



Our values

Transparency

- Regulatory processes and policies are clear, accessible and applied consistently
- Information about the mandate and work of the College is readily available and easy to understand
- Relevant information about registrants and accredited facilities is accessible to the public
- Public is involved in regulatory proceedings and policy development

Objectivity

- Regulatory decisions are evidence-based and rationale is clearly explained and defensible
- Board and committee membership is diverse, reflective of the public, and inclusive of a broad range of opinion, perspective, qualification and experience

Integrity

- Regulatory processes and decisions are unprejudiced and free of bias
- Board and committee members identify and address perceived or real conflict of interest in advance of proceedings

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This past year was unlike any other. The COVID-19 pandemic brought extraordinary challenges, testing each one of us like never before.

Despite the strain, the College was able to adapt and continue its important regulatory work. We are very grateful for the leadership provided by the College Board and the professionalism of staff, who remained engaged and committed throughout times of immense uncertainty. It has been a true demonstration of teamwork and testament to the resilience of many.

One of the most notable demands on the College during the early days of the COVID-19 pandemic was the need to pivot from operating as an office-based organization to functioning seamlessly while remote. Not only were changes

It involved amending bylaws and regulations, including creating new classes of registration, reappointing a board, moving records, conducting a regulatory and financial audit, and identifying the types of activities performed by podiatric surgeons to ensure compliance with existing standards. Leading up to the amalgamation, and to ensure an effective transition, the College hosted a series of biweekly webinars to introduce podiatric surgeons to College programs, the Bylaws, and processes.

The College looks forward to working with the provincial government in the coming year to build a more effective regulatory framework to serve BC patients.

While much work remains to be done, the College has taken important steps over the past year to address Indigenous-specific racism in the health-care system. The significance of this work was underscored by the findings from the independent investigation led by Dr. Marpeyveh of

MAR
The College closes its office to external visitors and

MAR
The **Medical Practice Standard** is amended for the duration of the COVID-19 public health emergency to ensure access is not impeded.



(see p. 9)

New associate physician class

In May 2020, the College Bylaws were amended to include a new associate physician class of registration.

This restricted licence allows practitioners with some medical training to work under the supervision of attending physicians or surgeons in acute care settings to increase capacity and service delivery. This is similar to other classes of registration in Alberta, Saskatchewan, Manitoba and Nova Scotia.

At the request of Dr. Bonnie Henry, BC's provincial health officer, the College initiated emergency registration in response to the COVID-19 outbreak. Emergency registration was established as a short-term licence granted in extreme situations when there is potential for a strain on health-care resources.

March

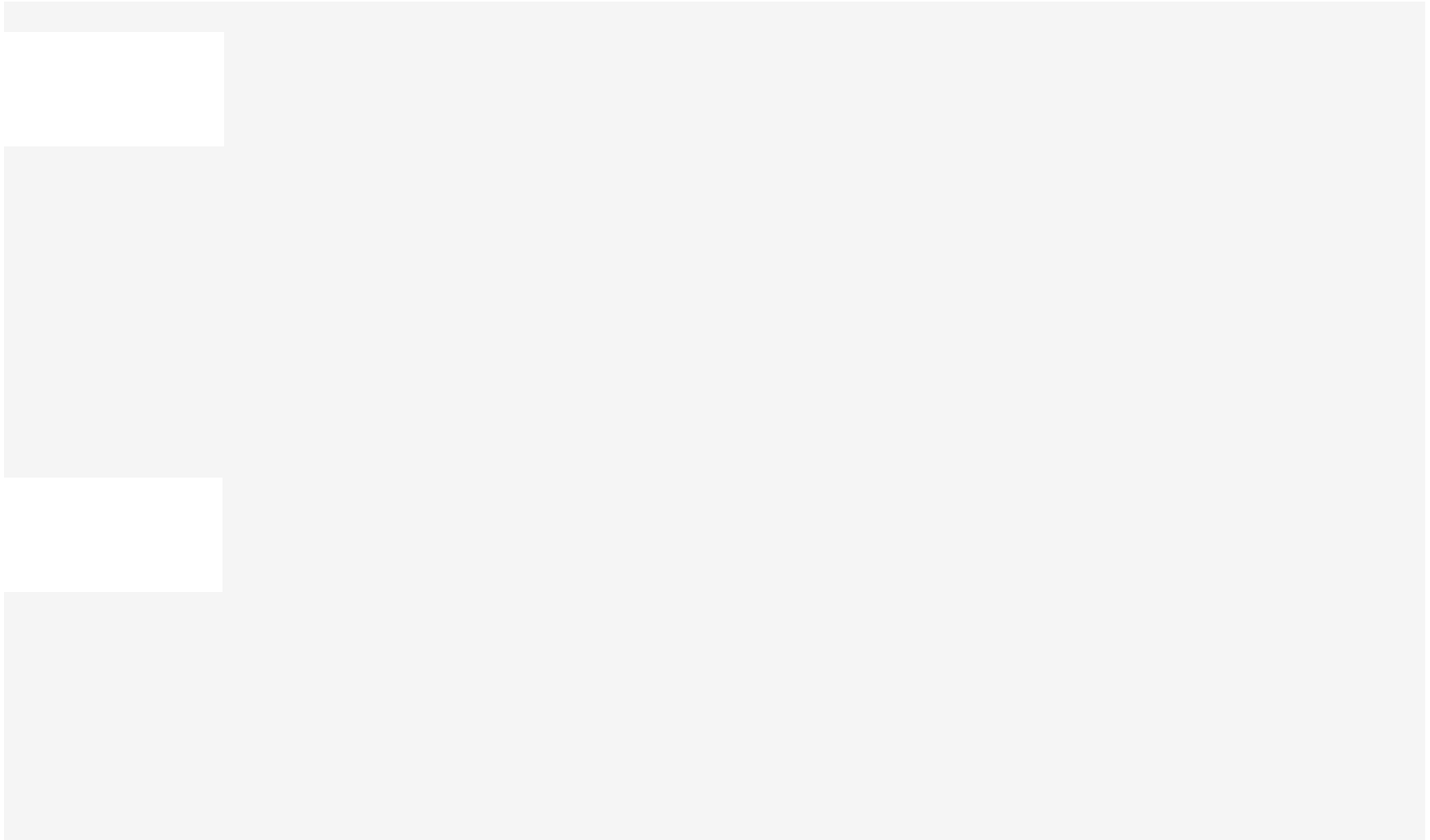
The College initiated emergency registration in March and contacted eligible physicians who retired within the last two years to see if they were available to support health authority resourcing during the COVID-19 pandemic. From March 17 to June 20, the College licensed 75 physicians in the emergency class, including retired registrants, physicians from other jurisdictions and registrants who were eligible to be transferred from educational classes.

December

The College initiated a second wave of emergency registration to support COVID-19 activities such as contact tracing, providing telephone advice, and immunizations. Licences were granted to five registrants during this wave.

February

On February 26, the College contacted eligible physicians who retired within the last three years to invite them to re-register to assist with COVID-19 vaccinations.



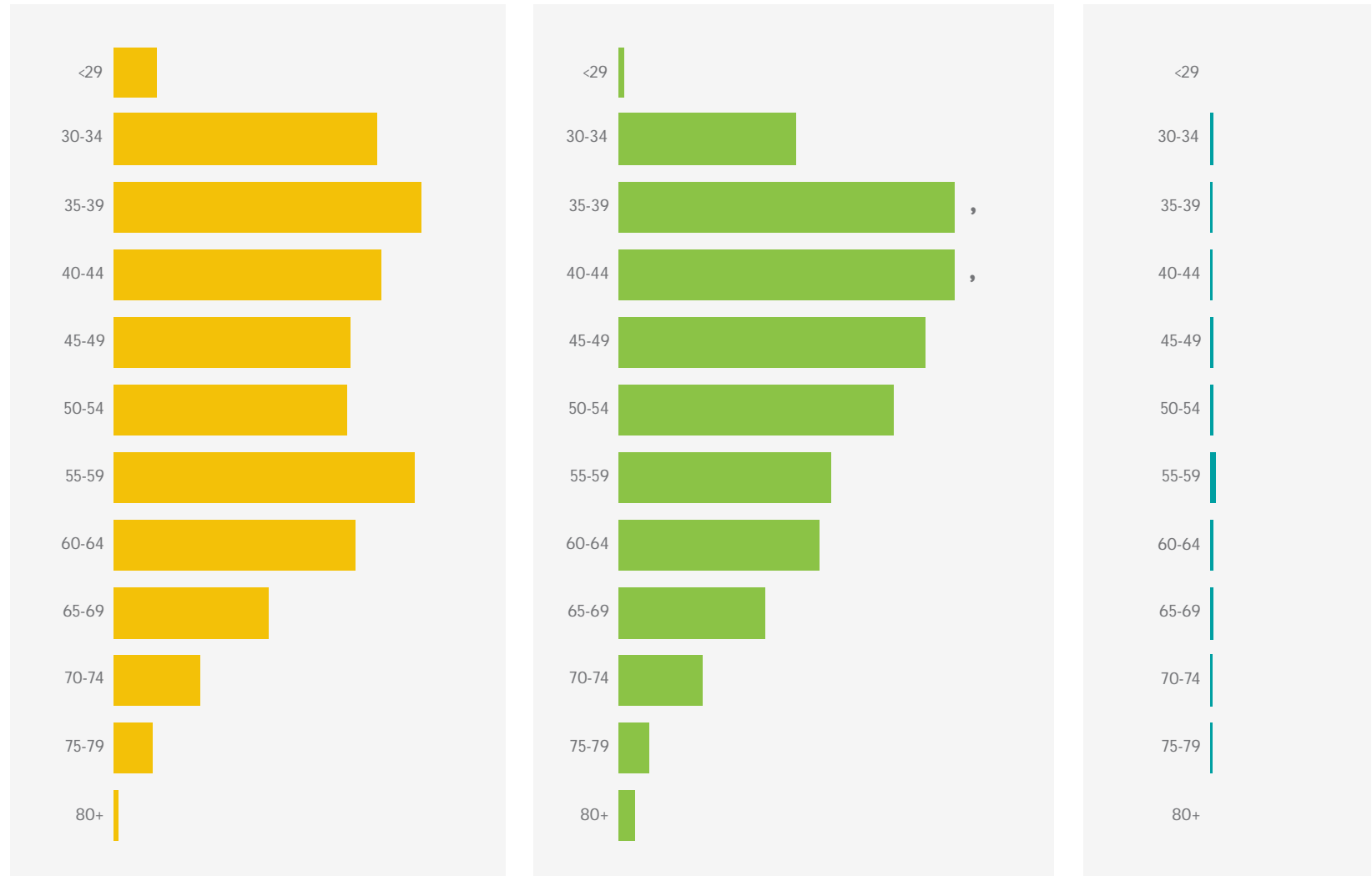
Age distribution of professionally active registrants

Figures calculated as of February 28, 2021

family practitioners

specialists

podiatric surgeons

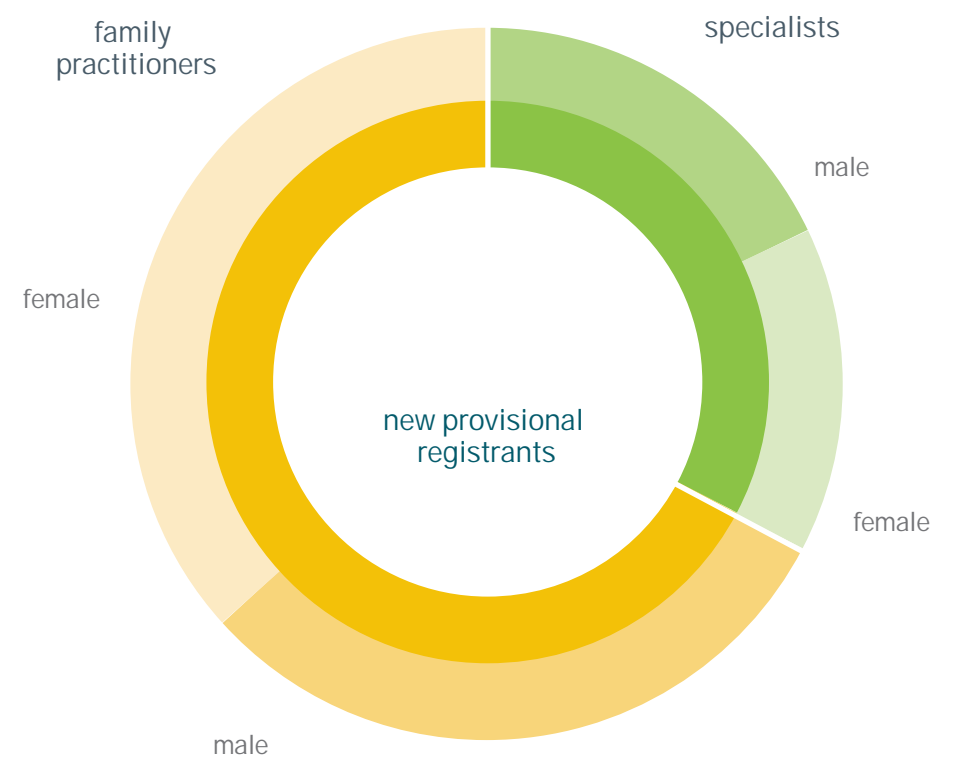
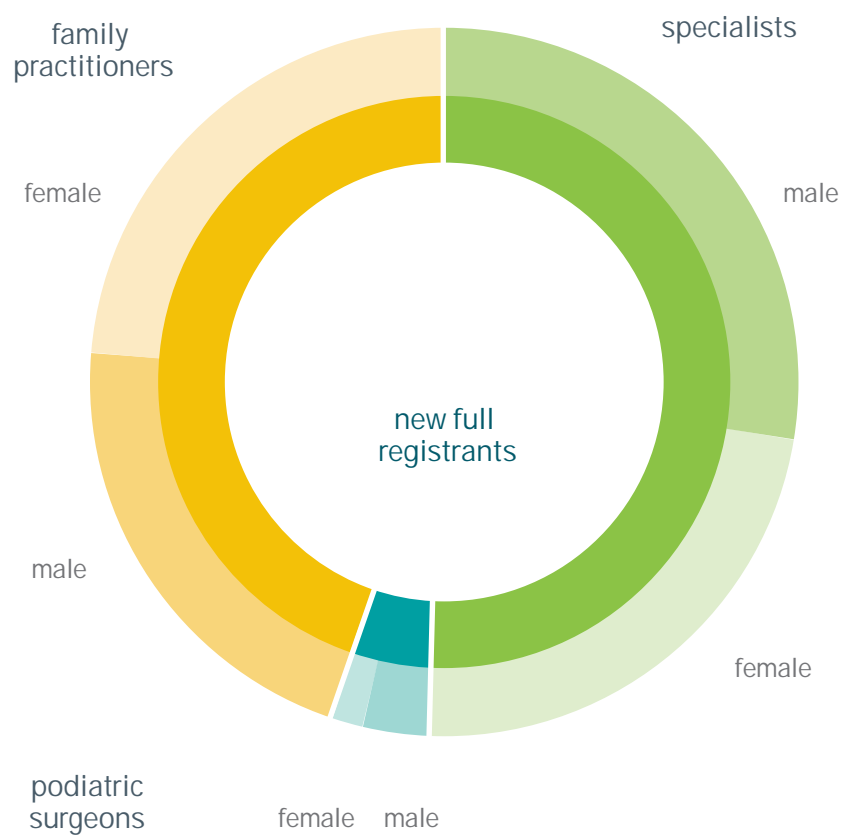


Geographic distribution of professionally active registrants

Specialties of professionally active registrants

	F	M	T a
Anatomical Pathology	52	81	133
Anesthesiology	163	437	600
Cardiac Surgery	1	21	22
Cardiology	1	7	8
Cardiothoracic Surgery	0	1	1
Cardiovascular and Thoracic Surgery	0	4	4
Child and Adolescent Psychiatry	1	0	1
Community Psychiatry	1	0	1
Emergency Medicine	1	0	1
Family Practice	1	0	1
Geriatrics	1	0	1
Internal Medicine	1	0	1
Neurology	1	0	1
Obstetrics and Gynaecology	1	0	1
Ophthalmology	1	0	1
Otolaryngology	1	0	1
Paediatrics	1	0	1
Pathology	1	0	1
Physiatry	1	0	1
Podiatry	1	0	1
Preventive Medicine	1	0	1
Public Health	1	0	1
Radiology	1	0	1
Respiratory Medicine	1	0	1
Sports Medicine	1	0	1
Urology	1	0	1
Wound Care	1	0	1

New registrants



Note: Podiatric surgeons became registrants of the College as of August 31, 2020.

**The Council of the College of Physicians and Surgeons of British Columbia
Registration Committee**

Pursuant to the [Registration Committee Act](#), a registrant or an individual seeking to become a registrant may apply to the HPRB for a review of a decision of the Registration Committee (reviewable registration decisions) within 30 days of the day on which written notice of the decision was delivered.

All of the decisions made by the HPRB can be found at www.hprb.gov.bc.ca.

Complaints opened	Complaints concluded
clinical	clinical
conduct	conduct
boundary	boundary
other	other

Complaints concluded

By category

Category	
Diagnosis	60
Prescribing	27
Consent	21
Surgical complication	44
Case management	240
Other complication	28
Clinical – other treatment complication	32
Documentation	8

By discipline

Communication	140
Breach of confidentiality	18
Conflict of interest	10
Medical records and third party medical reports	44
Practice management	77
Advertising	17
Conduct – other concern	90
Discrimination/access to care	25

By date

Spoken/written communication	7
Relationship	1
Physical contact	6
Boundary – other concern	3

Other

Duty to report registrant	29
Criminal/quasi-criminal	3
Review of practice	49
Breach of undertakings	5
Outside jurisdiction	1
Unprofessional conduct	3

By discipline

Discipline		
Non-remedial criticism	33(6)(a) & 32(3)(c)	
Category		
Advice/written criticism	33(6)(b) & 32(3)(c)	337
Remediation by consent	36(1)(a)/(b)/(d)	66
Reprimand	36(1)(c)	11
Citation issued	33(6)(d)	2
Consent agreement	37.1	4

Abandoned/withdrawn

Discipline	32(3)(a) & 32(3)(b)
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Interested parties

Reference number	25.2
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Unlicensed practice

The College's public protection mandate includes ensuring that people who are not registered or licensed with the College do not provide any service or treatment that is considered the practice of medicine.

In 2020/21, the College successfully petitioned the Supreme Court of BC for a finding of contempt against the following unlicensed practitioner.

| E x c e l l e n c e

The College's quality assurance programs ensure that registrants remain competent through continuing professional development, that they adhere to practice standards and professional guidelines, and that they fulfil the duties and obligations outlined in the Canadian Medical Association's *Code of Ethics for Physicians*. The programs are collegial, supportive and designed to proactively assess and educate registrants by highlighting areas of excellence and identifying opportunities to guide lifelong learning.



Physician Practice Enhancement Program

All registrants who provide community-based care in private offices or multi-practitioner clinics, or who work as long- and short-term locums, will participate in the Physician Practice Enhancement Program (PPEP) at some point in their career. During a PPEP assessment, a registrant may be required to participate in the following assessment components:

- peer practice assessment of recorded care
- multi-source feedback assessment
- review of their PharmaNet prescribing profile
- office assessment
- physician interview with feedback and coaching

PPEP assessments provide external evaluation using multiple measures to assess performance, knowledge, and skills, as well as initial educational support for registrants to ensure they meet appropriate and current standards of practice throughout their professional lives.

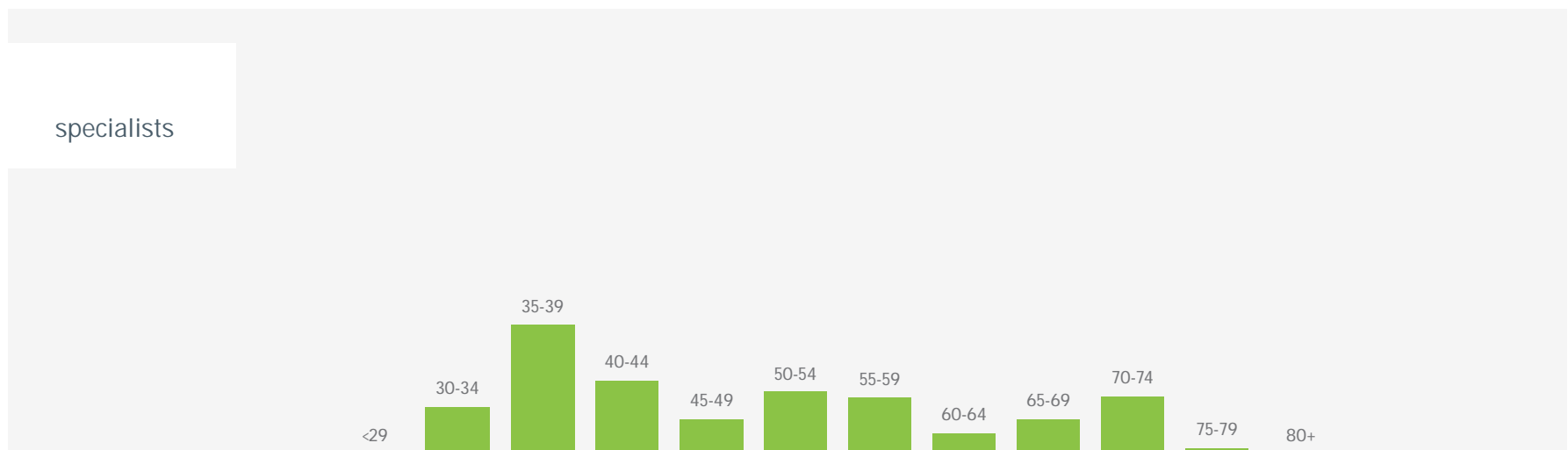
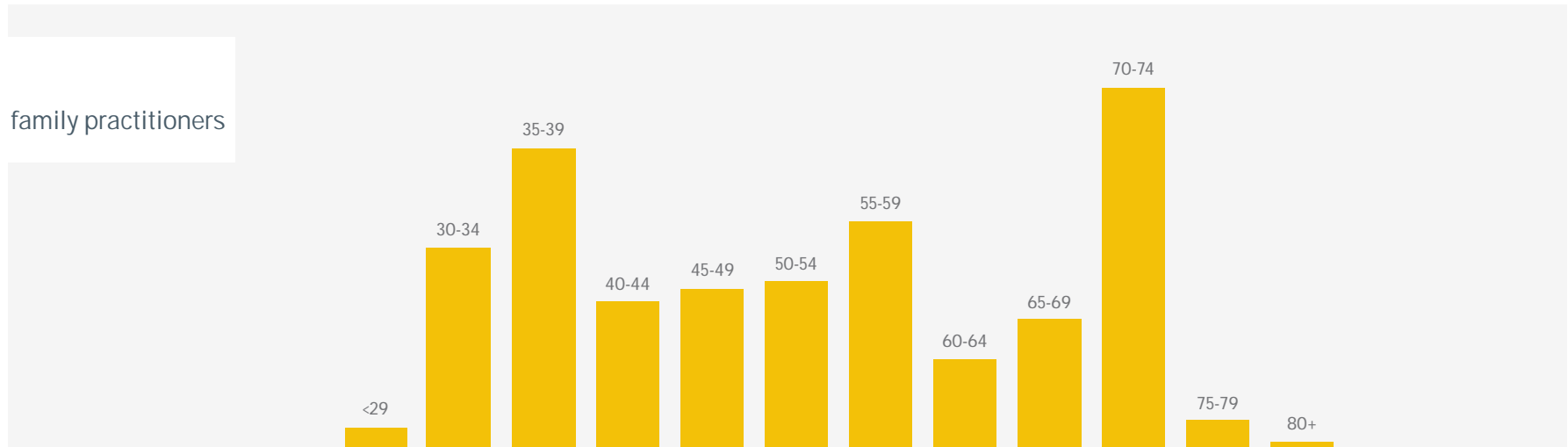
Geographic Practice Area

			Family practitioners	Specialists	Total
D	c	Vancouver Island, South			
D	c	Vancouver Island, Central and Northern			
D	c	Vancouver and surrounding area			
D	c	Fraser			
D	c	Thompson-Okanagan			
D	c	Kootenays			
D	c	Northern			

Gender

A ed b f ac ce a e ve

Figures calculated as of February 28, 2021



Ensuring registrant competence

PPEP remote
assessme

Accreditation programs

The College administers two programs that accredit all of BC's diagnostic and private medical/surgical facilities. The College's accreditation programs establish accreditation and performance standards, procedures and guidelines to ensure the delivery of high-quality health system services.



Diagnostic Accreditation Program

The Diagnostic Accreditation Program (DAP) accredits eight diagnostic services that cover 34 distinct tests or modalities within diagnostic imaging, laboratory medicine, neurodiagnostic services (community- and health authority-based), pulmonary function, community spirometry, polysomnography, and home sleep apnea testing.

- private diagnostic facilities operate in BC

- public diagnostic facilities operate in BC

- assessments performed

- focussed assessments

- site assessments

- initial assessments

- relocation assessments

Home sleep apnea testing

From February 2019 to June 2020, the Ministry of Health completed a detailed review of the service delivery environment for the provision of sleep medicine in BC. This includes facilities providing home-based, overnight diagnostic testing for obstructive sleep apnea, commonly known as "four-channel" or "level 3" home sleep apnea testing (HSAT). As of March 1, 2020, there were roughly 250 unregulated HSAT facilities in BC.

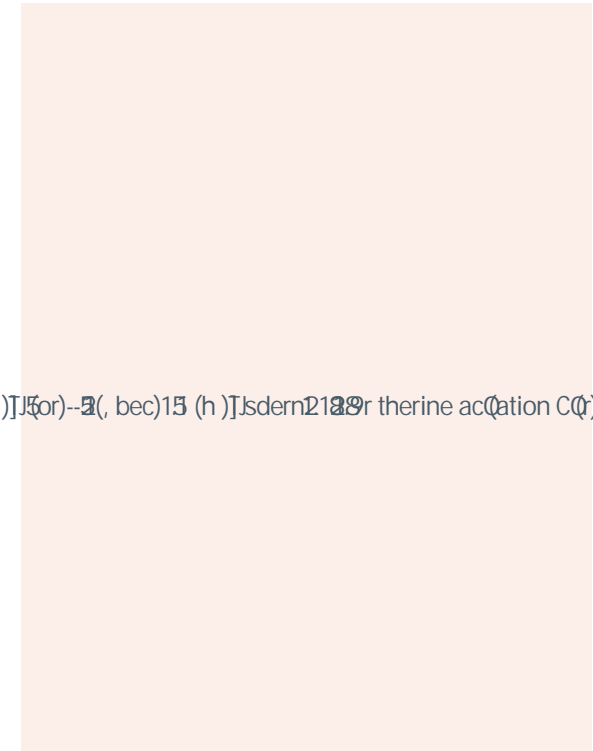
Following consultation with the ministry, the DAP formally added HSAT to the list of diagnostic services that are accredited by the program. All HSAT facilities were required to enrol by September 30, 2020 to continue to provide services in BC. In January 2021, the College's DAP Committee approved accreditation standards for HSAT. Enrolled facilities will now take part in the accreditation process, which will include a full on-site assessment for all facilities within the next four years.

Preparations for laboratory medicine evaluation to ISO

The DAP submitted a substantive application to the Asia Pacific Accreditation Cooperation (APAC) to request an initial evaluation of its laboratory medicine accreditation program. DAP's policies, processes, procedures and relevant evidence were gathered and aligned with the International Standards Organization (ISO) 17011 Conformity Assessment – Requirements.

This material was collated and submitted with the program's application in June 2020 to request a peer evaluation against ISO 17011 requirements and, if successful, become a full member and signatory on the APAC Mutual Recognition Agreement.

The acceptance of this application, and the upcoming evaluation, represents the next step on the multi-year journey in alignment with the 2013 Laboratory Services Plan. The plan, developed for the Ministry of Health, includes recommendation 28 to "adopt the International Standard Association Quality standard 15189 (ISO 15189) for accreditation of laboratories performing medical testing." (p. 13) (inc. 5) (Gainsrd 1518)



Partnerships

A top priority for the College is to work collaboratively with key partners such as government, universities, hospitals, associations, and other organizations to address provincial and national issues such as:

- modernizing BC's health regulatory framework
- addressing Indigenous-specific racism in BC's health-care system
- planning for the changes to Bill C-7 (Medical Assistance in Dying) to ensure alignment of the College's practice standard
-

| G d e fe

Developing practice standards and professional guidelines

The College is committed to sharing information and consulting widely with stakeholders on matters of mutual interest and importance. In 2020/21, the College engaged numerous stakeholders in the development and ongoing review of various practice standards and professional guidelines.

C a

Consulting with registrants during the development of new or revised practice standards provides insight into various perspectives on specific issues, including how to operationalize standards in a clinical setting.

Bringing the patient's voice to the consultation process assists the College in developing public resources to further clarify expectations contained in practice standards.

S a d a d a d d e e e

In 2020/21, the following new or revised practice standards and professional guidelines were published on the College website.

Practice standards

- ↳ [C](#) [A](#)
- ↳ [B](#)
- ↳ [C](#)
- ↳ [A](#)
- ↳ [C](#)
- ↳ [B](#)
- ↳ [A](#)
- ↳ [C](#)
- ↳ [A](#)
- ↳ [C](#)

Professional guidelines

- ↳ [C](#)
- ↳ [C](#)

Pa e e ce

The following patient resources were developed and published on the College website:

- ↳ [C](#) [A](#) :
- ↳ [C](#) :
- ↳ [C](#) :



Sexual misconduct and non-sexual boundary violations

The process for developing the [Code of Ethics](#) and [Practice Standards for Physicians](#) and [Practice Standards for Nurses, Nurse Practitioners, Physician Assistants and Podiatrists](#) included multiple steps and spanned over a ten-month period. After initial research conducted in January 2020, a preliminary consultation was held with key patient advocacy groups to identify appropriate tone and language.

The draft standards were reviewed and revised by the Patient Relations, Professional Standards and Ethics Committee, then shared for broader consultation with registrants, the public, and health partners including the Ministry of Health, the Canadian Medical Protective Association, the University

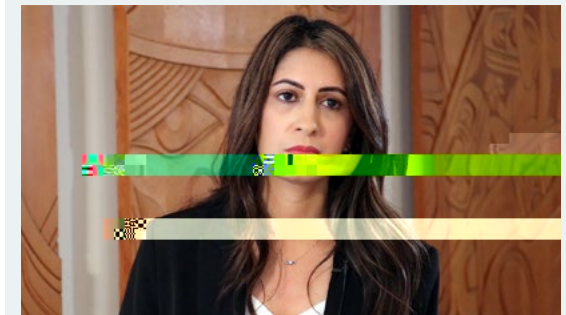
of British Columbia Faculty of Medicine, Vancouver Coastal Health, the Rural and Remote Division of Family Practice, and external legal counsel.

Feedback from this comprehensive consultation process led to the development of two new practice standards: [Practice Standards for Physicians](#) and [Practice Standards for Nurses, Nurse Practitioners, Physician Assistants and Podiatrists](#), which replaced the College's previous [Code of Ethics](#) and [Practice Standards for Physicians](#) practice standard. The consultation clarified expectations of registrants and underscored the College's zero tolerance for sexual misconduct in the patient-registrant relationship.

Videos

The College published two videos to convey key principles in new and updated practice standards:

- ▶ [Code of Ethics](#) and [Practice Standards for Physicians](#)
- ▶ [Practice Standards for Nurses, Nurse Practitioners, Physician Assistants and Podiatrists](#)



Shaleen Jamal, legal counsel, speaks about the key principles of the [Code of Ethics](#) and [Practice Standards for Physicians](#) and [Practice Standards for Nurses, Nurse Practitioners, Physician Assistants and Podiatrists](#) practice standards.

Library

The College library positions itself as a prime source of clinical information for practising registrants to support their efforts to remain current and competent throughout their careers. Core services are in-depth literature searches, delivery of documents, and teaching registrants to locate evidence-based medical information.

During this past year, the library responded to emerging social and health issues by creating or updating reading lists on topics including pain management, race and health equity, pandemic management, and trauma-informed care with more planned such as virtual care, and sexual and gender diversity.

- , individual registrants served (excluding self-serve through the website)
- , total contacts between staff and registrants
- , literature search requests
- , articles downloaded from library online subscriptions
- , ebook chapters viewed

Providing support

The College's contact centre receives phone and email inquiries from registrants and members of the public about

| M a n a g e m e n t a n d f i n a n c i a l s t a t e m e n t s

Statement of operations

(Expressed in thousands of dollars)

Year ended February 28, 2021, with comparative information for 2020.

The complete audited financial statements with notes can be found on the [College website](#).

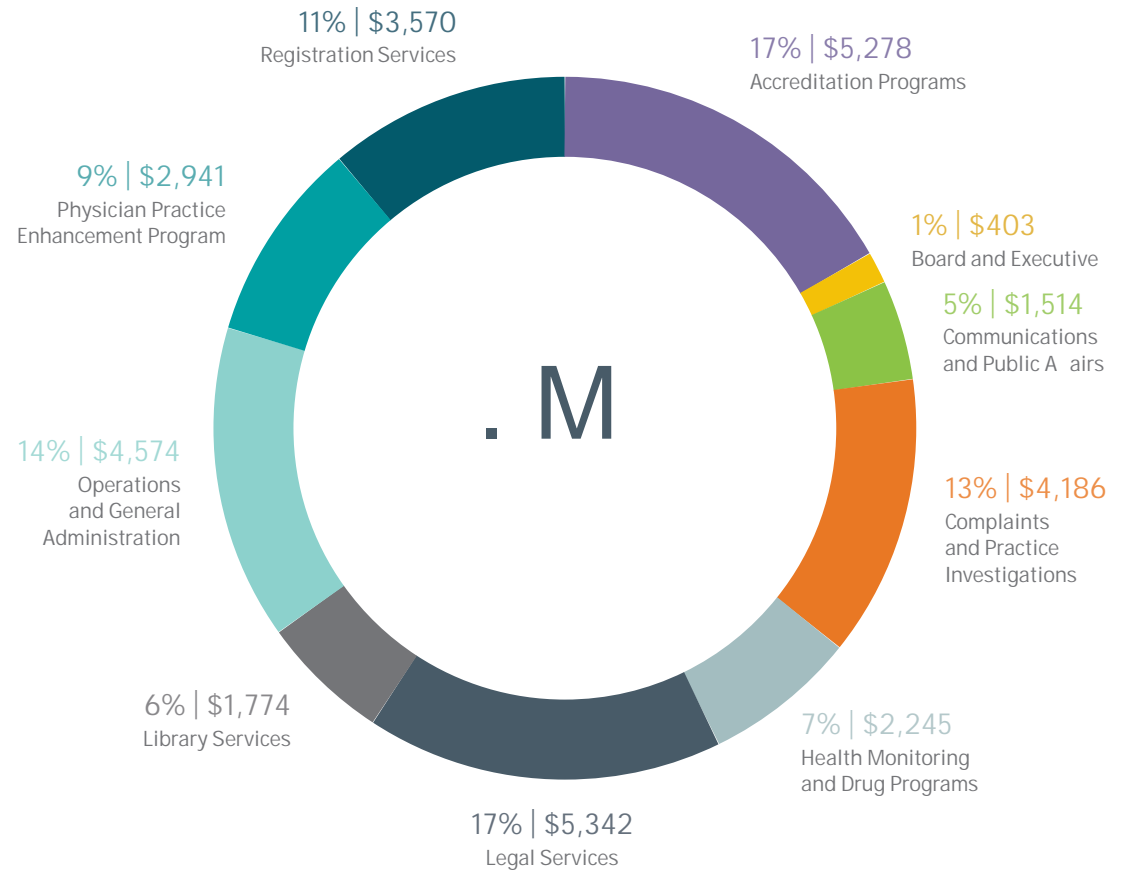
	2020
R e e e	
Annual registrant and incorporation fees	\$ 24,961
Annual accreditation fees	4,913
Application fees	1,428
Investment income	1,540
Other income	1,162
Rental income	312
	34,316
E e e	
Salaries and benefits	17,474
Amortization	2,283
Assessments, accreditations and reviews	3,261
General and administrative	2,417
Information technology	

Expenditures by function

Year ended February 28, 2021
(Expressed in thousands of dollars)

Note: Allocations of expenditures by function are unaudited figures.

	\$	%
Accreditation Programs	5,278	17%
Board and Executive	403	1%
Communications and Public Affairs	1,514	5%
Complaints and Practice Investigations	4,186	13%
Health Monitoring and Drug Programs	2,245	7%
Legal Services	5,342	17%
Library Services	1,774	6%
Operations and General Administration	4,574	14%
Physician Practice Enhancement Program	2,941	9%
Registration Services	3,570	11%
Total	30,549	100%



As of February 28, 2021

College Board

The role of the College and its authority and powers are set out in the [College Act](#), R.S.B.C. 1996, c.183, the Regulations and the Bylaws made under the Act. A Board of 10 peer-elected registrants and six members of the public appointed by the Ministry of Health govern the College. Under the legislation, the College has many committees made up of board members, medical professionals and public representatives who review issues and provide guidance and direction to the Board and the College staff, ensuring a well-balanced and equitable approach to regulation. The daily operations of the College are administered by the registrar and CEO, and other medical and professional staff.

Annual General Meeting

/ C e e B a d m e m b e r s



Top row (left to right): Mr. B.C. Bell (President), Dr. G. Parhar (Vice-president), Dr. B.A. Priestman (Treasurer), Dr. J.J. Kingsley, Dr. R.R. Abrahams

Middle row (left to right): Dr. C.S. Leger, Dr. L.F. Dindo, Dr. W.D. Sanden, Dr. A. Du Preez, Dr. P.D. Rowe

Bottom row (left to right): Ms. J.W.E. Dyson, Mr. T.T.S. Mann, Mr. B.D. Penner, QC, Ms. H.N. Purewal, QC, Ms. S.F.J. Ross

College committees

The Board establishes standing committees made up of board members, subject matter experts and public representatives who review issues and provide guidance and direction to the Board and College staff, ensuring a balanced and equitable approach to professional regulation.

Executive Committee

- Mr. B.C. Bell*+●
- Dr. G. Parhar*●
- Mr. T.T.S. Mann*●
- Mr. B.D. Penner, QC*●
- Dr. B.A. Priestman*
- Dr. P.D. Rowe*

Faculty Ad Hoc Committee

- Dr. B.A. Priestman*+
- Mr. B. Sanghera●
- Mr. B.C. Bell*●
- Dr. C.S. Leger*

Ms(Msk)100b(an)JET05-33221.8-1.01.911-3051-306-301e2016 e2T94.01 9409 092801 -307806 5006 5006 518-281.00-00-01 -302678296742967631.65

College departments and contacts

Office of the Registrar

Dr. H.M. Oetter, Registrar and CEO

Registrar

Ms. C. de Bruin, Executive Director

Canadian Accreditation

Dr. D.G. Puddester, Deputy Registrar
 Dr. J.G. Wilson, Senior Deputy Registrar
 (retired in April 2020)
 Mr. D. Martinig, Director

Health and Dental Practice

Dr. D.A. Unger, Deputy Registrar

Practice Practice Examination Practice

Dr. M.J. Murray, Deputy Registrar
 Ms. N. Castro, Director

Accreditation Practice

Dr. M.J. Murray, Deputy Registrar
 Dr. J. Agnew, PhD, Director

Legal Services

Mr. G. Keirstead, Deputy Registrar,
 Chief Legal Counsel
 Ms. C.S. Gulabsingh, Legal Counsel
 Ms. S. Jamal, Legal Counsel
 Ms. M. Stimac, Legal Counsel

Professional Medical Corporations

Ms. S. Jamal, Legal Counsel

Records, Information and Privacy

Ms. J. Liu, Director

Operations

Mr. M. Epp, Chief Operating Officer

Finance and Corporate Services

Mr. J. Pesklevits, Director

Human Resources

Ms. A. Horton, Director

Information Technology

Mr. C. Telford, Director

Communications and Public Affairs

Ms. S. Prins, Director

Continuing Education

Dr. K. MacDonell, PhD, Director



The College has been recognized as one of BC's Top Employers since 2011, and one of Canada's Top Employers since 2014. As one of Canada's most respected annual awards, the Canada's Top 100 Employers competition recognizes excellence in companies that provide exceptional workplaces and benefits to their employees.

