



Career Opportunity – College of Physicians and Surgeons of Manitoba

Medical Consultant (2 positions @ 0.4 EFT each) – Complaints & Investigations Department

The College of Physicians and Surgeons of Manitoba (CPSM) is the medical regulatory authority in Manitoba, serving the public interest by regulating the practice of medicine. Comprising of approximately 50 staff, this unique not-for-profit organization carries out its mandate to protect the public through three core functions;

- **Registration** ensures everyone registered to practice medicine in Manitoba is competent to practice and meets the established registration requirements.
- **Quality** supervises the competency of practice and proactively promotes safe care for Manitobans.
- **Complaints and Investigations** respond to concerns about CPSM registrants regarding their conduct or the care they provided.

The Opportunity

CPSM is looking for **2** Medical Consultant positions (0.4 EFT each). Reporting to the Assistant Registrar, Complaints and Investigation, the Medical Consultant assists with addressing complaints received by CPSM in relation to registrants. This includes an emphasis on facilitating an informal resolution where appropriate and providing advice and support to the Complaints Committee in their reviews. When required, the position also includes assistance with matters before the Investigation Committee.

CPSM particularly values the contribution of physicians who maintain a part-time clinical practice.

For further information about the complaints process, please see [Complaints Investigations Resolving Conflict & CPSMs Complaints & Investigations Process](#).

Duties & Responsibilities:

For matters to be resolved through facilitated communication, the medical consultant:

- identifies specific issues to be addressed in the process
- corresponds with complainants and registrants in writing and/or through personal conversation
- ensures appropriate issues are addressed and provides written summaries to both parties at the conclusion of the process

For matters referred to the Complaints Committee, the consultant:

- Corresponds in writing with the complainant and the registrant about specific issues to be addressed and facilitates an informal resolution where possible
- Reviews medical records and other documents

- Reviews the relevant standard to assess whether the conduct, or care provided, appears to meet the expectation
- In conjunction with staff, prepares a report for the Complaints Committee, including:
 - an overview of the relevant issues
 - reproduction of all documents relied upon in the review
 - a summary of the medical record, where applicable
 - analysis of the issues and the applicable standard
 - any other information that may impact the Committee's decision on the matter, including a review of the registrant's past complaint history
- Attends Complaints Committee meetings to provide additional information as requested by the Committee and to ensure the applicable discussion is included in the Committee's Notice of Decision.
- Prepares a draft Notice of Decision for review by the Complaints Committee Panel Chair.

Other:

- Assistance to the Investigation Committee or Assistant Registrar, as required
- Other duties as assigned

Qualifications:

Education & Experience:

- A physician with a minimum of 5 years of clinical experience – a broad range of experience is an asset
- Practice in and familiarity with healthcare in Manitoba would be preferred
- **Must be eligible for full registration and licensure in Manitoba**

Skills and Knowledge:

- Impeccable ethics and professionalism
- Excellent professional communication and interpersonal skills
- Knowledge of the standards which govern the practice of medicine in Manitoba
- Demonstrated ability to work collaboratively
- Excellent organization, time management and planning skills, including the ability to work and problem-solve independently within general guidelines and with multiple deadlines
- Proficiency with computers, including digital document management, keyboarding and Microsoft Office skills for basic communications
- Ability to deal with confidential information
- Ability to adhere to applicable policies and procedures in the Complaints and Investigation Department

Salary:

Individuals will be placed in a range commensurate with qualifications and experience.

Contact:

Submit CV and cover letter by **February 17, 2023**, directly to:

Email: Recruiting@cpsm.mb.ca

Attn: Dr. Karen Bullock Pries
Assistant Registrar
Complaints and Investigations
College of Physicians and Surgeons of Manitoba
1000-1661 Portage Avenue
Winnipeg, Manitoba R3J 3T7

This position is subject to a Criminal Record Check.

The College of Physicians & Surgeons of Manitoba is strongly committed to equity and diversity within its community and especially welcomes applications from racialized persons/persons of colour, Indigenous peoples, persons with disabilities, persons of all sexual orientations and genders, and others who may contribute to the further diversification of ideas. All qualified candidates are encouraged to apply.

We thank you for your interest in this position. Please note that only short-listed candidates will be contacted for an interview.