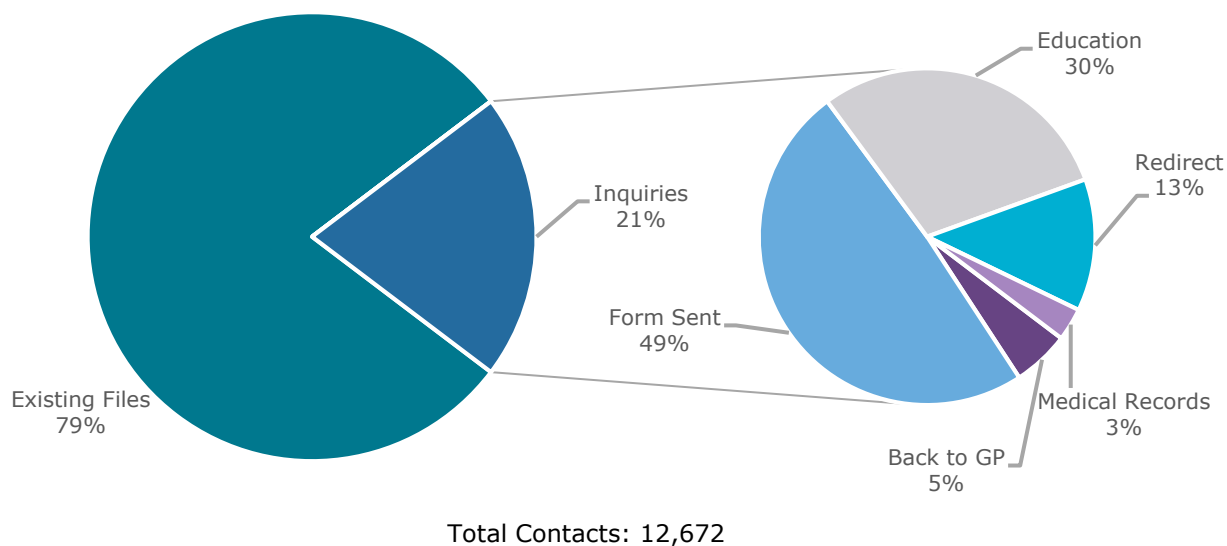
PROCESS USED 2019



AVERAGE DAYS TO CLOSE (BY PROCESS) 2018/2019 COMPARISON



COMPLAINTS DEPARTMENT CONTACTS



 **Existing Files**

Callers inquire about open or closed files; includes files going to the Complaint Review Committee

 **Form Sent**

Caller is expected to lodge a complaint; we have sent the caller a complaint reporting form or caller has/will download a complaint reporting form from the CPSA website

 **Back to General Practitioner**

Caller was advised to return to their GP to have their questions answered or to obtain further explanation around the care they are receiving

 **Medical Records**

Information was provided to the caller regarding how to obtain a copy of their medical records, the costs associated, time limits, etc.

 **Education**

Information was provided to the caller about the role of the College, Standards of Practice, Code of Ethics, etc.

 **Redirect**

Caller was re-directed to another College department or organization outside the College to respond to their inquiry. For example, we may refer callers to the CPSA Registration Department, Alberta Health Services Patient Concerns, Office of the Information and Privacy Commissioner, Ombudsman, Mental health Patient Advocate, etc.

Definitions of Complaint Natures

Nature	Definition
Quality of Care	Diagnosis (incorrect or delayed), Treatment (prescribing, procedural and counseling, referral/consultations, follow-up)
Practice Management	Physician availability, office management including finance and communication
Medical Reporting	Release of records, report completion and accuracy
Ethics	Confidentiality, informed consent, advertising/self-promotion, sexual abuse, sexual misconduct, other boundary violations (including sexual, financial and others), professional behaviour and regulatory compliance
Third Party	Independent Medical Examination, (WCB, and Non-WCB, all others)
Unclassified	All others
Systemic	Access to human resources and technology, continuity of care and interdisciplinary issues