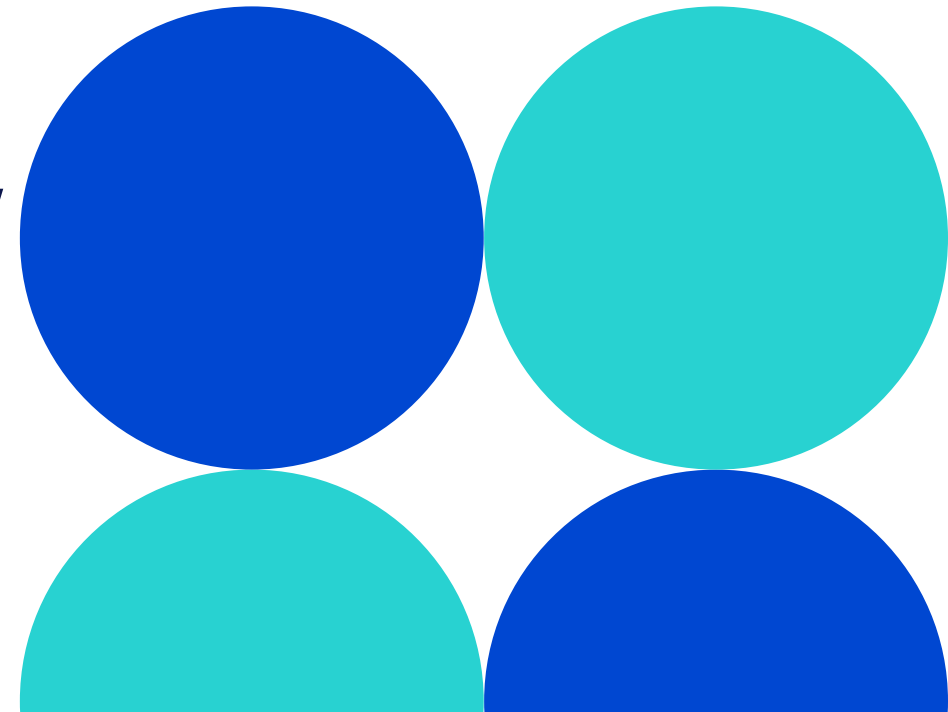


Complaints Process Review Progress Report

Complaints and Practice Investigations





The College of Physicians and Surgeons of BC is located on the unceded and traditional territory of the Coast Salish peoples, including the territories of the hənq̓w̓m̓ínəm̓ speaking peoples the x̓m̓k̓ t̓y̓m̓ (Musqueam) and sel̓w̓it̓ulh (Tsleil-Waututh) Nations, and the S̓wx̓w̓ú7̓sh-ú7̓sh-ú7̓sh Sníichim speaking peoples the S̓wx̓w̓ú7̓sh (Squamish) Nation.

We acknowledge the rights and title of BC First Nations whose territories span across the province. These territories recognize that laws, governance, and health systems tied to lands and waters have existed here since time immemorial.

About this report

The goal of this report is to show the progress CPSBC has made in implementing the recommendations from the complaints process review that was completed in 2023. The critical review was done by the Castlemain Group, consultants who specialize in research, engagement and collaboration with Indigenous Peoples, communities and organizations. The full review outlines opportunities to make the complaints process safer and more accessible for Indigenous Peoples and is published on the [CPSBC website](#).

Recommendation 1

Provide in-person options for patients to share experiences

- CPSBC currently has a policy of no in-person meetings
- CPSBC has contracted an Indigenous lawyer to provide virtual interviews with complainants who raise concerns of Indigenous-specific racism
- Complaint navigators (CNs) can support complaints submitted by phone through documenting and transcribing
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- A future goal is to consider the role of an Indigenous-specific CN
- The possibility of staff going into the community to enable in-person complaint submissions is being considered

Status

Recommendation 2

Provide options for sharing “soft” complaints

- The option of sharing a soft complaint is available but information on how to proceed with this option is not currently published
- CPSBC acknowledges promoting this option would make the complaints process more accessible for those who do not want to go through the full formal process
- Considerations are being given to developing this service, which will be informed through new bylaws developed as part of the transition to the *Health Professions and Occupations Act (HPOA)*

Status



Include soft complaints in data and reporting

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Provide information about different complaints options on the CPSBC website

- There is a complaints infographic available on the CPSBC website that will be updated once the *HPOA* comes into effect
- CPSBC recently conducted website user experience testing with Indigenous audiences across the province
- The CPSBC communications and public affairs department has collated feedback from the website user experience testing and completed the first phase of implementation in September 2024

Recommendation 5

Modify the online complaints form to be a fillable form

- The complaints form is a fillable PDF for desktop computers
- The website currently does not have the functionality to enable people to complete the form directly on the website or through an application

Status



Recommendation 6

Review and revise CPSBC communications materials regarding complaints

- The complaints form and materials available on the website were reviewed by CPSBC’s Indigenous pathway development lead and those who participated in website user experience (UX) testing
- Several changes to the complaints form were suggested in the UX testing, and the *SImpiUAmNaSqiLApNmwnINJaiNpNLvNipNINI* 2024
- A plain language review of material was completed in the spring of 2023 and updates to all complainant form letters were updated in October 2023

Status

Recommendation 7

Formalize the partnership with the First Nation Health Authority and/or other Indigenous health organizations

- CPSBC has a memorandum of understanding (MOU) with the First Nation Health Authority for information sharing related to the completion of San'yas training
- Progress has been made in establishing relationships with other organizations such as the Métis Nation BC, and the Musqueam, Squamish, and Tsleil-Waututh Nations
- The new position of Indigenous pathways development lead has been invaluable in building these relationships

Status

Recommendation 8

Expand options for transformative justice and healing

- CPSBC notes several restorative options must be available when transitioning to the *HPOA* - it is unlikely to be a “one size fits all” approach
- Options for Indigenous-specific restorative justice training for the complaints and practice investigations team are being considered and reviewed
- A draft smudging policy is in place if someone requests it
- CPSBC has been connecting with individuals and groups who are studying the contributions that a restorative approach can make in a health-care context
- Some members of the complaints and practice investigations team participated in the Restorative Justice Symposium in November 2023

Status



Recommendation 9

Provide option for complainants to identify their racial and cultural identity

- Since January 2024, people can identify their Indigenous identity on the complaint form
- The form includes a statement that clarifies what the data is used for

Status



Recommendation 10

Include demographic data in CPSBC's end-of-year reporting

- Data on Indigenous-specific racism complaints is now being included in CPSBC's Annual Report

Status

Recommendation 11

Use end-of-year reporting as a means of truth telling

- Options are being reviewed for how to use complaints brought forward as learning opportunities
- Learning opportunities include selecting and redacting case studies that involve CPSBC's *Indigenous Cultural Safety, Cultural Humility and Anti-racism* practice standard for publication in the *College Connector* newsletter and annual reporting
 - *College Connector*
- Additional activities the complaints and practice investigations department has done to increase its cultural safety and humility awareness include:
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Status



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