

Physician Feedback Process at a Glance

Low Severity Concern	
A single incident of minor misconduct behaviour, including insulting, disrespectful, and/or rude comment(s).	
Informal Resolution: Coaching Conversation <ol style="list-style-type: none"> 1. Leader meets with physician to discuss concern(s) as soon as possible 2. Engage physician in plan to address concern 3. Document concern(s), response(s) and steps taken to resolve 4. File using current practices 5. Follow up with regular feedback and monitoring <p>Resolve within 30 to 60 days of receipt of complaint</p>	
Has the misconduct behaviour repeated?	
NO	YES
Close file	Follow Moderate protocol

Moderate Severity Concern	
Behaviour poses a potential threat to patients, family members, staff, self, or other care providers.	
Informal Resolution: Assisted Intervention or small 'i' investigation <ol style="list-style-type: none"> 1. Leader advises physician of the concern(s) within 1 week of receipt of complaint 2. Leader reports concern(s) to SMO and/or EVP/ CME, and engage HRBP 3. Leader and HRBP meet with physician to discuss concern(s) ASAP 4. Identify plan to address concern(s) and provide support to physician 5. Document concern(s), response(s) and steps taken toward a resolution 6. File using current practices 7. Follow up with regular feedback and monitoring <p>Resolve within 30 to 60 days of receipt of complaint</p>	
Has the misconduct behaviour repeated despite attempts of remediation?	
NO	YES
Close file	Follow High Severity protocol

High Severity Concern	
A single egregious incident	
Formal Investigation <ol style="list-style-type: none"> 1. Report to the MSA president 2. SMO and/or EVP/CME, and HR determine investigator(s), scope & mandate, and if interim measures are to be in place within 2 weeks of receipt of complaint <ul style="list-style-type: none"> • If Physician is imposed on leave, Physician and Leader discuss supports, disclosures, system access, required notifications • The parties are informed of the investigation status and timelines 3. Leader advises physician of concern, investigator and timelines within 1 week of the decisions being made 4. Investigation undertaken promptly 5. Document all discussions in determining findings and outcomes 6. Within 1 week of final report being delivered, Physician meets with appropriate Decision Maker(s) 7. Within 1 week of final decision being made, Medical Affairs leads meeting with Respondent(s), Representative(s), Decision Maker(s), and Head of Service to review/ document the outcome 	
Has the misconduct severity caused an irreparable breach of trust <u>and/or</u> repeated within 18+ months without improvement?	
NO	YES
The File May be Closed If the desired outcomes are met, and no further concerns are reported	Termination of Privileges *Note this is not automatic please follow HHS By-Law(s)