



REGULATORY SERVICES ADVISOR

Position Profile

The College of Physicians and Surgeons of Saskatchewan

PURPOSE OF THE POSITION

To support the College's success by receiving information in the form of concerns, inquiries, and complaints, interpreting and analyzing information to determine innovative solutions within an established framework.

To support the College's success by assisting members of the public with navigating the health care system, providing information to physicians and physicians' staff regarding College policies and guidelines and applicable government legislation and communicating outcomes and recommendations to involved parties for complaints and concerns resolved informally.

To support the College's success by receiving, collecting and collating information needed to support Quality of Care and disciplinary processes, including acting as a liaison between involved parties (Medical Manager, Senior Medical Advisor, Quality of Care Advisory Committee, complainant, in-house legal counsel, etc.).

POSITION OVERVIEW

The Regulatory Services Advisor position is the primary contact at the College of Physicians and Surgeons of Saskatchewan (the "College") for advice and support for physician members and their staff and for members of the public to express concern about the conduct or performance of a physician, obtain information about the Saskatchewan health care system and the College's role and to file a complaint, if they so choose.

The Advisor uses active listening and interviewing skills during the intake process in-person or by phone. This position efficiently triages, interprets, and analyzes intake information prior to identifying issues, problem solving or determining how to resolve or escalate complaints. Empathy, emotional intelligence, analytical and problem-solving skills are necessary as complainants are often angry, frustrated or distressed by their experience with a Saskatchewan physician, clinical office staff or the health-care system and can project these emotions onto the Advisor. Individuals contacting the College may be suicidal or under the influence of alcohol or drugs.

The Advisor is accountable for providing a high level of customer service when assisting the public with navigating the health care system in Saskatchewan and when providing information to complainants and physicians regarding College processes, policies and government legislation.

This position reports to the Deputy Registrar, Medical Manager of Quality of Care.

ACCOUNTABILITIES AND GENERAL DUTIES (Tasks Responsible For Performing)

Receives in-person, telephone and written inquiries and complaints from members of the public and conducts initial assessment of presenting issues in order to provide effective responses. Provides requested information and re-directs non-College matters to appropriate resources.

Provides information to the public and physicians related to College policies, guidelines, ethical principles and legislation that apply to the delivery and receipt of medical care in Saskatchewan.

Encourages and assists complainants with expressing their concerns in an appropriate and constructive manner to ensure accurate and relevant information is provided. Actively listens and communicates empathy to create a safe, trustworthy environment to ensure complainants are treated in a professional and courteous manner.

Interprets and analyzes intake information to determine reasonable and appropriate steps for problem-solving outside of the College's formal complaint process, if possible.

Communicates with physicians, health region representatives, health care representatives and complainants, in a professional and courteous manner, for the purpose of sharing information and achieving a mutually acceptable resolution outside the formal College process, when appropriate.

Mails formal complaint package to complainant to complete and return to the College. Upon receipt of completed package, reviews, assesses and organizes information prior to debrief and review by Deputy Registrar, Medical Manager of Quality of Care and/or the Senior Medical Advisor.

Monitors the status of complaints and investigations to ensure reviews and investigations take place in a timely manner. Participates in the investigation process, as required.

Reviews file information and makes determination about file closure outside of the Quality of Care Advisory Committee purview, when appropriate.

Provides information related to physician complaint history to other College departments, as requested.

Gathers intake information related to infection control complaints, forwards to Medical Manager of Quality of Care, and communicates with Ministry of Health and Public Health, as required.

Maintains records, creates content and provides information for the production of brochures, newsletter articles, annual reports, internal forms and informational tools.

Gather, compile and provide monthly and yearly statistics related to complaint calls, types of complaints received, complaint allegations and determinations.

Develops and maintains effective working relationships with co-workers and external contacts to support a culture of cooperation and collegiality.

EDUCATION, EXPERIENCE, SKILLS AND ABILITIES

Successful completion of a related one-year business college diploma with a medical specialty.

Five years' experience providing intake and complaint handling services in a similar environment.

Knowledge of health-related legislation, bylaws, policies and guidelines (i.e. Health Information Protection Act, Hospitals Act, Regional Health Authority Act, SGI, WCB).

Knowledge of medical terminology.

Knowledge of health care systems and related support systems.

Knowledge of various health care professionals and assigned responsibilities and scope of practice.

Demonstrated ability to analyze and identify issues without injecting opinion or acting as an advocate.

Demonstrated ability to analyze and problem solve within an established framework.

Demonstrated ability to communicate with people from a variety of cultural and ethnic backgrounds and various states of cognitive development and mental health.

Demonstrated ability to communicate with people who are distressed, emotionally distraught or who may require special accommodation.

Demonstrated ability to defuse highly emotional situations, in-person and on the phone, while empathizing, sympathizing and gaining confidence of individuals in high stress, emotional and fearful circumstances, including sexual boundary violations.

Demonstrated ability to remain compassionate and recognize public concern in the pursuit of conflict resolution.

Demonstrated ability to deal courteously and tactfully with members, co-workers, representatives of external organizations and the general public in person, on the telephone and via electronic communication.

Demonstrated ability to establish and maintain respectful, productive working relationships with co-workers and interact effectively.

Ability to analyze complex problem issues and conceptualize realistic and practical solutions.

Ability to enter data with a high degree of accuracy and efficiency.

Ability to deal with highly sensitive and confidential information in a professional manner.

Ability to multi-task while managing competing priorities

Ability to work independently and as part of a team.

Effective interviewing and negotiating skills.

Strong verbal and written communications skills.

Skill in the use of basic office equipment and a computer with Microsoft Office software and database software.

POSITION COMPETENCIES (Behaviours Required In Each College Position)

Customer Focus (see attached) – demonstrating concern for satisfying internal/external needs of customers; letting customers know he/she is willing to work with them to meet their needs.

Decision Making (Action Judgement) (see attached) – deciding how to resolve a problem – the “process of action plan”; decision making is about finding solutions to all the “cause” of the problem and determining and forming a plan of implementation to address the problem.

Problem Solving (Analysis) (see attached) – considering established organizational policies and procedures and utilizing mental processes such as analysis, reasoning and evaluation, to identify available choices of action and exercising judgement to select the most appropriate action.

Leading and Developing Others (see attached) – the degree of responsibility for other employees including conducting orientations for new staff, providing daily direction and supervision or formally managing others.

ORGANIZATIONAL COMPETENCIES (Behaviours Consistently Required In The Workplace)

Interpersonal Awareness – interacting effectively with people both within and outside the organization including appropriate use of communication channels, choice of words, voice intonation and non-verbal language; noticing, interpreting and anticipating other’s concerns and feelings and communicating this awareness empathetically to others; listening attentively to people’s concerns and making others feel comfortable by responding in ways that convey interest in what they have to say; finding non-threatening ways to approach others about sensitive issues.

Oral Communication – expressing oneself clearly in conversations and interactions with others; summarizing/paraphrasing your understanding of what others have said to verify understanding and prevent miscommunication; communicating in a respectful tone and manner; listening actively; recognizing cultural differences in communication; communicating issues in a timely manner

Emotional Intelligence – recognizing, understanding and managing your own emotions (personal competence) AND recognizing, understanding and influencing the emotions of others (social competence).

Initiative – identifying what needs to be done and taking action before being asked or the situation requires it.

Teamwork – working cooperatively and collaboratively with others to achieve collective goals; accepting and providing feedback in a constructive and considerate way; sharing information and encouraging others to do the same; considering diverse, cross-cultural perspectives and working styles; listening and responding constructively to other team members’ ideas

Values and Ethics – contributing to workplace well-being and building a safe, healthy, respectful workplace; acting with transparency and fairness; supporting and encouraging diversity; discussing ethical concerns with your supervisor

Professionalism – ethical, legal and moral conduct in an employee’s field that must be adhered to in order to gain and maintain the trust of others; using sound judgement to meet or exceed workplace guidelines, standards and expectations including, but not limited, to maintaining poise in difficult situations, meeting/exceeding the organization’s dress code, responding to people promptly, following through on commitments in a timely manner, treating co-workers, clients and the public in a courteous, respectful manner.

WORKING CONDITIONS

Work is performed in a typical office work environment which does not subject the employee to any unpleasant elements and the employee has discretion about walking, standing and sitting. The work environment involves minimal exposure to physical risks.

Dated the _____ day of _____, 2016.

REGISTRAR

DIRECTOR/MANAGER
