

MEETING GUIDELINES

Patient Relations, Professional Standards and Ethics Committee

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Introduction

The purpose of the Patient Relations, Professional Standards and Ethics (PRPSE) Committee is to administer a patient relations program to prevent professional misconduct of a sexual nature¹, and to serve as a resource to the Board in matters pertaining to standards of practice and standards of professional ethics in medical practice.

It is a statutory committee of the Board and reports to the Board and as such, the Board will appoint the members of the committee, including the chair and vice-chair. The committee will consist of at least three members and must include at least one appointed board member.

All members of the committee are to be appointed annually for up to two years, renewable twice (for a total of maximum six years). The chair of the committee is to be appointed annually to a maximum continuous term of four years. Where possible, a board member will be appointed to chair the committee.

The Board has the discretion, at the recommendation of the Nominating Committee, to suspend the effect of the term limits in certain circumstances where not to do so would have had a negative effect on a committee, due to the scarcity of candidates.

- o Election to Stop Contributing to the Canada Pension Plan, or Revocation of a Prior Election Form
- Board governance policies for review:
 - o Media Relations Policy
 - o Social Media Policy
- Other documents for review:
 - o College Webmail User Guide
 - o Board and Committee Honoraria Policy and Rate Limits
 - o Travel and Business Expense Policy
 - o What is a Record?
 - o Expense Management System User Guide for Board and Committees

Types of meetings

PRPSE Committee meetings are “in camera” pursuant to section 1-20(8) of the Bylaws and all activities all correspondence and documentation concerning an affected registrant’s illness, will be maintained in confidence except as provided for in sections 1-20(9), 1-20(10) and 1-20(11). See below. This type of meeting is open to staff involved in discussion items but closed to registrants and the public. Minutes are recorded for these meetings but are not published on the College’s website.

How and where a meeting takes place are important considerations for staff. Technology provides greater flexibility than ever, so multiple channels can be made available to participants wherever possible to help manage time, availability, cost and quorum.

In-person

In-person meetings are the most usual type of meeting for committee members, predominantly because committee meetings involve significant discussion, pl.6 (nt)-3ep-otnvl

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- o any interest, involvement with or connection to any issue discussed at the committee level, or
- o a personal or family connection which may create a conflict or a perception of conflict,
- read the material carefully,
- notify staff if they are unable to attend the meeting (if this has not already been done), and
- notify staff if they will be attending in- person or remotely (if this has not already been done).

Agenda items may need to be added to the meeting package after the meeting package has been made available on MS Teams. If this occurs, added items will be noted as “Yes” under the heading “Is Addition” and the date that it was added.

Logistics for remote participants

To maximize meeting effectiveness for participants joining remotely, they should:

- inform the chair in advance if they plan to join the meeting late or leave early
- test equipment ahead of time
- make sure internet access is available and working
- have a contingency in place in the event one mode of technology does not work
- if on camera, dress appropriately, avoiding stripes or bold patterns which can be visually distracting
- if on camera, try to have a natural light source in front of the screen and turn off any light sources behind them
- minimize background noise
- try to call from a landline if possible (cell phones are prone to static interference)
- have the dial-in number, codes or login details ready
- keep audio on mute unless speaking
- join the meeting at least 10 minutes early to resolve technical glitches
- not place the call on hold, in case the call plays news or music as part of its hold system

During the meeting

Section 3 of the College’s [Code of Conduct Policy](#) sets out the requirements for board members’ conduct during meetings. The same code applies to PRPSE Committee members, specifically:

- accountability, integrity and respect
- active participation
- diversity and inclusion

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2. Do we trust the decision -making process in light of the importance of the decision (risk implications, strategic importance, budget implications, and impact on stakeholders)? If not, what needs to change?
3. Are the right people with the right experience and knowledge in the room to support a good decision?
4. Have we understood all the necessary facts and information?
5. Is there additional information we need to make a good decision?
6. Are the assumptions made reasonable?
7. Is there more than one possible course of action?
8. Do we have agreement on the outcome?
9. Would it be better to defer making a decision now, until we have further information or additional time to continue the discussion?

Timeliness of decisions is a key consideration for the committee . When the committee decides to defer a decision, it is best practice to think about what the unintended consequences of that deferment might be.

Resolutions

A resolution is a written statement of an action approved by the panel . It usually deals only with single or directly related issues .

Once a decision has been reached, the chair will call for a motion for resolution. Following any further discussion, the chair will ask the committee to indicate, usually by a show of hands, or verbal acknowledgment for participants attending remotely, acceptance of the resolution. For the sake of clarity, the chair will then restate the decision that has been approved, so it can be captured correctly for the minutes.

All motions must begin with the words “I move that...” and all resolutions recorded as “Resolved that...” and the language of the body of both motion and resolution must track exactly.

Recording decisions

Once finalized, resolutions should be explicit, not only so there is no room for misinterpretation or misunderstanding, but also so that anyone reviewing the resolution in the future can understand its meaning and intent.

Individual votes are not recorded unless the committee has agreed to record the vote, or unless an individual committee member requests that their vote be noted.

The minutes are the official record of the meeting. They follow a standard template, as with agendas, the minutes record the time, date, location and type of meeting, the names of participants who attended the meeting or forwarded their regrets, the names of staff and guests in attendance, and a formal acknowledgment of the territory on which the meeting is taking place. The minutes state the nature of the matter before the committee , the reason the committee was asked to consider it, a note of the questions asked, and what action was taken by the panel, if any.

The draft minutes are added to the next meeting agenda for review and approval by the panel. The minutes are signed by the chair once approved by the panel. A log of all resolutions is kept by staff of the registrar's office and is a resource to the panel, if required.

The chair

As meeting facilitator, the chair is responsible for setting the tone of the meeting and ensuring good governance practices are adhered to. It is an active role to keep committee members engaged while building a safe, cohesive, and collaborative forum in which discussions can take place and clear decisions can be made. The chair opens the meeting with a First Nations land acknowledgement.

During the meeting

- For remote participants, check they are available to start the meeting and have the relevant material.
- Verify that remote participants can see and hear properly and review the general guidelines with them (e.g. muting the line when not speaking, identifying themselves, etc.).
- At the outset of the meeting (or, if need be, at any time during), ask attendees if they know of any conflicts of interest with agenda items under discussion.
 - If a conflict of interest is identified by an attendee, allow time for them to leave the room, log off or disconnect their call, and then later rejoin the meeting.
- Remember that every agenda item has a purpose. Encourage participants to express their opinions but make sure that any decision reached is based on facts, and close the discussion ensuring that either its purpose is achieved, or another process has been triggered.
- Take time to seek views from each committee member. If discussion stalls, ask questions to unearth why, to ensure there are no gaps in understanding that need to be addressed.
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