

Seeking medical reviewers to support the Inquiry Committee

Complaints Update

CPSBC's complaints and practice investigations department is currently seeking medical reviewers to work on behalf of the Inquiry Committee (IC) to review information collected during a complaint investigation and draft dispositions.

General duties

Reporting to the deputy registrar, complaints and practice investigations, medical reviewers are responsible for:

- Reviewing information collected during a complaint investigation and draft dispositions on behalf of the IC.
- Conducting interviews with registrants and their legal counsel during the complaint investigation or upon concluding the matter.
- Working collaboratively with a team of dedicated individuals to improve registrant practice in the province of BC.

Deliverables

- Provide an average of 40 hours per month.
- Attend four to five virtual IC meetings per year and all required pre-meetings to discuss the complaints before the IC.
- Communicate availability each month for scheduling registrant interviews.

Education, training, and support

- Training and onboarding time with experienced medical reviewers and CPSBC staff is compensated.
- Bi-monthly meetings are held with peers and the department leadership team to discuss process changes and identify department objectives.
- Focused continuing professional development is provided.
- A dedicated laptop (for a small annual fee) is provided, which includes voice dictation software and other software required to perform work.

Ideal attributes

- Exceptional writing skills, including the ability to present technical concepts in lay terms and formulate clear and logical reasons in a style that expresses both empathy and a commitment to fairness.
- Understanding that medical reviewers are not decision-makers; that responsibility falls entirely with the IC. Like CPSBC employees, medical reviewers support the work of IC.
- Thriving in a high volume, fast-paced environment while maintaining quality and timeliness standards.
- Being open to feedback and willing to provide constructive feedback to other members of the team.
- Treating all individuals equally with dignity, courtesy and respect, and without discrimination.

Credentials

- A family physician or specialist in general internal medicine or emergency medicine.
- Licensed in BC, in good standing with CPSBC, and currently engaged in clinical practice.
- Ability to understand, apply, and remain updated on CPSBC practice standards/guidelines and related legislation.

Application process

- All applications will be acknowledged by the director, complaints and practice investigations; however, only short-listed applicants will be contacted for an interview.
- Interviews will take place over MS Teams and will be conducted during regular business hours (8:30 a.m. to 4:30 p.m. PST).
- Short-listed applicants will also be asked to complete a timed writing exercise, also completed virtually.

Applying

Interested registrants should send a letter of interest and their CV to the attention of the director, complaints and practice investigations:

- Confidential fax: 604-733-3503
- Email: complaints@cpsbc.ca

All correspondence will be held in strict confidence.