

Medical Staff Complaints, Discipline and Appeal Process Toolkit

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This a reference document only, and may not reflect amendments to the Northern Health Medical Staff Bylaws and Rules. In the event of a conflict or discrepancy between this resource and the relevant provisions of the Medical Staff Bylaws and Rules, those documents will prevail.



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Diagram 1: NH Medical Staff Complaints Process

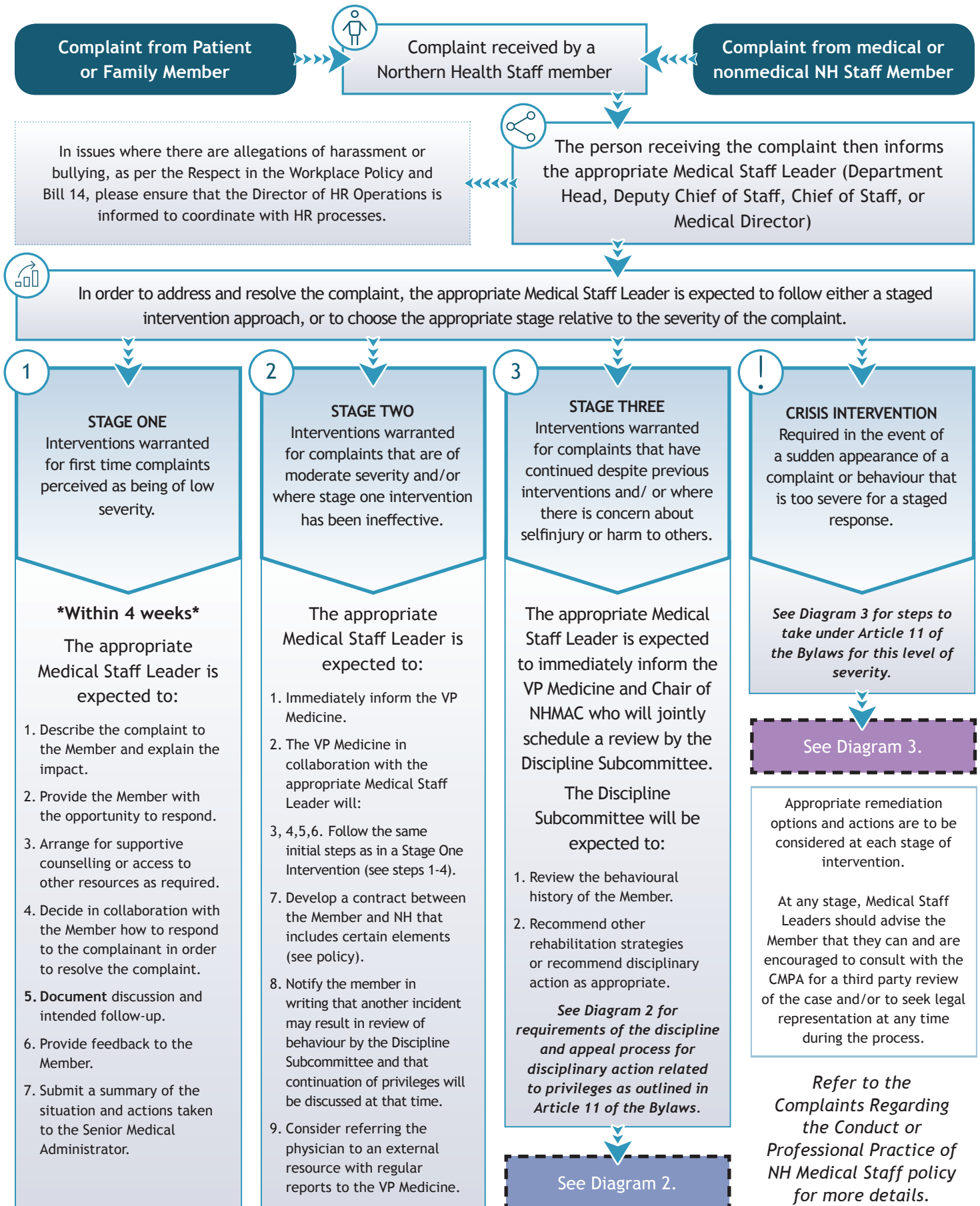


Diagram 2: General Northern Health Medical Staff Discipline Process

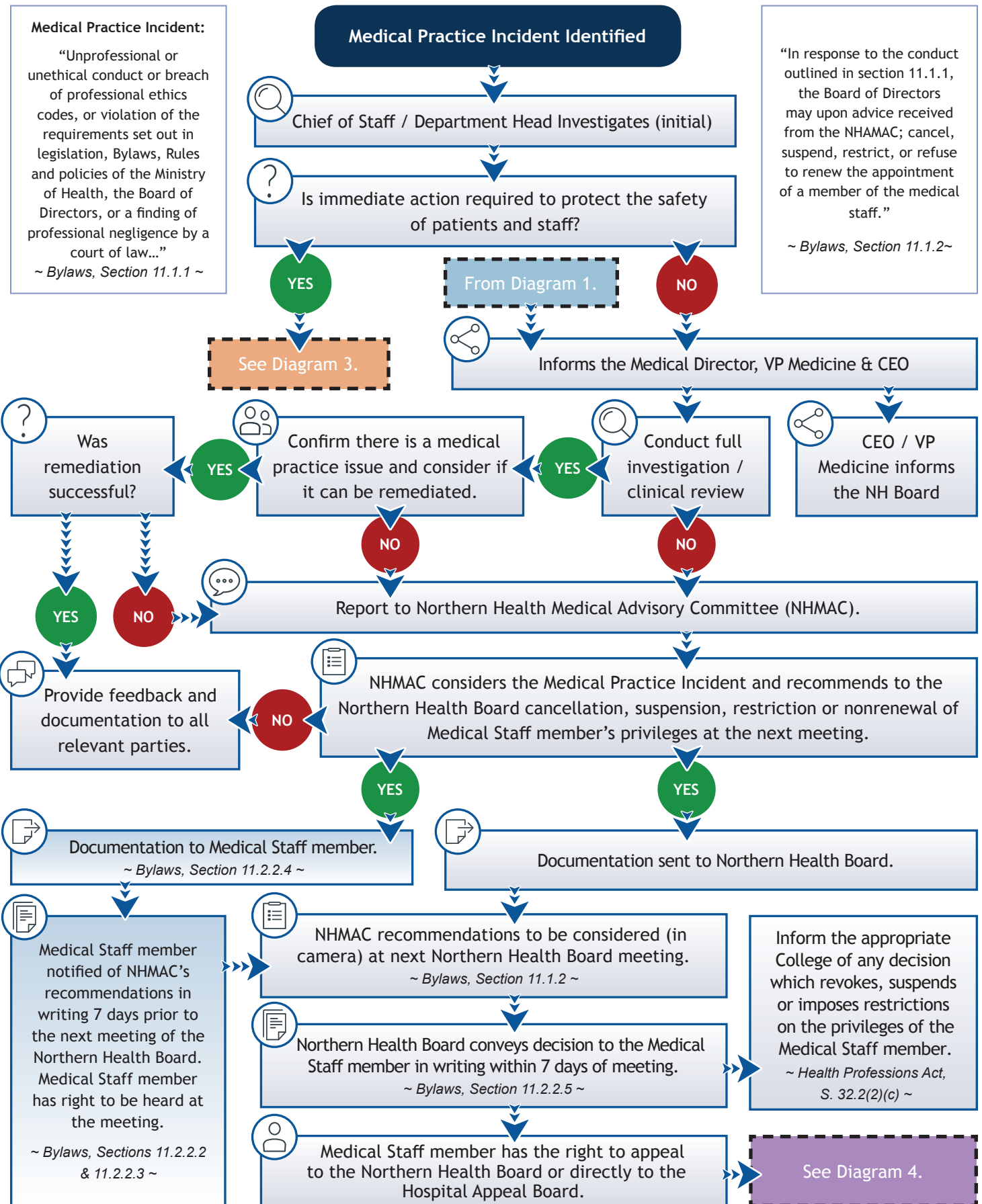
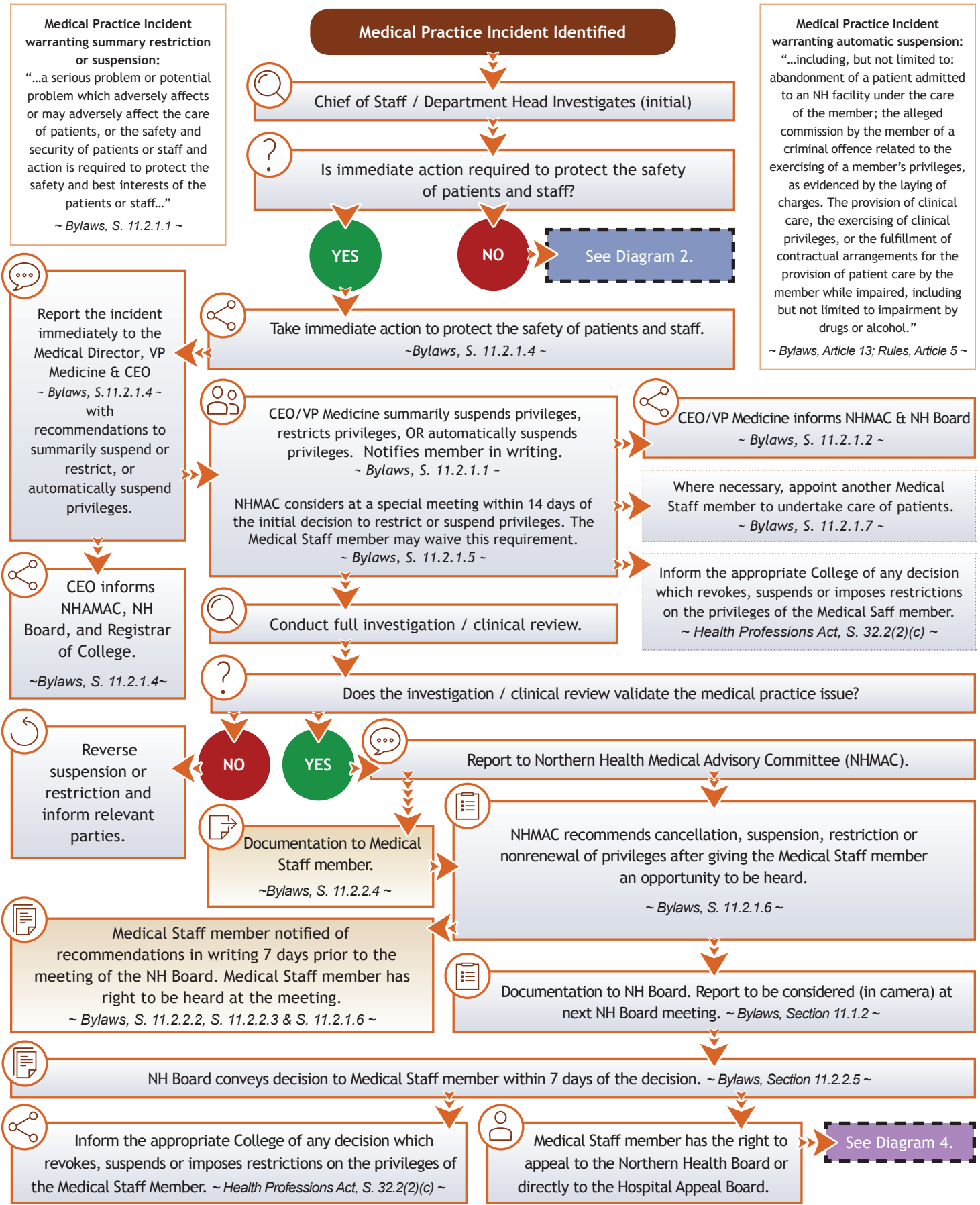


Diagram 3: Northern Health Medical Staff Summary Suspension/ Restriction OR Automatic Suspension Process



Medical Practice Incident warranting summary restriction or suspension:
 "...a serious problem or potential problem which adversely affects or may adversely affect the care of patients, or the safety and security of patients or staff and action is required to protect the safety and best interests of the patients or staff..."
 ~ Bylaws, S. 11.2.1.1 ~

Medical Practice Incident warranting automatic suspension:
 "...including, but not limited to: abandonment of a patient admitted to an NH facility under the care of the member; the alleged commission by the member of a criminal offence related to the exercising of a member's privileges, as evidenced by the laying of charges. The provision of clinical care, the exercising of clinical privileges, or the fulfillment of contractual arrangements for the provision of patient care by the member while impaired, including but not limited to impairment by drugs or alcohol."
 ~ Bylaws, Article 13; Rules, Article 5 ~

Report the incident immediately to the Medical Director, VP Medicine & CEO
 ~ Bylaws, S. 11.2.1.4 ~
 with recommendations to summarily suspend or restrict, or automatically suspend privileges.

CEO/VP Medicine summarily suspends privileges, restricts privileges, OR automatically suspends privileges. Notifies member in writing.
 ~ Bylaws, S. 11.2.1.1 ~
 NHAMAC considers at a special meeting within 14 days of the initial decision to restrict or suspend privileges. The Medical Staff member may waive this requirement.
 ~ Bylaws, S. 11.2.1.5 ~

CEO/VP Medicine informs NHAMAC & NH Board
 ~ Bylaws, S. 11.2.1.2 ~

Where necessary, appoint another Medical Staff member to undertake care of patients.
 ~ Bylaws, S. 11.2.1.7 ~

CEO informs NHAMAC, NH Board, and Registrar of College.
 ~Bylaws, S. 11.2.1.4~

Conduct full investigation / clinical review.

Inform the appropriate College of any decision which revokes, suspends or imposes restrictions on the privileges of the Medical Staff member.
 ~ Health Professions Act, S. 32.2(2)(c) ~

Does the investigation / clinical review validate the medical practice issue?

Reverse suspension or restriction and inform relevant parties.

Report to Northern Health Medical Advisory Committee (NHAMAC).

Documentation to Medical Staff member.
 ~Bylaws, S. 11.2.2.4 ~

NHAMAC recommends cancellation, suspension, restriction or nonrenewal of privileges after giving the Medical Staff member an opportunity to be heard.
 ~ Bylaws, S. 11.2.1.6 ~

Medical Staff member notified of recommendations in writing 7 days prior to the meeting of the NH Board. Medical Staff member has right to be heard at the meeting.
 ~ Bylaws, S. 11.2.2.2, S. 11.2.2.3 & S. 11.2.1.6 ~

Documentation to NH Board. Report to be considered (in camera) at next NH Board meeting. ~ Bylaws, Section 11.1.2 ~

NH Board conveys decision to Medical Staff member within 7 days of the decision. ~ Bylaws, Section 11.2.2.5 ~

Inform the appropriate College of any decision which revokes, suspends or imposes restrictions on the privileges of the Medical Staff Member. ~ Health Professions Act, S. 32.2(2)(c) ~

Medical Staff member has the right to appeal to the Northern Health Board or directly to the Hospital Appeal Board.

See Diagram 4.

Diagram 4: Northern Health Medical Staff Appeal Process

