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PRINCIPAL(S)/PRINCIPAUX:
Michael T. Cohen, MD, President, CMPA
Lisa Calder, MD, MSc, FRCPC, CEO, CMP

SUBJECT/SUJET: The Canadian Medical Protective Association holds an English information session as part of their annual meeting.

File Name: A year in review

00:00:03

Lisa Calder: Thanks, Mike and thank you for your patience, we are learning as we are doing hybrid meetings. So the year end review, this year has been incredibly difficult for you, our members, and it's also been difficult for your patients and all health care providers. When we reflect on the past year and what you have experienced, scarce resources, delays in care, changing scopes of practice, wellness issues and threats to personal safety, it's a lot.

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And through it all you have continued to strive to deliver safe and effective health care for Canadians. Thank you. Thank you for your perseverance, your courage, your skill. What you do every day makes a difference in the lives of countless Canadian patients. Le travail que vous faites chaque jour, a une incidence concrète sur la vie d'un très grand nombre de patients et patientes canadiens.

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As you support your patients, our role at the CMPA is to support you, protecting your professional integrity and helping you provide safe medical care. Throughout the challenges this year we have continued to be your partner in practice, we have focused on being there for you, modernizing the CMPA and doing so in a collaborative way.

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Let me tell you a little bit about how we have delivered on these commitments to bring value to you and the Canadian healthcare system. If there's one message I would like you to take away today is that the CMPA is here for our members in Canada. Si vous devez retenir un seul message de la séance d'aujourd'hui, j'aimerais que ce soit le souvent: La CPM est là pour ces membres ici au Canada.

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In 2021 alone our physician advisors responded to over 24,000 advice calls, helping members manage patient safety challenges and provide safe medical care. We also supported members with over 8,000 medical legal concerns ranging from college complaints to hospital matters and civil legal actions.

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Over the past year when it came to emerging COVID-19 issues we advocated on topics like critical care triage protocols and the resumption of non urgent care. We also provided high quality medical legal advice on issues ranging from medical assistance and dying to effective patient communication.

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We shared resources and information through many of our channels as you can see here. Our online COVID-19 hub was accessed by over 77% of our more than 105,000 members. We were and we continue to be a trusted source of compassionate support and empathetic advice.

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We hear directly from you, our members. In fact we heard it this morning at our education session about the impacts of medical legal events on your health and wellness. We know the health and wellness of physicians directly affects the safety of medical care and the risk of medical legal events and that is why we are taking tangible steps to support the well being of our members who experienced medical legal issues.

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In 2021 we created a new Physician Support and Wellness Department to enhance our ongoing wellness efforts. These include the actions you see here on this slide. And one of the key roles of the CMPA is our mandate to compensate patients on behalf of our members when it has been proven that a patient has been harmed by negligent medical care or known as fault in Quebec.

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Over the past five years we have paid a cumulative total of \$1.2 billion in patient compensation and a total of \$276 million in 2021 which is \$70 million more than in 2020.

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Our focus is on preventing patient harm through member education and support. But when it is proven that harm has occurred due to negligent care we will compensate patients appropriately and as quickly as possible. We also invest prudently to ensure that we have adequate funding to compensate patients and support physicians now and into the future.

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Speaking of investments, you will hear more about this at the – later on today but I did want to share with you that 2023 member fees will be reduced across all regions through fee credits.

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To support members one of our goals is to maintain relative fee stability and refrain from significantly increasing member fees. Due in large part to recent investment performance we closed 2021 in a strong financial position. This has provided us with the opportunity to reduce member fees via fee credits. Cette situation financière favorable nous a permis de réduire la cotisation de nos membres en appliquant les crédits de cotisation.

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Moving forward we will continue to ensure the Association has sufficient funds to compensate patients on behalf of members over the long term and weather any changes in medical legal trends that may come. Over to you, Mike.

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Michael T. Cohen: Thank you, Lisa, for the overview of how we continue to support members. I'd now like to walk through how we are modernizing the Association. Across the organization we continue to look for new ways to modernize and improve the way we support members and contribute to safe medical care.

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A key component of this is to prioritize equity, diversity and inclusion, or EDI. EDI is vital to who we are, how we operate and deliver services and the environment in which our members practice. We know members and patients experience racism and inequities across the system and we recognize that this significantly affects physicians, threatens patient safety and creates medical legal risk.

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We have a responsibility to address this risk and we are committed to help mitigate bias and inequity in the services we provide to members and build a workplace culture which supports EDI.

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In the last 12 months we have taken significant steps to do just that. We engage with members and listen to and learn from stakeholder groups and EDI leaders to help us better understand and respond to challenges facing our members. We provided CMPA leaders and counsellors with comprehensive EDI and bias training. We worked with expert consultant, the Canadian Centre for Diversity and Inclusion to assess our own diversity and explore ways to make our work culture more inclusive and equitable and we continued to enhance capacity among our staff to understand and support member EDI concerns.

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We also began the development of our long term EDI strategy which we'll share today. Lisa will tell you more about this later but I'd like to say how proud I am of this strategy. Its development has been a collaborative effort between counsel, management and employees and it truly reflects the CMPA's commitment to action across all levels of the organization.

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As an organization we are always looking for ways to modernize and improve the way we support members. This work includes our efforts to support EDI, but we are also taking steps to modernize our governance. In the past year and a half we have engaged independent external governance experts to provide learning and resources to counsellors and senior leaders around best governance practices.

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As part of these conversations we have begun discussing council size, composition, representation, scope and structure. We've also been exploring opportunities to ensure our governance model and procedures are aligned with contemporary practices and that our governance framework supports the needs of both the Association and its members.

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Contributing to safe medical care is a cornerstone of CMPAs mission. We actively provide continuous learning to help our members reduce patient harm and lower their medical legal risk. In 2021 we delivered our virtual residents and podium to 17 faculties of medicine. We continued to enhance our good governance practice guidance and we've provided accredited evidence based eLearning activities. Our subsidiary, Saegis, also expanded its online programming and enhanced its capacity for facilitator led group and individual learning.

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Part of the CMPAs role is to advocate for system enhancements. In 2021 we created the strategic engagement advocacy department. Since then we've made 59 submissions to regulatory authorities and we've engaged with governments, colleges and stakeholders providing insight on multiple topics as you can see on this slide. We also signed the Canadian Health Workforce call to action on the healthcare human resources crisis and we also recently reached out to the federal, provincial and territorial governments asking them how to work together to protect members from US medical legal issues when providing abortion services to non Canadian residents.

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Speaking of this issue we know that the recent decision to overturn Roe vs. Wade has been incredibly distressing for many members. We also know you have questions about your medical legal risks and CMPAs assistance with abortion services to US patients. We will be hosting a virtual one hour session on September 6th open to all members to answer your questions. This session will include a panel of experts in the field and will be simultaneously interpreted. You will receive an invite to the session soon, so keep your eyes on your email please.

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Advocacy is not the only way in which we support patient safety. The CMPA has the largest collection of physical physician medical legal data in the world. We use these data to identify gaps that affect patient safety and pinpoint opportunities for quality improvement.

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Our data insights inform our safe medical care learning resources. In 2021 we modernized our research focus to provide timely insights into sepsis, never events and rural health. We also publish manuscripts in peer reviewed journals and fulfill research, project and data requests as you can see on this slide. Ultimately our research supports patient safety and helps prevent patient harm from happening in the first place.

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Collaboration both within CMPA and across Canadian health care is key to many of the updates Lisa and I have just shared. In these challenging times it's more important than ever that we work together to support the changing needs of our members, their patients and the healthcare system.

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We work with the Health Care Insurance Reciprocal of Canada to create learning aimed at reducing risk in obstetrical care. We provided advice to the Ontario Medical Association, Alberta Health Services, Health Canada and the Public Health Agency of Canada on vaccine hesitancy. We participated in a town hall in British Columbia to discuss physician bullying and harassment and we were part of the CMPAs virtual care taskforce helping to develop strategies for the use of virtual care.

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I trust that this provides you with a clearer view of how the CMPA brings value to our members, patients and the healthcare system. J'espère ces renseignements vous en donnent une idée plus précise de l'avantage qui confère le CPM à ces membres, patients et au système de santé.

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Now let's take a look at our financial information. We'll start with a message from Dr. Darcy Johnson, chair of the audit committee who I will invite to join us on stage.