

**CPSA
COMPLAINTS
REPORT
MARCH 2012**

2011 STATISTICS

CPSA COMPLAINT STATISTICS

TOTALS	Jan 1-Dec 31 2011
Complaint Files Open January, 2011	606
Complaint Files Received 2011	780
Complaint Files Closed 2011 (704 HPA + 34 MPA)	738
Complaint Files Open December 2011	648

STATUS OF COMPLAINTS PRESENTLY OPEN:

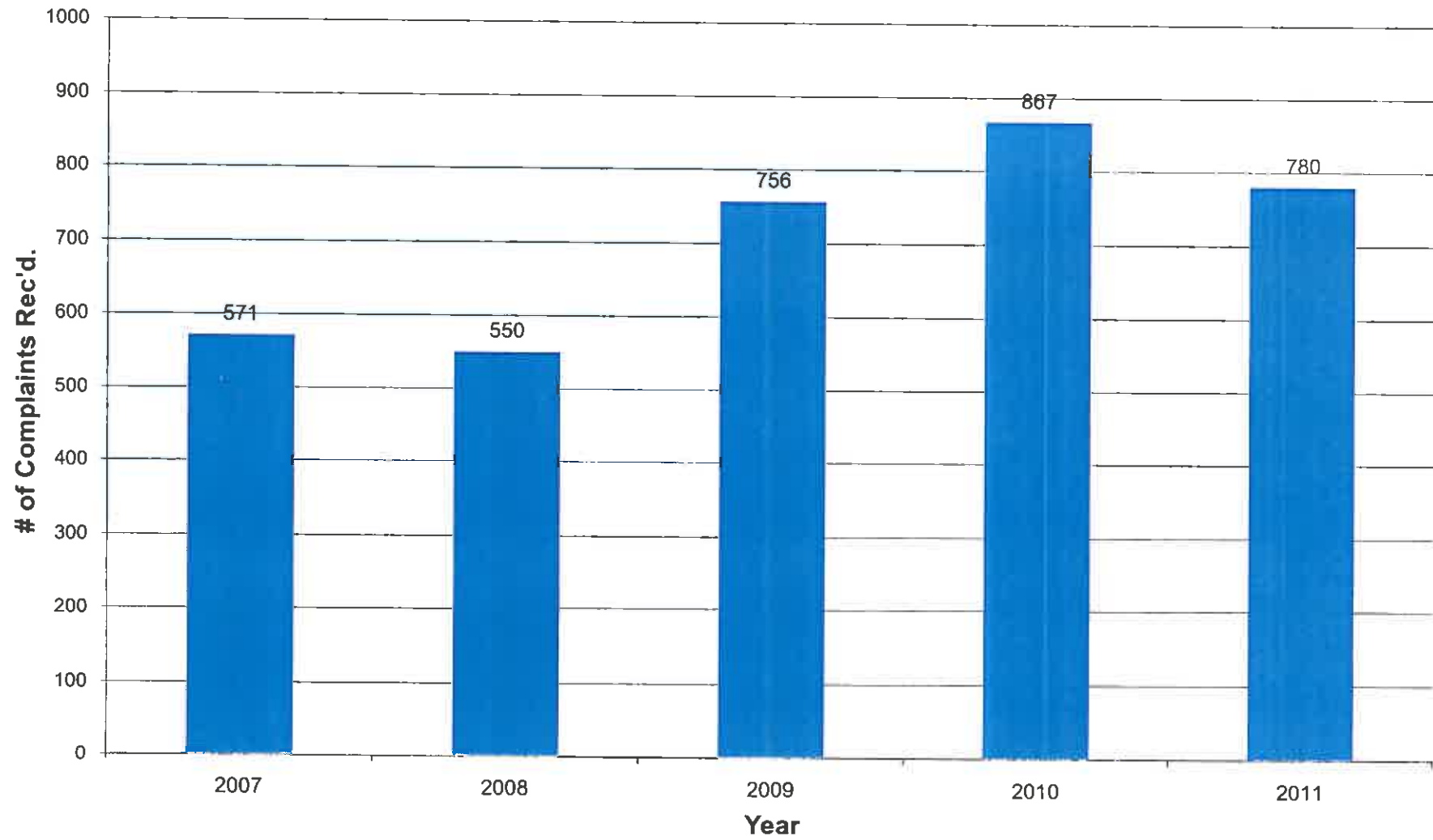
(Includes complaints opened prior to 2011)

STATUS	Number of Complaints	(HPA) Opened After January 1, 2010	Opened Previous Years (MPA)
Direct Resolution (HPA)	52	52	
Resolve with Consent (HPA)	12	12	
Inquiry	96	96	
Investigation	432	429	3
Expert Review (HPA)	1	1	
Resolution	24	20	4
Hearing	9	6	3
Inactive	22	12	10
TOTAL	648	628	20

APPEALS COMMITTEE - MPA	2011	2010	2009	2008	2007
Upheld--IC Decisions	1	30	28	20	10
Sent to Hearing	0	1		1	0
TOTAL	1	31	28	21	10

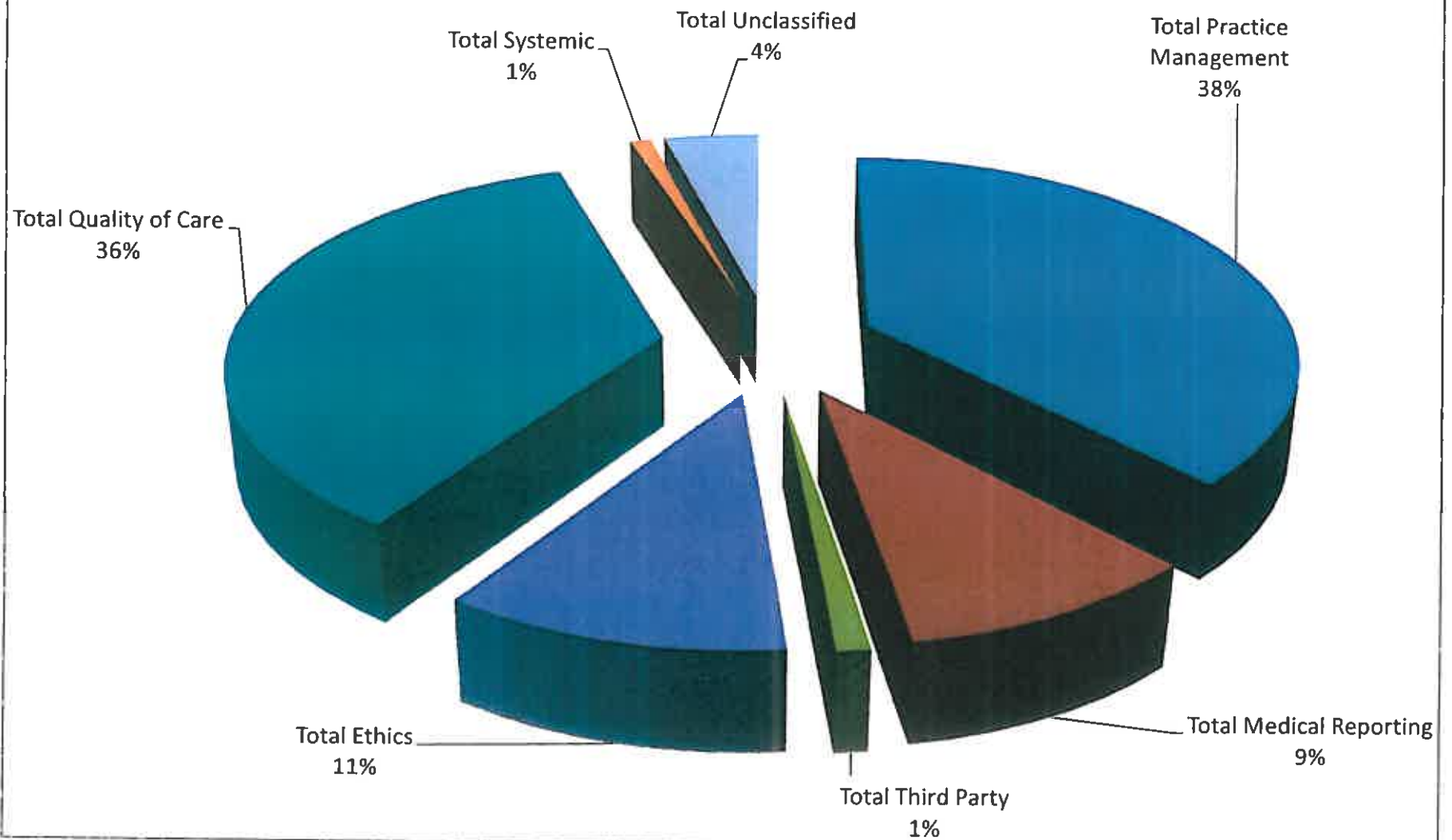
COMPLAINT REVIEW COMMITTEE - HPA	2011	2010
Upheld--Decision to Dismiss	51	10
Referred for further Investigation	5	4
Sent to Hearing	4	
Adjourned	6	
TOTAL	66	14

TOTAL COMPLAINTS RECEIVED - 5 YEAR HISTORY



SUMMARY OF COMPLAINT NATURES

2011



NATURE OF COMPLAINTS RECEIVED--DETAILS (January through December 2006 - 2011)

Nature	Year	Previous Annual Totals				
		2010	2009	2008	2007	2006
Practice Management						
Availability	93	137	88	77	82	53
Office - Scheduling	14	19	9	4	2	4
Office - Staff	36	51	38	11	10	11
Office - Environment	32	43	34	20	11	14
Communication - Attitude	160	208	175	92	75	103
Communication - Explanation	62	75	68	43	14	39
Communication - Time	0	2	2	1		1
Financial	29	29	36	24	15	18
Total Practice Management	426	564	450	272	209	243
Medical Reporting						
Release of Records	32	34	35	12	9	12
Report Completion	33	32	52	36	39	31
Record Accuracy	43	61	46	23	25	32
Total Medical Reporting	108	127	133	71	73	75
Third Party Medical Information						
Independent Exam - WCB	4	12	9	2	5	5
Independent Exam - Non-WCB	3	2	8	5	3	3
Other	5	24		1	1	8
Total Third Party Medical Information	12	38	17	8	9	16
Ethics						
Confidentiality	33	30	32	14	13	19
Informed Consent	14	26	17	16	15	14
Advertising/Self Promotion	52	34	13	13	2	2
Research Related						
Boundary Violation - Sexual	1	8	2	5	4	6
Boundary Violation - Financial	1		2	1	1	
Boundary Violation - Other	20	28	23	19	16	33
Total Ethics	121	126	89	68	51	74
Quality of Care						
Diagnosis						
Incorrect Diagnosis	71	54	58	32	58	58
Delayed Diagnosis	12	9	33	44	28	28
Somatoform Diagnosis	1					
Treatment						
Prescribing	52	70	52	37	45	32
Procedural	215	312	277	193	161	180
Counseling			1			1
Referral/Consultation	21	44	24	14	12	7
Follow-up	31	39	53	31	41	38
Total Quality of Care	403	528	498	351	345	344
Systemic						
Access - Human Resources			1		3	2
Access - Technology						
Continuity of Care	1	1		1		1
Interdisciplinary Issues	9	3		1	2	3
Total Systemic	10	4	1	2	5	6
Unclassified						
All Others	47	30	17	15	21	15
Total Unclassified	47	30	17	15	21	15
Total - All Nature Categories	1127	1417	1205	787	713	773

of Complaints Reporting Multiple Natures

246

378

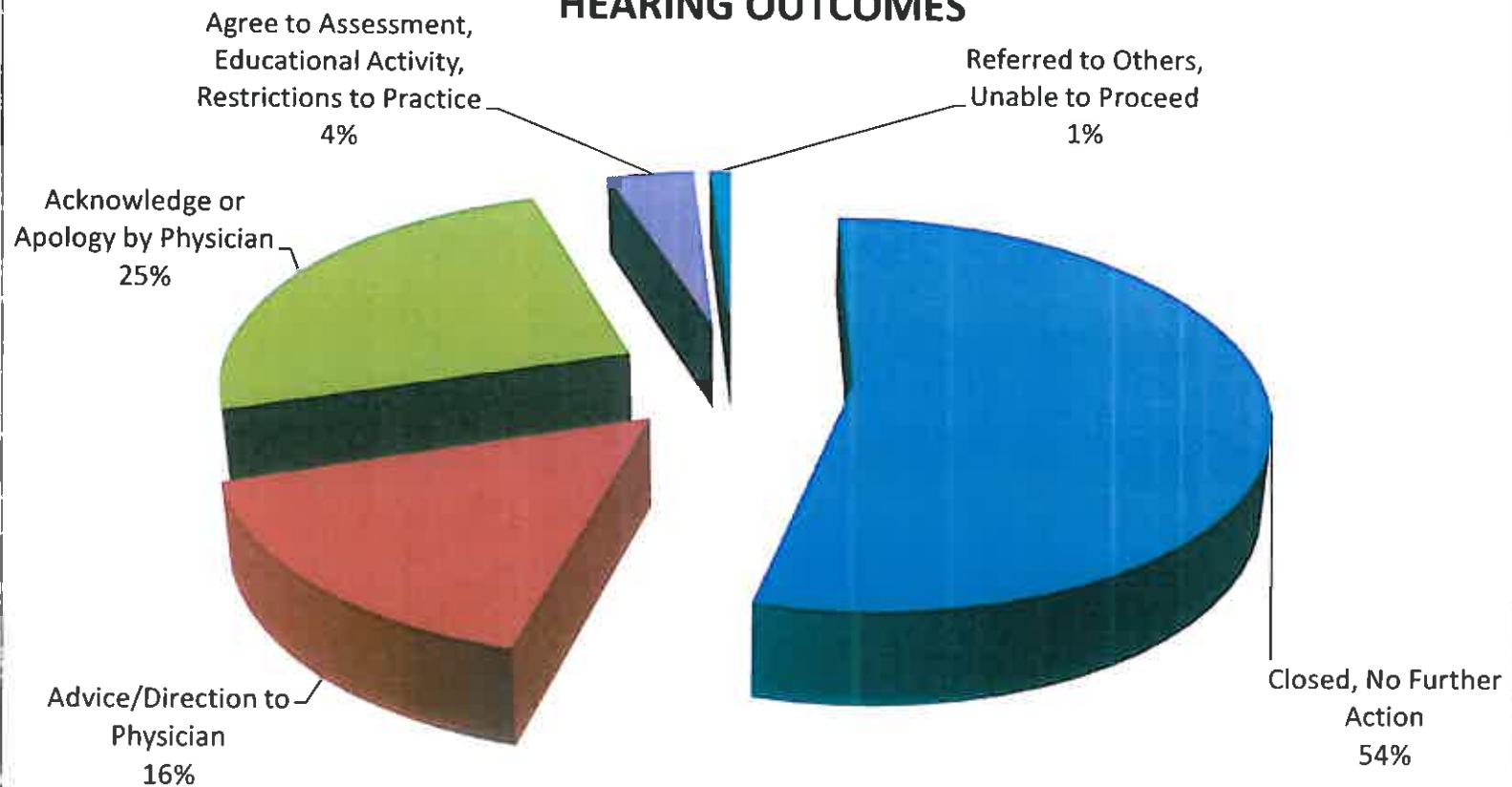
316

181

120

163

2011 CLOSING CODES FOR COMPLAINT FILES WITH NON-HEARING OUTCOMES



MPA
COUNCIL ACTIVITY RE: DISCIPLINARY MATTERS

	2011	2010	2009	2008	2007
Council Decisions:					
Charges Proven	3	3	5	3	8
Charges not Proven	2	2			2

HPA HEARING ACTIVITY FOR 2011

HEARING TRIBUNALS THAT WENT TO COURT OF APPEAL - 0

NATURE	CHARGE	FINDING	DATE OPENED

HEARING TRIBUNAL ACTIVITY IN 2011 - 3

NATURE	CHARGE	FINDING	PHYSICIAN
Ethics	Unprofessional Conduct	Guilty	Dr. K. Smeida
Unclassified	Unprofessional Conduct	Pending	Dr. K. Zakhary
Medical Reporting	Unprofessional Conduct	Pending	Dr. J. Sendziak

UPCOMING HEARING TRIBUNALS SCHEDULED IN 2012 - 4

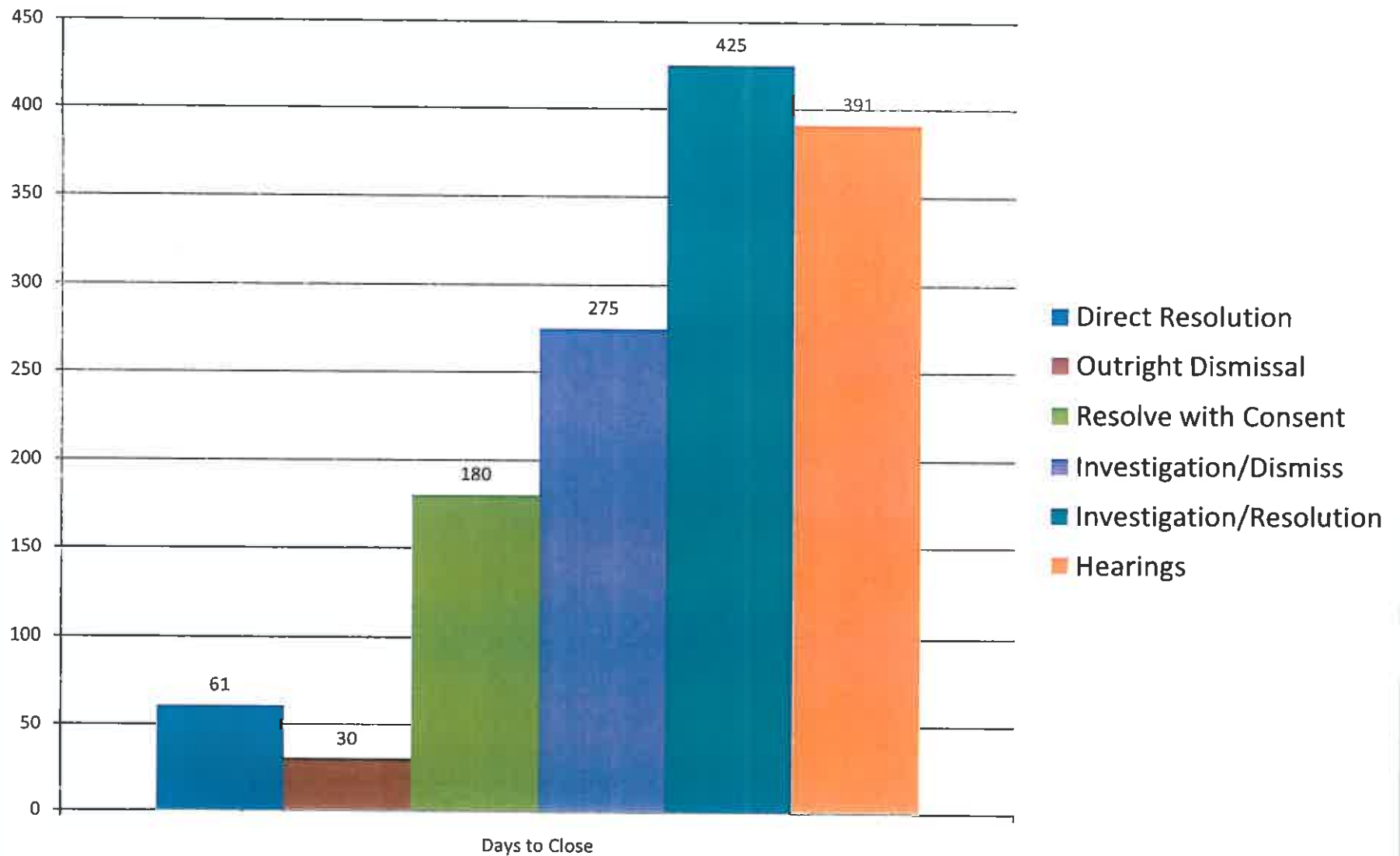
NATURE	CHARGE	DATE SCHEDULED	PHYSICIAN
Ethics	Unprofessional Conduct	January 27, 2012	Dr. G. Hunter
Boundary Sexual	Unprofessional Conduct	December 19-20, 2011, to be continued in 2012	Dr. R. Delacruz
Ethics	Unprofessional Conduct	January 24, 2012, to be rescheduled	Dr. L. Gonzalez-Romero
Quality of Care	Unprofessional Conduct	March 12, 2012, to be rescheduled	Dr. J. Yeung

HISTORY--HEARING TRIBUNAL

YEAR	NATURE	CHARGE	FINDING	PHYSICIAN
2010	Unclassified	Unprofessional Conduct	Guilty	Dr. N. Goldstuck

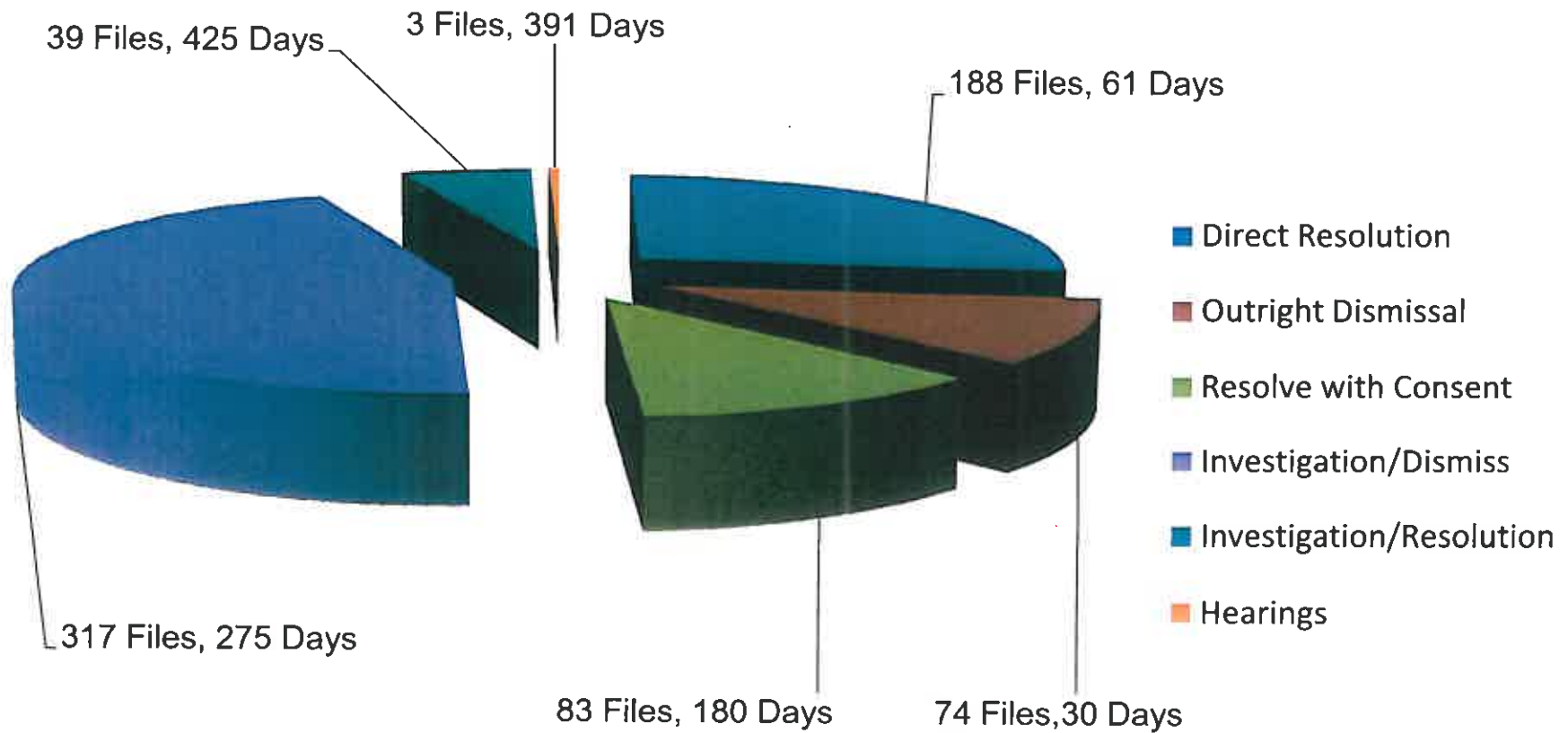
Days to Close - 2011

(HPA Files Only)



Processes Used / Days to Close - 2011

(HPA Files Only)



COMPLAINT DEPARTMENT CONTACTS 2011

