



COLLEGE OF PHYSICIANS AND
SURGEONS OF NEW BRUNSWICK

REGISTRAR'S ANNUAL REPORT 2022



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Dear College Members,



It was a true honour to be appointed as the Registrar of the College of Physicians and Surgeons of New Brunswick and I consider it a privilege to assume the responsibilities that the position entails. My heartfelt thanks go to College staff, Council and community partner organizations for their warm welcome, patience, and tremendous support as I learn my new role, build on the important work already in progress, and forge new paths that will support the College in successfully meeting its mandate.

It certainly has been an interesting, exciting, and challenging first 90 days as the new Registrar. I have spoken to many of you individually and have also received feedback and input from Council members and many community partners and stakeholders, both provincial and national.

There is a consensus agreement from all partners that, as a self-regulating profession, the College must evolve, grow and modernize in order to meet our core public service mandates of licensing physicians who provide safe, high-quality care, investigating complaints against physicians, and monitoring standards of care. The Council hired me with a clear and

specific mandate for change and to review and update our structure, processes, policies and functioning.

To achieve these goals, we must have sufficient financial resources. This table illustrates how our resources have compared to other colleges in 2022 and many are increasing fees for 2023.

PROVINCE	APPLICATION FEES	REGISTRATION FEES	ANNUAL LICENCE FEES	MEDICAL SOCIETY FEES	APPROXIMATE NUMBER OF PHYSICIANS PER COLLEGE EMPLOYEE
Prince Edward Island	\$400	\$300	\$2,125	\$3,000 + \$195	275
Nova Scotia	\$500	\$300	\$1,950	\$1,950	95
Manitoba	\$210	\$300	\$1,890	\$1,890	80
Saskatchewan	\$525	\$450	\$1,950	\$1,880	70
Newfoundland and Labrador	\$450	\$600	\$1,850	\$1,850	95
Alberta	\$400	\$800	\$1,792	\$2243	80
Quebec	\$500	\$800	\$1,735	\$300	170
British Columbia	\$520	\$640	\$1,725	\$1,766	80
Ontario	\$1,035	\$431.25	\$1,725	\$1,500	100
New Brunswick	\$0	\$200	\$600	\$2,020	450

On September 23, 2022, the Council unanimously endorsed the following fee changes:

Review of Credentials	\$450
Registration or reinstatement on the Medical Register	\$300
Annual license	\$1,750
Annual license with preauthorized payment	\$1,730
Annual license- 70 years of age and older	\$600
Locum tenens (per three months)	\$440
Border area license	\$100
Registration on the Corporations Register	\$300
Corporation annual license	\$300
Corporation license for preauthorized payment	\$280
Physician Assistant annual license	\$100
Certificates of Standing (where applicable)	\$50

Council discussed the merits of various approaches and the ultimate determination was that the College would be unable to fully meet our medical regulatory requirements going forward unless our fees are comparable with other colleges. Even with our fee increase, our total combined dues for application, registration, and annual renewal remain the lowest in the country. Please reach out to your elected Council representative directly if you have any specific questions.

Like other organizations, operational expenses have increased across the board due to inflation and other factors. Salaries have needed to increase to allow us to remain competitive and to recruit and retain staff. In addition, there will also be new significant upfront costs related to the priority areas identified by Council as listed below:

PRIORITY AREAS:

- Developing and maintaining an accurate member email database so that the College can have timely and effective communication with members. This will replace our current paper-based, regular mailouts to members.
- Due to the nature of the work of the College, and the associated security risks with highly confidential information, we must ensure we have a secure system to support our operations and to do this we need to modernize and update our information technology services:
 - Redesign and update of the College website.

- Develop and implement an online physician portal to facilitate easier interaction with members for registration applications, annual renewals, elections, invoicing, etc.
- Implement an electronic case management system for member files and to support the registration and complaint process with a goal to replace our current paper files.
- Review and update all College processes, standards and guidelines to ensure they are relevant, current, easy to understand and consistent with medical regulatory standards across Canada. The initial focus will include a comprehensive review of our Complaints Policies and Procedures and our Registration Practices.
- Review our committee structure as compared to other medical regulatory colleges with the goal of creating and supporting new committees to allow members to directly participate in the process to create and provide oversight for policies and procedures related to registration, complaints, finance, governance and others.
- Formal Strategic Planning with outreach to members to help guide and direct College activities and priorities for the next 5 years. Registrants will be asked to share their thoughts on what the College can do to enhance accessibility, approachability and transparency.

- Provide registrants with resources and supports to assist them in their practice and help them to apply and interpret the standards and guidelines.
- Review the staffing model and organization structure to determine what skill sets are needed to best support the work of the College moving forward.
- Strengthening our relationships with College members and community partners, including the Government of New Brunswick, the New Brunswick Medical Society, Regional Health Authorities, provincial Health Regulatory Colleges and the other provincial Medical Regulatory Authorities.

While many areas have been identified as priorities, how we process Complaints and Registrations have been highlighted as the most critical. A new Associate Registrar/ Director of Complaints/ In-house legal counsel has been hired to better support our complaints processes. A Policy Analyst has been added to our team to oversee updating current policies and to develop and implement new policies and procedures. We are also planning to hire a Deputy Registrar soon to oversee the Registration and Competency Departments.

As you can ascertain, improvements are being implemented quickly and one of our major initiatives for 2023 will be the digital transformation and modernization of our technology.

We will be moving away from our current paper-based file management systems towards a fully integrated online platform that will handle annual renewals, invoicing, elections, registration, complaints, and email communications with members. In order for communication with College members to be done in a timely and efficient manner, future communications will be via email or the portal rather than regular mail.

The timeline for implementation of some of our new initiatives has been accelerated by the current pressures in our healthcare system. Physicians are feeling burnt out and overwhelmed. Atlantic Canada must be an attractive and welcoming destination for new and existing physicians. To help achieve these goals, the Registrars of the four Atlantic provinces have been directed by our respective premiers to develop an approach to Regional Licensure. An Atlantic Physician Register requires our fees, licensing practice and internal processes to be similar to facilitate fully licensed physicians the mobility to deliver publicly insured medical services, on a temporary basis, to areas in need in their neighbouring provinces. Operationalizing this Atlantic Register will require a tremendous investment of time and resources.

The Atlantic Registrars are also committed to exploring other approaches for the assessment of internationally educated physicians. This will require a rigorous and streamlined assessment of the adequacy of their training for licensure and assessment of their competencies in practice. Significant investment will be required

to build these new resources and capacity. A Practice Readiness Assessment is currently being developed for New Brunswick with the plan for the first cohort to start within the next year. This will allow physicians who would not otherwise be able to practice medicine to safely integrate into our healthcare system.

Other details of this agreement are still being developed. I will keep members updated as more information becomes available, but one area that needs to be harmonized immediately is our approach to annual renewals. This allows us to have a single approach to providing Certificates of Professional Conduct and other supporting documentation required for the Atlantic Register.

The other colleges do an annual declaration and attestation. The questions are similar to the ones all of you were asked on your initial application. We realize that this change, in combination with the fee increase, can feel overwhelming for members and we are doing everything possible to minimize the impact while still moving the College forward. To that end, we have created an online portal where you can easily enter this information as part your annual renewal process. Instructions to access the portal have been will be included on the Annual Renewal Notice. Your preferred email address will be included in the information requested and which we will use this for future communications with you.

On a personal note, I want to thank the amazing College staff who have gone above and beyond to help me get orientated these past few months and for their commitment to our growth and evolution. I also want to acknowledge the tremendous contribution to our profession by Dr. Ed Schollenberg. I am deeply grateful for the support and guidance he provided during the transition. He has faithfully served as our Registrar for 30 years and is recognized across Canada for his knowledge and experience in Medical Regulation.

In closing, in order for the College to be successful, we will need your participation in these new and ongoing initiatives and will be seeking interest in various working groups and new committees. I would encourage those of you who are passionate about the mission and values of the College to consider becoming a critical part of the exciting evolution of the College. I look forward to working with all of you in the years to come to fulfil the College mandate of supporting physicians to provide safe, high-quality care for the patients of New Brunswick.

Respectfully,



DR. LAURIE A. POTTER
M.Ed, MD, FRCPC | Registrar and CEO

COLLEGE ACTIVITY:

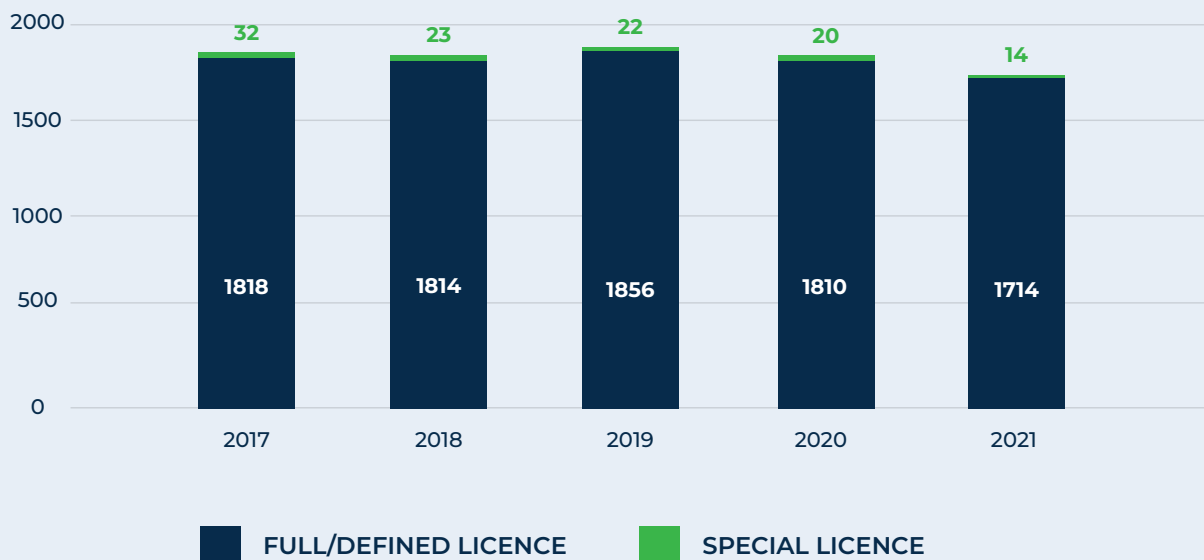
Please see the sections below related to some of our activity in this past year. The pandemic presented unique and ongoing challenges for our membership. The overall number of physicians working in our province was down significantly in 2021. Simultaneously, there was a significant increase in the number of formal complaints received by the College and this trend has continued in 2022.

REGISTRATIONS

As of November 1st, 2022, there were 2422 annually licensed physicians. This represents a net increase of 94 based on additions of 182 and a loss of 88 from retirement, death or relocation. 379 licensed physicians reside outside of the province. In addition, there are currently 41 Border Area licenses for physicians in neighboring jurisdictions, and 33 Courtesy licenses for visiting consultants.

The following table demonstrates the trends in licensure for physicians licensed and resident in New Brunswick:

REGISTRATIONS



COMPLAINTS

Amendments to the Medical Act in 2009 allow Committees and Council to add specific comments regarding a Complaint. These comments include a **Counsel** (advice as to how to improve the physician's conduct or practice), a **Caution** (intended to express the dissatisfaction of the Committee and to forewarn the physician that if the conduct recurs, more serious disciplinary action may be considered), and a **Censure** (an expression of strong disapproval). It should be noted that these are not disciplinary findings. Physicians are given the opportunity to object to any such comment. They are not recorded on Certificates of Standing.

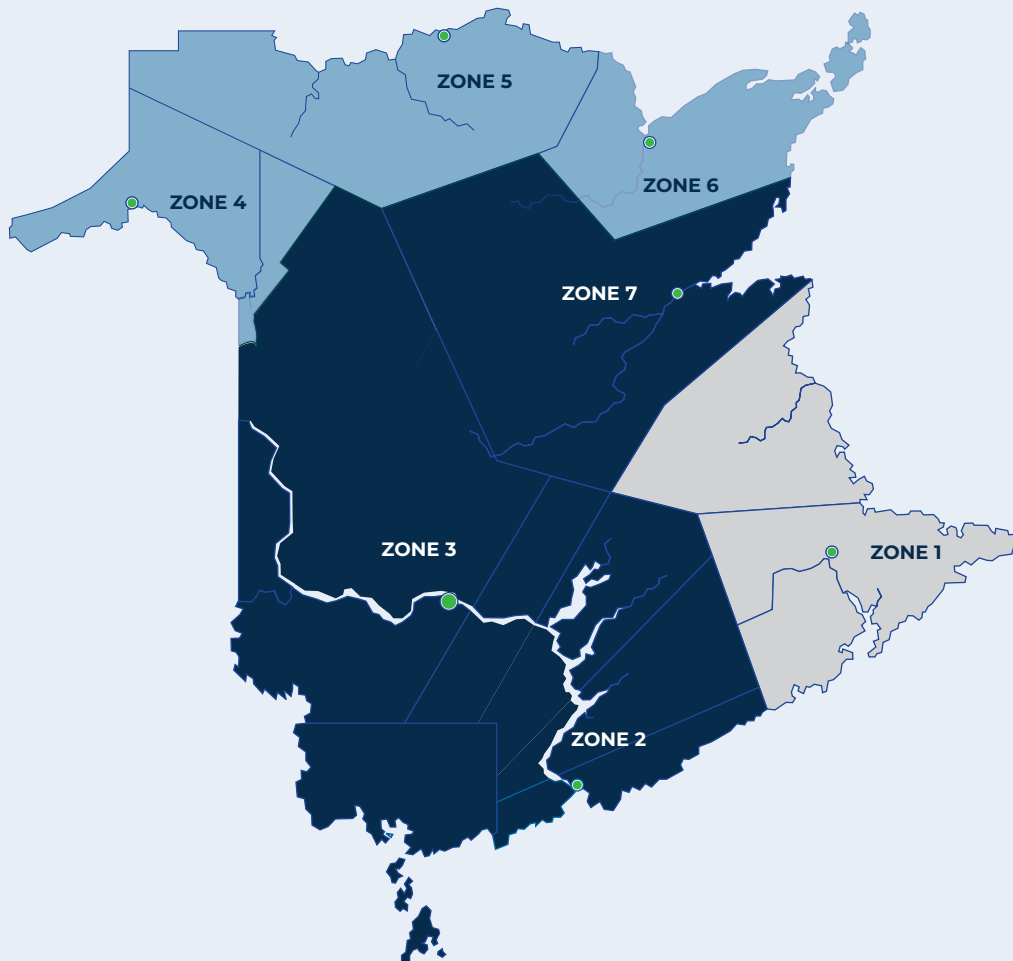
The following summary of complaint activity is presented:

CATEGORY OF COMPLAINTS	2016	2017	2018	2019	2020	2021
Quality of care	23	28	34	38	32	51
Communication/attitude	14	4	12	13	5	17
Sexual	2	1	3	3	2	3
Discrimination	0	0	0	0	1	0
Withholding/Withdrawing Treatment/Consent	3	7	1	1	2	5
Interprofessional	1	1	1	0	1	0
Prescribing/Pharmacy	0	2	0	2	1	6
Billing	0	1	1	0	1	3
Refusing request for consult	0	0	0	0	0	2
Criminal Conviction/Misconduct elsewhere	0	0	0	1	0	0
Confidentiality	2	1	0	0	0	1
Abandonment	1	0	0	0	0	0
Failure to provide report	1	0	1	2	0	1
Failure to report to authority	0	1	0	0	0	0
Other	0	8	1	0	0	0
To Formal Inquiry	0	1	0	2	0	0
Guilty	0	1	0	2	0	0
Counsel	8	8	10	9	11	14
Caution	8	2	11	9	7	4
Censure	1	1	2	0	1	2
TOTAL COMPLAINTS	47	46	56	60	45	89

SPECIALTY	2016	2017	2018	2019	2020	2021
Family Practice	27	32	36	38	24	52
Anesthesia	1	0	2	2	3	0
Cardiology	0	1	0	0	0	0
Cardiac Surgery	0	0	1	0	0	0
Critical Care Medicine	0	0	1	1	0	0
Dermatology	1	1	0	0	0	1
Diagnostic Radiology	0	1	1	1	0	0
Emergency Medicine	1	2	2	1	1	1
ENT (Otolaryngology)	1	0	0	2	1	1
Gastroenterology	0	0	0	2	0	1
General Surgery	2	2	2	1	2	2
Internal Medicine	0	0	2	0	0	1
Medical Microbiology	0	0	0	0	0	1
Medical Oncology	0	0	0	1	1	0
Neonatal-Perinatal Medicine	1	0	0	0	0	0
Neurosurgery	0	0	1	0	0	2
Obstetrics/Gynecology	1	0	1	0	2	10
Ophthalmology	0	2	0	2	3	4
Orthopedic Surgery	1	2	0	3	0	3
Pediatrics	0	0	0	0	0	1
Physical Medicine & Rehab	0	0	1	0	2	0
Plastic Surgery	0	1	2	3	0	3
Psychiatry	1	2	4	1	3	7
Radiation Oncology	1	0	0	0	0	0
Respiratory Medicine	1	0	1	0	0	0
Rheumatology	1	0	0	2	2	2
Thoracic Surgery	0	0	1	0	0	0
Urology	2	0	1	0	1	1
Vascular Surgery	1	0	0	0	0	0

GEOGRAPHIC:

REGIONS	2016	2017	2018	2019	2020	2021
Moncton	10	10	16	11	6	20
Other - Zone 1	4	2	4	4	4	7
Saint John	11	9	9	16	7	20
Other - Zone 2	1	3	2	1	5	4
Fredericton	9	5	11	5	9	18
Other - Zone 3	0	7	4	2	3	4
Zone 4	1	2	4	1	0	2
Zone 5	3	2	0	3	1	4
Zone 6	3	4	6	14	6	7
Zone 7	4	2	1	3	4	7
Other	1	0	0	0	0	0





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