



## Position Profile

### Deputy Registrar

**Application Deadline:** June 25, 2018  
**Start Date:** September 2018  
**Apply to:** Dr. Karen Shaw, Registrar  
[karen.shaw@cps.sk.ca](mailto:karen.shaw@cps.sk.ca)

#### PURPOSE OF THE POSITION

The Deputy Registrar:

- Provides strategic leadership for the complaints investigations and resolution process (aka quality of care process) for the CPSS.
- Acts as the primary resource on the complaints process to the Council and the Registrar, with particular emphasis on investigation and resolution; assists in the preparation of files for appeals as required.
- Monitors the College's complaints policy framework to ensure best practices are identified and applied, and to recommend policy direction for addressing emerging concerns.
- Maintains a current understanding of relevant developments to ensure that Council is informed and aware of emerging trends and directions with respect to the complaints process.
- Liaises with a broad range of groups and agencies and with the medical community to promote the College's interests. Provides advice and support internally and externally as required.

#### POSITION OVERVIEW

The Deputy Registrar:

- Reports to the Registrar.
- Advises Council, the Registrar and others with respect to complaints received and best practices available to assist in troubleshooting and resolving complaints related matters.
- Directs activities within the CPSS Quality of Care department, ensuring compliance with established strategic direction, policy, legal and funding requirements.

The position is part of the senior management team which plans and monitors the operationalization of the College's strategic plan. The team influences long term planning, policy development, the development of competencies and standards of practice, communications, external relations, and budget and resource allocations.

#### GENERAL DUTIES & REPRESENTATIVE TASKS

##### Managing the complaints investigations and resolution process

- Manages all aspects of the Quality of Care complaints process including periodic reviews of, and improvements to, the process to ensure it is consistent with CPSS strategic direction.

- Supervises five (5) staff in their implementation of the various policies and procedures encompassed in the complaints process.
- Reviews written complaints submitted to the College and delegates assignments as appropriate to the severity and complexity of the complaints.
- Works in collaboration with the discipline department as may be required.
- Assists in pre-disciplinary work/third-type letters when a concern is being reviewed for triage to either the Quality of Care process or the pre-discipline route.
- Consults with experts as necessary regarding clinical care or other issues arising from complaints.
- Attends and provides support for the Quality of Care advisory committee.
- Prepares, or oversees the preparation of, correspondence to complainants and physicians advising of the outcomes of the Quality of Care review pertaining to them.
- Consults regularly with the advisory committee with respect to disposition of the most serious complaints, the CPSS complaints process and related regulations.
- Arranges and participates in interviews of complainants and/or physicians as required or as recommended by the Quality of Care advisory committee.
- Participates in FMRAC Special Interest Group on complaints.
- Participates in and monitors provincial infection prevention and control (IPAC) strategies, including updates to College policies and guidelines. Participates in monitoring compliance and conducting inspections as necessary.

#### Handling external communications and inquiries

- Fields all calls where a complainant and/or physician wishes to speak to a physician.
- Provides information regarding the healthcare system in general and/or regarding who inquirers should access in the system to assist them with their concerns. Also provides information to patients expressing concerns with respect to available options for second opinions, etc.; such information is not medical advice, but rather suggestions as to how they could approach the problem with the assistance of their family physician and/or specialist.
- Responds to physicians requiring advice regarding their practice and/or other concerns such as privacy, ethics or how to respond to a particular patient problem.
- Provides verbal or written responses, advice or referrals to many agencies, including the Regional Health Authority and Senior Medical Officers, accessing the College for guidance on a number of issues.

#### Providing support for Council

- Makes presentation on the complaints investigation and resolution process to new members of Council at the orientation session.
- Prepares information packages for Council as required.
- Makes recommendations to Council regarding complaints investigation and resolution related policies.

#### Blood borne virus process

- Assists the Registrar in monitoring national standards and guidelines and in managing physician health issues and physicians with BBV infections.
- Participates in FMRAC Special Interest Group on physician health and BBV.
- Supports the College advisory committee in its processes.

Prescription Review Program

- Assists the Pharmacist Manager (PM) with reviewing profiles and determining an appropriate course of action including guidance regarding correspondence.
- Assists the PM in responding to individual physicians (e.g. provides written correspondence as to improvements that could be made, fields questions when responses from physicians are not fulsome or appropriate).
- Follows up with non-responding physicians and interviews physicians together with the PM.
- Assists in fielding complaints from pharmacists regarding physicians (Bylaw 17.1 & 18.1), physicians prescribing to themselves and/or immediate family.
- Supports PM at meetings of the Opioid Advisory Committee.
- Participates in FMRAC Special Interest Group on prescription monitoring programs.

Methadone Program

- Provides support and assistance to program physicians and/or patients, as requested.

Assessment

- Assist the Registrar and Registration Services with Assessment aspects of the Summative Assessment process.
- Assist the Registrar and Registration Services with scope of practice change requests.

Advisory Committee for Medical Imaging

- Provides support and SMT assistance to Regina staff at meetings and with administration when needed.

Other position duties

- DocTalk Advisory and Editorial committee
- Accepts term appointments to, and performs related duties for, a range of Director or Member positions on the Boards and/or committees of leading national, regional AND local organizations in the medical sector.
- Teaching (e.g. lectures to various groups of medical students on topics related to professionalism and complaints).
- Acts as a resource internally (e.g. regarding complaints of sexual boundary and with respect to discipline and policy issues; with physician assessment and reviewing documentation submitted in support of a request for change in scope of practice.).
- Fills in for the Registrar in the incumbent's absence (e.g. alternate in meetings, respond to outside agencies by letter, survey phone information, etc.)
- Fulfills the Registrar's responsibilities if the Registrar's position is vacant or the Registrar is unavailable.

**ACCOUNTABILITIES**

Strategic

- Establishes annual and long-term goals that include specific standards and activities for complaints investigation and resolution services and measurable outcomes linked to the College's strategic direction. Directs the complaints investigation and resolution function and Quality of Care department accordingly.

- Develops effective plans and policies for the management of the CPSS complaints investigation and resolution function including support to Council and the Registrar, and the full range of complaints investigation and resolution activities associated with carrying out the College's legislative and regulatory mandate.
- Supports the Registrar in ensuring the CPSS and its Council are effective, efficient and innovative in addressing all requirements related to complaints investigation and resolution.
- Ensures the timely submission of reports and information packages covering current and emerging complaints, providing Council and the Registrar with the context, analysis and recommendations needed to support informed decision-making on complaints related matters.
- Monitors the College's complaints investigation and resolution policy framework to ensure best practices are identified and applied, and to recommend policy direction for addressing emerging concerns.
- Periodically assesses complaints investigation and resolution processes and services to the College to ensure best practices, desired impact and optimal use of resources. Makes adjustments as appropriate.
- Maintains a current understanding of relevant developments related to complaints investigation and resolution in order to ensure that Council is informed and aware of emerging trends and directions.
- Participates actively in the bi-weekly senior management team meetings.
- Undertakes special projects as required (e.g. risk assessments, policy research and development, etc.).

#### Operational

- Actively directs CPSS' complaints investigation and resolution function, processes and services.
- Recruits, retains, trains and motivates department staff. Provides timely and helpful administrative and technical direction to staff in a manner that builds capacity and supports measurable performance improvements.
- In close consultation with the Registrar, handles personnel related disciplinary matters as appropriate.
- Provides advice and counsel on internal complaints-based matters and provides related support to others within and beyond the College as required.
- Maintains the internal and external relationships needed to ensure the position's accountabilities are met.
- Effectively represents the College and its interests with respect to complaints resolution as a member of various internal and external committees.

#### **REQUIRED QUALIFICATIONS**

The candidate must hold licensure with the College or be eligible for licensure.

#### PREFERRED QUALIFICATIONS

- At least 10 years of clinical practice experience
- Experience in professional regulation and/or medical administration
- Knowledge of medical standards and practice guidelines

## **KNOWLEDGE AND ABILITIES**

- Responds to queries and/or requests for information in a manner that reflects professional proficiency as well as depth of experience. The detail and quality of responses is appropriately calibrated to the intended target and need.
- Provides timely and innovative responses to continuous shifts in policy and direction as the College adjusts to ever increasing demands on its resources.
- Prepares complex submissions and proposals with respect to complaint investigation and resolution that effectively inform high-level decision-making.
- Applies solid professional judgement to review own and others' work.
- Routinely addresses internal and external complexities impeding the delivery of service.
- Coordinates complex human and other resources in cross functional collaboration.
- Deals with emerging and unpredictable events and challenges in a time sensitive and timely manner.
- Difficult decisions are expected.
- Must meet deadlines imposed by internal, legislative and regulatory requirements.
- Recognizes that errors in complaints related investigation, analysis or recommendations could have serious impact to the College, and demonstrates diligence in mitigating that liability.
- Selects and undertakes suitable and regular professional development activities.

## **POSITION COMPETENCIES**

Per the CPSS senior management competencies matrix.

## **NATURE OF THE POSITION**

Mental stress may vary depending on the complexity of assignments and conflict related to problem solving. The work is high volume and complex, and decisions ranging from the mundane to the critical are required on a routine basis. A high level of concentration is required for long-term planning, and for dealing with multiple projects with competing priorities. Participation on behalf of the CPSS on various Boards and committees requires a measurable amount of preparation and travel time.

## **WORKING CONDITIONS**

Work is performed in an office work environment. Travel within and beyond the province is a routine and time-consuming requirement.