



Strategic Plan 2024-2028



Our mission and mandate

Mission

- **Serving the public by regulating physicians and surgeons**

Mandate

- **Protecting the public by ensuring physicians and surgeons meet expected standards of practice and conduct**

Our values

Evolving

We stay current with our ever-changing cultural and social landscapes. We actively listen so we can learn, grow and adapt as necessary.

Accessible and diverse

We are unbiased, inclusive, and culturally safe and humble. We treat everyone equally with dignity, courtesy and respect, and without discrimination.

Ethical

We are fair and ethical in our conduct. Our actions and our regulatory proceedings and decisions are unprejudiced and free of bias.

Transparent

Our processes and policies are accessible and applied consistently. We provide clear, relevant, and timely information about our mandate and work.

Dedicated

Our overriding interest is the protection and safety of the public. We are committed to fulfilling this role to ensure physicians and surgeons meet expected standards of practice and conduct.

Anti-discrimination and anti-racism

Objective

- **To be an organization that consistently upholds the principles of anti-discrimination and anti-racism in all its actions.**

Actions

- **Collaborate with health system partners to integrate anti-discrimination and anti-racism principles into registration policies, education, and training.**
- **Expand communication channels and feedback mechanisms to increase accessibility and improve the complaints process, making it safer for people with diverse needs.**
- **Apply the Board's competency matrix to ensure diverse and equitable representation in CPSBC's governance and leadership to reflect BC's population.**

Enhanced engagement

Objective

- **To be an informed, accessible, and collaborative partner, providing opportunities to engage and work together towards common goals and continuous improvements in an evolving regulatory landscape.**

Actions

- **Take a leadership role as colleges navigate new legislation, seeking to provide a complementary and cohesive perspective to the public.**
- **Engage with health system leaders to identify and assess emerging health-care services that may require accreditation.**
- **Seek new engagement opportunities and communication channels to educate and enhance awareness amongst physicians and surgeons, public and health partners about our work.**

Indigenous collaboration

Objective

- **To be a supportive and dedicated partner to Indigenous communities and organizations, building authentic relationships and understanding.**

Actions

- **Collaborate with Indigenous partners and organizations to develop bylaws, policies and processes to address their specific health-care needs.**
- **Use and share quantitative and qualitative data to inform improvements in the accessibility, support, and cultural safety of the complaints process for Indigenous Peoples.**

Innovation and change

Objective

- **To be a proactive and innovative leader, responding to and influencing broader sustainable change in the health system.**

Actions

- **Streamline registration processes and create innovative pathways to licensure to support increased access to care.**
- **Explore new methods to optimize regulatory and business processes, build resiliency and increase agility in the face of changing expectations.**
- **Leverage data and technology to enhance self-serve capabilities and provide support for registrants to meet requirements for quality care.**
- **Establish policies and standards to encourage physicians and surgeons to manage their practice through an environmentally conscious lens.**

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