



PHYSICIAN PRACTICE ENHANCEMENT PROGRAM

# Assessment Standards

Administrative:  
Medical Director/Solo-practice Physician



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### MEDICAL DIRECTOR/SOLO-PRACTICE PHYSICIAN

This standard describes the roles and responsibilities of the medical director/solo physician of a clinical office. This person is accountable and responsible to ensure that the key clinical and operational management activities of a clinical office are met.

This standard complements the College standard [\*Primary Care Provision in Walk-in, Urgent Care, and Multi-physician Clinics\*](#).

In a solo-physician clinical office, that physician is the medical director. In walk-in clinics, urgent care or multi-physician clinics, one physician **must** be designated as the medical director.

For the purposes of this standard, the term medical director and solo-practice physician are equivalent unless otherwise indicated.

A medical director is responsible for medical administration in the clinical office where the care of patients, office space, staff, equipment, or resources are shared by a number of physicians (i.e. walk-in clinic, urgent care or multi-physician clinic). In a solo-physician clinical office, the physician is the medical director.

## UNDERSTANDING THE ASSESSMENT STANDARD

An assessment standard consists of three components:

1. **Standard** – a goal statement of achievable levels of performance. An assessment standard is identified by a first level whole number ending in “.0” such as 1.0, 2.0, 3.0 etc.
2. **Criterion** – activities or components of the standards that once implemented lead to the overall attainment of the standard. A criterion is identified by the first level number indicating the standard to which it is associated, and a second level number such as X.1, X.2, X.3, etc.
3. **Criterion Descriptors** – specific actions for each criterion. Criterion descriptors are identified by the first level standards number, the second level criterion number and a third level criterion number such as X.Y.1, X.Y.2, etc.

A criterion marked by an **M** indicates that the criterion is mandatory and must be met. If the registrant is assessed by PPEP, the expectation is that the registrant has met this criterion.

Criterion that is not marked by an M is based on best practices using current provincial, national and international standards and guidelines. A non-M criterion should be met, but is not required. A registrant should use their best judgement to determine whether or not the unique circumstances of their practice necessitate meeting each non-M criteria.

No.	Standard Criterion	Reference
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## ADM 1.0 MEDICAL DIRECTOR RESPONSIBILITIES

<b>ADM 1.1</b>	<b>A medical director is responsible for medical administration in the clinical office where the care of patients, office space, staff, equipment, or resources are shared by a number of physicians (i.e. walk-in clinic, urgent care or multi-physician clinic). In a solo-physician clinical office, the physician is the medical director.</b>	
ADM 1.1.1	<b>M</b> A clinical office that is a walk-in clinic, urgent care or multi-physician clinic must have a delegated medical director.	1
ADM 1.1.2	<b>M</b> The medical director is a physician.	1
ADM 1.1.3	<b>M</b> Roles and responsibilities may be delegated to other physicians within the clinical office; however, the medical director maintains oversight of and responsibility for all operational and administrative components.	1
ADM 1.1.4	<b>M</b> The medical director represents the clinic in all communications with the College.	1
<b>ADM 1.2</b>	<b>The medical director is responsible for meeting the Physician Practice Enhancement Program (PPEP) assessment standards.</b>	

## ADM 2.0 STAFFING

<b>ADM 2.1</b>	<b>The medical director ensures the clinical office has qualified non-medical staff.</b>	
ADM 2..1.1	The medical director (or delegate) develops job descriptions for all non-physician staff.	1
ADM 2.1.2	<b>M</b> The medical director (or delegate) collects, verifies and assesses information on each hired unregulated staff member and their scope of practice, including: <ul style="list-style-type: none"> <li>• <a href="#">criminal record check</a> (CRC) (only for unregulated staff)</li> <li>• licence and registration (only for regulated staff under the <i>Health Professions Act</i>)</li> </ul>	1
ADM 2.1.3	The medical director (or delegate) provides or delegates appropriate training and education to non-medical staff based on their role and responsibilities: <ul style="list-style-type: none"> <li>• upon hire</li> <li>• anytime there is a change or update that requires re-training</li> </ul>	1
ADM 2.1.4	The medical director (or delegate) monitors staff performance and conducts regularly scheduled performance reviews.	1
<b>ADM 2.2</b>	<b>The medical director ensures the clinical office has qualified and competent medical practitioners.</b>	

No.	Standard Criterion	Reference
ADM 2.2.1	<b>M</b> The medical director (or delegate) collects, verifies and assesses information on each hired medical practitioner upon hire, including documentation of the following: <ul style="list-style-type: none"> <li>• College of Physicians and Surgeons of BC annual licence renewal</li> <li>• Canadian Medical Protective Association (CMPA) annual renewal or equivalent</li> </ul>	1,3,4
ADM 2.2.2	The medical director manages physician relations within the clinical office.	1

## REFERENCES

1. College of Physicians and Surgeons of British Columbia. Walk-in, urgent care and multi-physician clinics [Internet]. Vancouver: College of Physicians and Surgeons of British Columbia; 2015 [revised Apr 6, 2016; cited 2017 Jan 10]. 4 p. (Professional standards and guidelines). Available from: <https://www.cpsbc.ca/files/pdf/PSG-Walk-In-Urgent-Care-Multi-Physician-Clinics.pdf>
2. College of Physicians and Surgeons of British Columbia. Annual College licensure fees [Internet]. Vancouver: College of Physicians and Surgeons of British Columbia; 2012 [cited 2017 Jan 10]. 2 p. (Professional standards and guidelines). Available from: <https://www.cpsbc.ca/files/pdf/PSG-Annual-College-Licensure-Fees.pdf>
3. Canadian Medical Protective Association [Internet]. Ottawa: Canadian Medical Protective Association; 2017. Fees and payments. Available from: <https://www.cmpa-acpm.ca/en/fees-and-payment>
4. College of Physicians and Surgeons of British Columbia [Internet]. Vancouver: College of Physicians and Surgeons of British Columbia; 2016. Certificates of professional conduct; 2016 [cited 2017 Jan 10]; [1 screen]. Available from: <https://www.cpsbc.ca/for-physicians/registration-licensing/cpc>