

The CMPA Experience

00:00

Dr. Guylaine Lefebvre:

Now, the CMPA experience, as many of you know, at CMPA we have over a hundred thousand members. Our physician advisors here answer, on average, 200 phone calls a day. Those of you who participated in the annual general meeting were made aware of our capacity for extracting data from the calls and the medical legal experience we have. And through that experience, we're able to present you with risks and education that hopefully will serve to increase the safety of medical care.

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So looking specifically at calls we've received in regards to virtual care, between January of 2019 and May of this year we received 970 calls. When we extract the reasons and the – the concerns in those calls, we find that limitations of telemedicine ranks highly; issues of interprovincial and trans-border care; consent; confidentiality; appropriate documentation. Our members also had particular concerns with certain pa—patient populations: the patients we see who have mental health issues; the ability of a physician to assess without having met the patient in person; the ability to take care of our patients who are in long-term health facilities. And on both thoughts, because it may be difficult to offer those patients a visit in person, it also was difficult over a period of time for people to leave those facilities and be able to return to their homes without being quarantined.

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Moving on to our medical legal experience, now, our data analysts looked back at a five-year period of closed cases from 2015 to '19. You'll realize that this is before COVID. And basically, this tells us that virtual care was not a significant issue pre-COVID for CMPA. Over that time period we found 45 cases. This is out of approximately 16,000 cases that were reviewed in detail and 36,000 cases if we count hospital, college, and civil legal actions. The physicians involved were across all specialties. They communicated with their patients through telephone, e-mail, online platforms, and also social media. (Inaudible) percent of physicians during that time period were actually using telemedicine with the phone. Ninety-one percent of these were college complaints.

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Now, it – it bears attention that three-quarters of those cases, our peer experts were critical of the care that was provided. So we have room to improve here. Diagnostic issues rise to the top and make up for a quarter of the patient safety concerns in these – in these files; also issues of communication, documentation, and just not meeting regulatory restric—in—indications.

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So now that you know a little bit of what gets us in trouble, or what our experience has been so far, let's move on without further ado to our keynote speaker.

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