

MARCH 2024

UPDATE



JUNE 7

Council
education session

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JUNE 8

Q2 Council meeting
CPSNL offices
8:30 a.m.

Annual General
Meeting
12:00 p.m.

2024 Q1 COUNCIL MEETING

Highlights of the College Council's first quarterly meeting for 2024, which was held virtually on March 9, are presented below.

REPORTS PRESENTED

- **Strategic Plan:** T. Adey gave a **comprehensive update on progress made on the three strategic drivers** in the College's five-year Strategic Plan (see below). This will now be a regular component of all first-quarter Council meetings through to 2028. She noted that, following the success of the Quality Department's Planning Day (in November), the College is organizing similar focus days for its Professional Conduct and Licensing & Registration departments—both aimed at aligning functioning with strategic goals.
- **Professional Conduct:** O. Howell reported on the two Complaints Authorization Committee (CAC) meetings that have occurred in 2024. He presented current statistics and noted that **the increase in complaints experienced in 2023 is continuing**, and noted a trend toward **more complaints being received concerning standard of practice**. Staff are continuing to focus on early resolution before complaints reach the CAC. He also reported on a meeting of

the Registrar, Deputy Registrar, and NL Health Services in which systemic issues that the CAC has identified were discussed.

- **Licensing and Registration:** J. Osmond presented **final licensing statistics for 2023**, noting that 42% more applications were received than in 2022 and that the department completed 60% more application assessments than in the previous year. Application processing time decreased. He also reported that

LICENCES RENEWED FOR 2024



1,513 —
Up 86
over 2023

the College continues to implement innovative and collaborative licensing procedures to support both applicants and the broader health system. Thus, as part of the licensing process, successful **applicants can now consent to the sharing of their contact information with recruitment services**.

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STRATEGIC PLAN 2023–28: BY 2028 THE COLLEGE WILL BE . . .



Easy to work with



Collaborating widely with stakeholders* to
resolve challenges



Innovating regulatory practices
to fit an evolving landscape

* Stakeholders include stakeholder organizations, physicians, and the public.

... 2024 Q1 Council Meeting, cont.

- **Finance, Audit and Risk:** G. Hamilton provided Council with financial statements. J. Osmond reported that the College has **engaged an external cybersecurity** firm to assess its infrastructure and security controls, identify potential risks, and develop an incident response plan. Work has begun on implementing a **new physician membership management database** with capacities for improved automation and communication tools. Finally, the College has requested proposals for a **review of staff compensation and benefits provisions and processes**, to ensure they meet legislative standards, and are transparent, equitable, and aligned with current best practices.
- **Quality:** O. Howell reported that the peer review assessment program (**PPR-NL**) **is being examined** with an eye to developing an efficient, sustainable program that will apply to all physicians. He noted that five physicians are being monitored for health and wellness and one physician monitoring file was closed.

NEW DEPUTY REGISTRAR APPOINTED

The College is pleased to announce that Dr. David Carroll will be taking up his duties as our new Deputy Registrar on June 10. Currently the Senior Medical Director of Central Zone, NL Health Services, Dr. Carroll adds a wealth of experience in strategizing, leadership, and capacity-building to our team.

- **Fair Registration Practices Act:** T. Adey reported that E. Bruce and J. Osmond recently participated in **consultations about draft Regulations** for this 2022 act, which was hosted by the province's Immigration, Population Growth and Skills department. E. Bruce reviewed how the *Act* and its *Regulations* might affect College operations; J. Osmond gave the examples of reporting requirements, strict timelines, and new data analysis.

COMMITTEES OF COUNCIL - 2024

Complaints Authorization Committee (CAC)

Chair: Dr. Oscar Howell **Vice:** Mr. Allan Bradley

Dr. Lynn Dwyer

Ms. Gail Hamilton

Dr. Robert Forsey

Dr. Kara Laing

Dr. Tony Gabriel

Finance, Audit & Risk Committee

Chair: Ms. Gail Hamilton

Dr. Kara Laing

Mr. Dave Dove

Dr. Tony Gabriel

Dr. Tracey Wentzell

Governance Committee

Chair: Ms. Gail Hamilton

Mr. Allan Bradley

Dr. Kara Laing

Dr. Robert Forsey

Dr. Natasha Pardy

Dr. Dianne Keating Power

Licensing & Registration Committee

Chair: Ms. Gail Hamilton

Mr. Dave Dove

Dr. Dianne Keating Power

Dr. Robert Forsey

Dr. Tracey Wentzell

Dr. Tony Gabriel

Public Engagement Committee

Chair: Mr. Allan Bradley

Mr. Dave Dove

Ms. Gail Hamilton

Dr. Lynn Dwyer

Dr. Tracey Wentzell

Quality Assurance Committee (QAC)

Chair: Dr. Oscar Howell

Vice: Mr. Dave Dove

Mr. Allan Bradley

Dr. Natasha Pardy

Dr. Dianne Keating Power

Dr. Tracey Wentzell

The College is authorized to regulate the practice of medicine and the medical profession in the public interest.

The mandate of the College of Physicians and Surgeons of Newfoundland and Labrador as established by the *Medical Act, 2011*