

Health
Professions
Review
Board
2009
Annual
Report

Covering the reporting period from
March 16 – December 31, 2009

July 30, 2010

The Honourable Kevin Falcon
Minister of Health Services
Parliament Buildings
Victoria, British Columbia
V8V 1X4

Dear Minister Falcon:

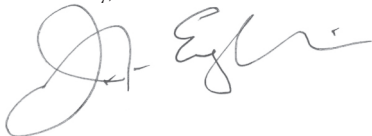
Re: Health Professions Review Board Annual Report

On behalf of the Health Professions Review Board, it is my pleasure to respectfully submit the first Annual Report of the Health Professions Review Board for the period March 16, 2009 to December 31, 2009.

This report is submitted as required by section 50.65(1) of the *Health Professions Act*.

We remain committed to fulfilling the important mandate entrusted to the Review Board to ensure the highest levels of accountability and transparency in B.C.'s health professions.

Yours truly,



J. Thomas English, Q.C.

Chair

Health Professions Review Board

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Message from the Chair

The initial year of operations of the Health Professions Review Board (the “Review Board”) has been a challenging and exciting one.

We started from scratch with new reform legislation mandating the Review Board to address in a transparent, objective, impartial and fair manner requests for review of a College decision:

- from a patient (complainant) who had a complaint against a health professional (registrant),
- from a person, usually foreign trained, who had been denied registration in one of our 21 Health Professions Colleges, and
- from a complainant or registrant about delay beyond prescribed time limits in processing a complaint.

Administratively, this meant designing a web page and brochures, preparing information sheets to assist in understanding parts of the review process, preparing practice directives consistent with the legislation and rules governing the Review Board, publishing a comprehensive set of Rules of Practice and Procedure to guide parties appearing before the Review Board and prescribing applicable forms for various actions.

A fundamental decision was made initially that the purpose of the Review Board was to resolve disputes in the most cost efficient, timely and effective manner. The result was the creation of a review process under which mediation became the dispute resolution alternative of choice. If that was not possible then we moved to the adjudication model. We also had to decide which cases were not suitable for mediation.

We provided training to the 18 members of the Review Board to orient them to the role and mandate of the Review Board and assist them to develop the adjudicative and mediation skills necessary to perform those functions adequately.

We appreciate the spirit of cooperation exhibited by the Colleges in dealing with this new oversight role and recognize that it has not been without its challenges in terms of resources and changes required in the Colleges’ own processes given that some of them had been the final arbitrator for many years of matters now reviewable by the Review Board. Our A/Executive Director and I met with representatives from each of the 21 Colleges and also addressed the Health Regulatory Organizations of BC to explain what we were about and the processes and procedures we would be following.

We have published several policy documents dealing with contentious issues such as privacy matters so as to enhance understanding.

What follows in this Report documents what has been a very busy year with significant positive results.

I would be remiss in not concluding these remarks without expressing my gratitude to the staff of the Review Board and in particular to our A/Executive Director, Lauri Balson and to our outside legal counsel Frank Falzon, Q.C. We had many discussions on how best to fulfill our mandate. I would also like to acknowledge the hard work and expertise provided to the Review Board by the staff of the office of the Environmental Appeal Board and Forest Appeals Commission, particularly during the initial set up and early operations of the Review Board, without which we would not have been able to so effectively undertake our new mandate.

J. Thomas English, Q.C.,
Chair

Introduction

On March 16, 2009, the Health Professions Review Board (the “Review Board”) opened its doors and began receiving applications for review, making British Columbia the second province, after Ontario, to establish an independent health professions review body.

The Review Board is an independent quasi-judicial administrative tribunal created by the *Health Professions Act*, R.S.B.C. 1996, c. 183, as amended, (the “Act”) that provides oversight of the regulated health professions of British Columbia. As such, the Review Board is a recent innovation and integral component of the complex health professions regulatory system in British Columbia. It is a highly specialized administrative tribunal, with a specific mandate and purpose, designed to address a few carefully defined subjects outlined in the Act. The Review Board’s decisions are not subject to appeal and can only be challenged in court (on limited grounds) on judicial review.

The Review Board is responsible for conducting complaint and registration reviews of certain decisions of the 21 Colleges of the 24 self-regulating health professions in British Columbia. The 24 health professions designated under the Act and whose decisions are subject to review by the Review Board are listed here ►

- Chiropractors
- Dental Hygienists
- Dental Surgeons
- Dental Technicians
- Denturists
- Dietitians
- Massage Therapists
- Midwives
- Naturopathic Physicians
- Nurses (Licensed Practical)
- Nurses (Registered)
- Nurses (Registered Psychiatric)
- Occupational Therapists
- Opticians
- Optometrists
- Psychologists
- Pharmacists
- Physical Therapists
- Physicians and Surgeons
- Speech and Hearing Professionals
(audiology, hearing instrument dispensing and
speech-language pathology)
- Traditional Chinese Medicine Practitioners and Acupuncturists

Review Board Members

Unlike the Colleges, the Review Board is a tribunal consisting exclusively of members appointed by the Lieutenant Governor in Council. This is required by the Act to ensure that the Review Board can perform its adjudicative functions independently, at arms-length from the Colleges and government. This is reinforced by section 50.51(3) of the Act which states that Review Board members may not be registrants in any of the designated Colleges or government employees.

The Review Board consists of a part-time Chair and 17 part-time members. The members of the Review Board are all highly qualified citizens from various occupational fields from across the Province who all have a history of serving their communities in various ways. These members apply their respective expertise and adjudication skills to hear and decide requests for review in a fair, impartial and efficient manner. In addition to adjudicating matters that proceed to hearing, members also conduct mediations and participate on committees to develop policy, guidelines and recommendations.

During the present reporting period the Review Board consisted of the following members:

Tribunal Members as at December 31, 2009

Member	Profession	From
Michael J.B. Alexandor	Business Executive/Mediator (Retired)	Vancouver
Lorianna Bennett	Lawyer/Mediator	Kamloops
Judith J. Berg	Health Professional	West Vancouver
Valli Chettiar	Lawyer	Vancouver
D. Marilyn Clark	Consultant/Business Executive	Sorrento
Barbara L. Cromarty	Lawyer	Trail
Helen Ray del Val	Lawyer	North Vancouver
William J. Dodds	Police Officer/Educator	Victoria
J. Thomas English, Q.C. (Chair)	Lawyer	Vancouver
David A. Hobbs	Lawyer	North Vancouver
Victoria (Vicki) Kuhl	Consultant/Mediator/Nursing	Victoria
Lori McDowell	Consultant/Lawyer	Vancouver
Michael J. Morris	Business Executive/RCMP Officer (Retired)	Prince George
Maurice R. Mourton	Business Executive	Vancouver
Margaret Ostrowski, Q.C.	Lawyer/Mediator	Vancouver
J. Karin Rai	Consultant	Surrey
Donald A. Silversides, Q.C.	Lawyer	Prince Rupert
Gordon Stewart	Business Executive	Vancouver

The Review Board Office

The administrative support functions of the Review Board are consolidated with the Environmental Appeal Board/Forest Appeals Commission offices, which also provide administrative services to a number of other tribunals.

The Review Board staff complement currently consists of the following positions:

- Executive Director
- 3 Case Managers
- Administrative Assistant
- Finance, Administration and Website Support

The Review Board may be contacted at:

Health Professions Review Board

Suite 900 – 747 Fort Street
Victoria, British Columbia

Telephone: 250 953-4956

Toll-free number: 1-888-953-4986

Facsimile: 250 953-3195

Website Address: www.hprb.gov.bc.ca

Mailing Address:

Health Professions Review Board
PO Box 9429 STN PROV GOVT
Victoria, BC V8W 9V1

Achievements – The First Year in Review

The period of this annual report encompasses the Review Board's initial set up and early operations, marking a high level of achievement by the Review Board over a short period of time in laying the foundation for the Review Board's process and decision-making that will enable it to confidently move forward in fulfilling its mandate in a principled, fair, impartial, transparent and objective manner.

Website

In order to ensure that our own review processes are accessible and transparent to the parties that come before us as well as the general public we felt it was important that from the first day we opened our doors on March 16, 2010, there be available to parties and the public a website to provide detailed procedural and other information about the Review Board and our work. The Review Board's website is www.hprb.gov.bc.ca.

Available on the website is information about the Review Board, its members, vision and mandate. Information on how to request a review and application and other forms are easily accessible. Rules, Practice Directives and Information sheets are available to provide additional guidance and information to parties about specific aspects of our review process.

Ensuring that the public has easy and full access to all our decisions promotes transparency and openness. It also helps to educate the public about our process and the principles that govern our decision-making. We are committed to these principles and accordingly have made our decisions publicly available on our website. However, as publication of our decisions on our website

may interfere with the privacy rights of the people who come to us to resolve a concern or those whose personal health information may be the subject of our review, the Review Board developed a publication policy that explains how the Review Board balances openness and public accountability with protection of personal privacy in the public release of our reasons for decision.

Finally, the website provides online copies of our Brochures, Guidelines and Recommendations and links to the Colleges and other health and administrative justice related resources.

Outreach

In order to ensure public awareness, facilitate good communication and enhance understanding of the role and mandate of the Review Board, we conducted a number of stakeholder meetings and made it clear that we are available to meet with the Colleges and others as invited. Stakeholders addressed in the first year of operations included each of the 21 self-regulated health professions Colleges, the Health Regulators Organization of BC and a presentation to the Professional Regulation and Discipline Conference in Vancouver.

In addition we developed public information Brochures that are available on our website and were also distributed to Colleges to include in their decision letters to provide applicants with information on the right to request a review.

Rules of Practice and Procedure

The Review Board has developed and published on its website a comprehensive set of *Rules of Practice and Procedure* which incorporate plain, clear language and provide direction for each step of the review process including the initial application, production and disclosure of the record of the investigation or registration decision, case management activities, mediation, pre-hearing conferences, settlement and withdrawal of applications, hearing procedures and other general matters.

Member Development

In December 2008 government appointed the Chair and 17 members to the newly established Health Professions Review Board. In a December 8, 2009 News Release then Minister of Health Services George Abbott stated that “Each appointee brings a wealth of knowledge and experience to his or her new role in ensuring the highest levels of accountability and transparency in B.C.’s health professions”. In order to ensure that these highly qualified and diverse members had an opportunity to develop the skills necessary to use their knowledge and expertise in delivering fair, impartial, transparent and objective review processes and decisions, the Review Board provided an opportunity for all members to attend a series of orientation, training and development workshops conducted in-house through the BC Council of Administrative Tribunals covering the following essential areas:

- Overview and orientation to the *Health Professions Act* and professional regulation, and the role and mandate of the Health Professions Review Board
- Administrative Tribunals’ role in the administrative justice system
- Administrative justice for decision makers including: conducting fair hearings; decision-making, writing good reasons and privacy issues; ethical and adjudicative challenges for decision-makers
- Mediation skills, tools and issues in dispute resolution in a public regulatory and tribunal environment
- Current government initiatives regarding labour mobility and foreign qualifications recognition

Overview of the Mandate

Through its reviews, early resolution processes and hearings, the Review Board monitors the activities of the Colleges' complaint inquiry committees and registration committees, in order to ensure they fulfill their duties in the public interest and as mandated by legislation. The Review Board provides a neutral forum for members of the public as well as for health professionals to resolve issues or seek review of the Colleges' decisions.

The Review Board's mandate is found in section 50.53 of the Act. Under this section the Review Board has the following two types of specific powers and duties.

(1) On request to:

- review certain registration decisions of the designated health professions Colleges,
- review the timeliness of College inquiry committee complaint dispositions or investigations, and
- review certain dispositions by the inquiry committee of complaints made by a member of the public against a health professional.

The Review Board has potentially broad remedial powers after conducting a review in an individual case. In the case of registration and complaint decisions it can either:

- confirm the decision under review,
- send the matter back to the registration or inquiry committee for reconsideration with directions, or
- direct the relevant committee of the College to make another decision it could have made.

In cases where a review has been requested of the College's failure to complete an investigation within the time limits established under the Act, the Review Board can either send the matter back to the inquiry committee of the College, with directions and a new deadline, to complete the investigation and dispose of the complaint, or the Review Board can take over the investigation itself, exercise all the inquiry committee's powers, and dispose of the matter.

(2) On its own initiative to:

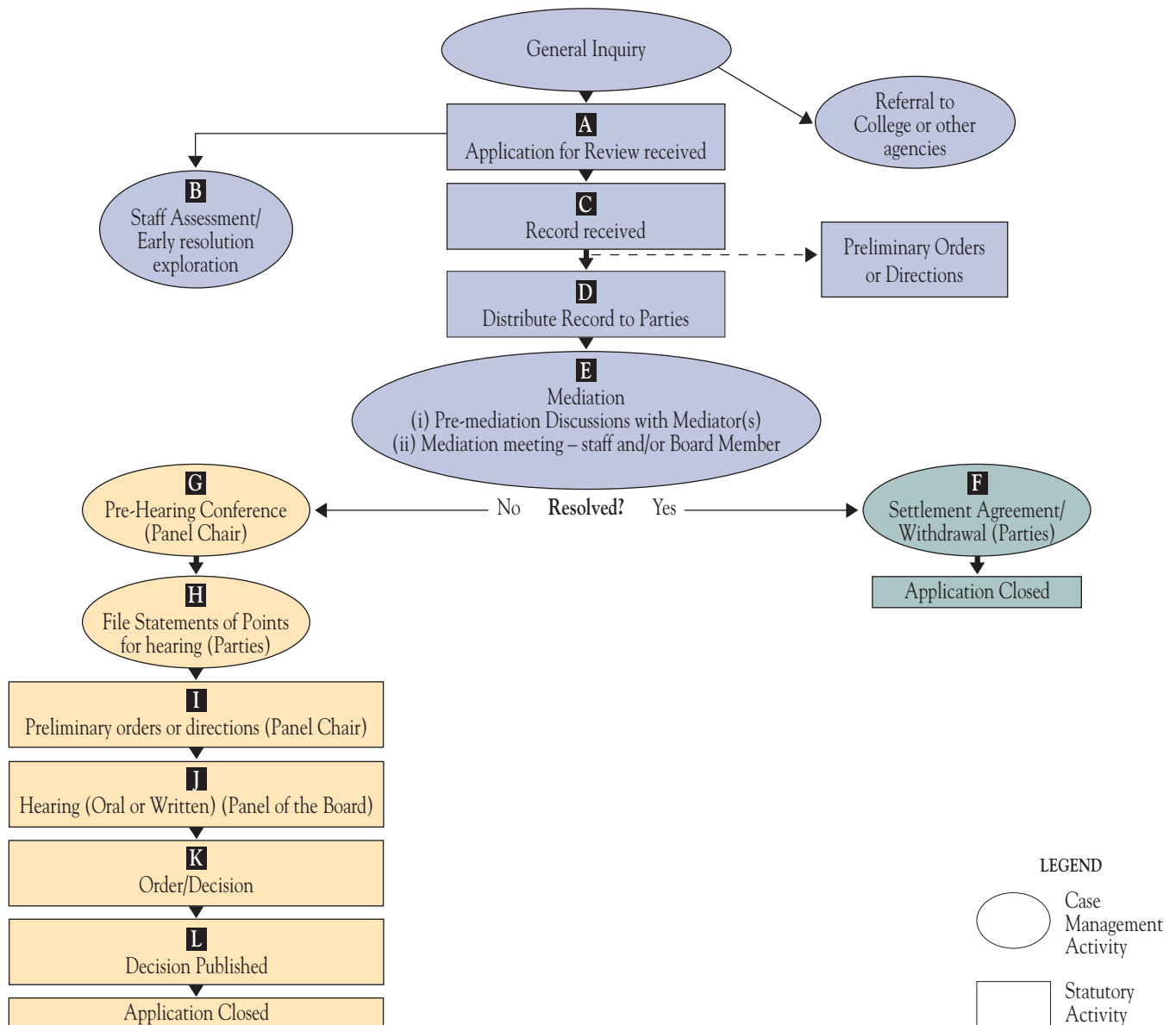
- develop and publish guidelines and recommendations to assist Colleges with registration, inquiry and discipline procedures that are transparent, objective, impartial and fair.

This particular power of the Review Board allows for preventive action to be taken, recognizing that while the review function of deciding individual requests for review is important, it may not have the same positive systemic impact as a more proactive authority to assist Colleges, in a non-binding process, to develop procedures for registration, inquiries and discipline that are "transparent, objective, impartial, and fair".

Further information about the Review Board's powers and duties is available from the Review Board office or the website.

The Review Process and Activity

The following is an overview of the review process. For more detailed information, a copy of the Review Board's *Rules of Practice and Procedure* and other information can be obtained from the Review Board Office or the website.



Mediation

A decision to file an application for review with the Health Professions Review Board is not taken lightly. It is usually the last step in a difficult series of events, and is taken in the hope it will bring these events to a satisfactory conclusion. The process used to deal with the application will have a great influence on the level of satisfaction that each of the parties feel about both the review process and the outcome.

The benefits of mediation are well-known. The simple opportunity for understanding facilitated by meeting face to face in a confidential setting where parties can explain their perspectives and concerns facilitates the resolution of many issues. Mediation can also enable parties to identify the interests underlying a previous position, and to explore alternative means for achieving those interests, or at least to narrow the points in issue between them. Because mediation attempts to reduce unnecessary polarization, mediation can be successful both in resolving “one off” disputes and in resolving disputes involving parties who have an ongoing connection and must continue to deal with each other over time.

The Review Board has incorporated mediation into its review process based on the view that with appropriate modifications, such processes can be effective and successful in a public law regulatory setting where one of the parties is a body charged with protecting the public interest. The Review Board recognizes that our mediations must be adapted to the reality that Colleges cannot walk into a mediation prepared to “negotiate” their view of the public interest merely to resolve a dispute. However, experience has shown that in some cases, an understanding may follow from the simple opportunity for an applicant to participate in a direct and respectful meeting in respect of College processes perceived as less than transparent and responsive. In other cases Colleges have been exposed to new information that caused them to agree to re-evaluate the subject matter under review. Other instances may arise where Colleges consider it appropriate to recommend that matters be reopened, or to enter into consent agreements to resolve an issue. Early results suggest that both registration and complaint matters can be settled as a result of these efforts and that creative resolutions can be crafted by the parties which could not be ordered by the Review Board after a review hearing.

The philosophy and presumption the Review Board has started with in developing its mediation program is that not only will increased utilization of mediation processes create a more responsive, accessible, and efficient review of College inquiry committee and registration decisions at the Review Board level, but it may similarly encourage earlier resolution at the College level thereby reducing the demand for external review to the Review Board. Accordingly the Review Board's general philosophy is in favour of a robust mediation process designed to encourage parties to resolve applications for review in a non-litigious way.

The Review Board's mediation process is usually conducted using a board member and staff case manager as co-mediators and includes an opportunity for teleconference discussions with parties individually as well as, wherever possible and practical, a face-to-face mediation meeting. In order to ensure that all parties are comfortable with the mediator and there is no perception of possible bias, a board member who has previously been a member of a College or served on a College's board of directors will not act as a mediator in any case involving that particular College, unless all parties consent.

During this reporting period, a total of 16 mediations were conducted, 75% of which were successful in resolving the issues.

In order to be in a future position to assess the effectiveness of the Review Board's mediation program, in conjunction with the development of the mediation process, the Review Board also developed a participant questionnaire and other tracking and data collection tools. These will enable the Review Board to systematically, right from the beginning of the Review Board's mandate, gather information for later analysis and reporting about the level of success of the mediation program. This kind of information will enable us to make future decisions about the best use of the Review Board's resources and ways to improve the mediation program.

Mediation Feedback

(from Mediation Questionnaires distributed after mediation):

Question 4 “Taken as a whole, how would you rate the mediation process?”:

[27 Responses out of 57 Questionnaires sent out: Response rate of: 47%]

Rating	Number of Responses	Percentage
Excellent	7	28
Good	11	44
Fair	4	16
Poor	2	8
No Response	1	4
Total	25	100%

Adjudication

As the Review Board’s Rules contemplate, mediation is not appropriate for every case. Mediation may be inappropriate where, for example, an application identifies a broad systemic problem, where a dispute raises an issue of law, policy or interpretation that needs to be determined on the record, where an applicant is proceeding with a vexatious application, or where there are allegations of abuse of power. Each of these situations can raise special concerns that require adjudication and determination within the Review Board’s formal decision-making process. During this reporting period, 26% of applications for review received were determined inappropriate for mediation.

In other cases, even though the parties have entered into mediation in a sincere effort to resolve the issues on the application for review, the application may remain unresolved and must therefore be decided by the Review Board’s adjudication (hearing) process. In this reporting period 4 (25%) of the applications for review that completed mediation were unresolved.

A formal review before the Review Board is conducted as a “review on the record”, subject to any additional information or evidence that was not part of the record that the Review Board accepts as reasonably required for a full and fair disclosure of all

matters related to the issues under review. The Review Board may direct that a review hearing be conducted in person, in writing or by using an electronic format such as video or teleconferencing or by any combination of these formats. Reviews that are conducted by way of an oral hearing are generally open to the public, unless the Review Board orders otherwise.

An oral hearing gives the parties an opportunity to present their information, evidence and submissions to the Review Board in person. If a written hearing is held, the Review Board will provide directions regarding the process and timeframe for the parties to provide their evidence, arguments and submissions to the Review Board in writing.

The chair of the Review Board will designate one or more members of the Review Board to sit as a Panel for each individual hearing. A member of the Review Board who conducted a mediation will not be designated to conduct a hearing of the matter unless all parties consent. Further, in order to ensure that there is no conflict of interest or reasonable apprehension of bias, a board member who has previously been a member of a College or served on a College’s board of directors will not sit on a panel designated to conduct a hearing in any case involving that particular College, unless all parties consent.

After a written or oral review hearing the Review Board will issue a written decision and will deliver a copy to each party and post it to the website.

Decisions

At the end of this reporting period no formal hearings had yet been held and no applications for review had been adjudicated by the Review Board on the merits. However, 8 applications for review have been directed into a hearing process, to be heard in the next reporting period.

A number of preliminary decisions have been issued as follows.

- 2009-HPA-0027(a) re: *The College of Registered Nurses of British Columbia* (Preliminary Applications for Non-disclosure – Applications under s. 42 of the *Administrative Tribunals Act* dismissed and information ordered to be disclosed to the complainant) – December 22, 2009

- 2009-HPA-0031(a) re: *The College of Dietitians of British Columbia* (Preliminary Issue of Jurisdiction – Application dismissed as outside jurisdiction of Review Board) – December 4, 2009
- 2009-HPA-0038(a) re: *The College of Physicians and Surgeons of British Columbia* (Preliminary Issue of Jurisdiction and Applicant’s standing – Jurisdiction accepted) – October 30, 2009
- 2009-HPA-0008(a) re: *The College of Psychologist of British Columbia* (Preliminary Issue of Jurisdiction and Applicant’s

standing – Application dismissed as outside the jurisdiction of the Review Board) – August 31, 2009

- 2009-HPA-0006(a) re: *The College of Traditional Chinese Medicine Practitioners and Acupuncturists of British Columbia* (Preliminary Decision – Application for Extension of time to file – Granted) – July 16, 2009

Copies of these decisions are available from the Review Board office or website.

Review Activity Statistics

(for the reporting period from March 16 – December 31, 2009)

Number of Applications for Review Received (by type)

	Inquiry Committee Complaint Disposition	Delayed Investigations	Registration Decisions	Total	Percentage
March 16/09	0	0	0	0	0%
April 09	4	0	0	4	4%
May 09	4	0	3	7	7%
June 09	9	0	7	16	15%
July 09	3	0	0	3	3%
August 09	6	1	3	10	10%
September 09	6	0	3	9	9%
October 09	9	0	5	14	14%
November 09	5	0	5	10	10%
December 09	23	1	4	28	28%
Total at December 31, 2009	69	2	30	101	100%
Percentage of Total Applications	68%	2%	30%	100%	

Number of Applications for Review Received by Respondent College

College Involved	Complaint Disposition	Delayed Investigation	Registration Decision	Total	Percentage
Physicians and Surgeons	31	0	2	33	33%
Registered Nurses	17	1	14	32	32%
Psychologists	3	0	3	6	6%
Dental Surgeons	4	1	0	5	5%
Traditional Chinese Medicine	3	0	2	5	5%
Chiropractors	0	0	4	4	4%
Registered Psychiatric Nurses	3	0	0	3	3%
Optometrists	3	0	0	3	3%
Denturists	1	0	2	3	3%
Pharmacists	2	0	0	2	2%
Physical Therapists	0	0	1	1	1%
Occupational Therapists	0	0	1	1	1%
Opticians	0	0	1	1	1%
Dietitians	1	0	0	1	1%
Licensed Practical Nurses	1	0	0	1	1%
Total	69	2	30	101	

Disposition of Applications Closed in Reporting Period

Applications for Review	Number	Percentage
Number of applications for review received	101	100%
Number of applications closed	27	27%
Number of applications open at December 31, 2009 (case management in progress)	74	73%
Closed files		
Number of applications refused	4	4% (15% of closed files)
Number of applications withdrawn by applicant prior to early dispute resolution	4	4% (15% of closed files)
Number of files settled, resolved or withdrawn through early dispute resolution/mediation	12	12% (44% of closed files)
Number of applications summarily dismissed	7	7% (26% of closed files)

Guidelines and Recommendations

In addition to the Review Board's mandate to review individual cases, the Review Board has the power under section 50.53(1)(d) of the Act to develop and publish guidelines and recommendations for the purpose of assisting Colleges to establish and employ registration, inquiry and discipline procedures that are transparent, objective, impartial and fair.

The Review Board's knowledge and experience in addressing registration reviews, timeliness reviews and complainant reviews under section 50.53(1)(a), (b) and (c) can be used constructively and proactively through its mandate under section 50.53(1)(d) to assist the Colleges in developing transparent, objective, impartial and fair procedures in the public interest.

To meet this obligation the Review Board struck a *Stakeholder Consultation Committee*. The Committee of board members is chaired by Maurice Mourton, a former council member of the College of Physicians and Surgeons of BC and includes Marilyn Clark, former member of the College of Registered Nurses, Gordon Stewart, who has experience and knowledge of labour mobility issues, Valli Chettiar, who served on the Law Society of BC Credentials Committee, and J. Karin Rai, former director of the College of Registered Psychiatric Nurses of British Columbia. The Committee has been struck to consult with stakeholders in the review process, to report back to the Review Board on areas of concern, and to produce guidelines and recommendations in line with the requirements of the Act.

The Review Board's first recommendation and guideline was issued within this reporting period on November 24, 2009. This guideline was about registration procedures. It recommends against the practice of refusing to allow an applicant to make a registration application until certain requirements or pre-conditions are first met.

The guideline states that the only statutory requirements that must be met by a person seeking a review of a registration decision before the Review Board are that the person has applied to the College for registration and that the applicable registration committee either refused the requested registration, or granted registration with limits and conditions on the practice of the designated health profession by the registrant. The right to request a review before the Review Board does not depend on the ground on which the application is refused, or the lack of merit in the application. Thus, in accordance with the spirit and intent of the Act, the Review Board recommended that there be no conditions precedent imposed by a College either before delivering or making available to a person an application form for registration prescribed by a College's bylaws or policies, or before an application is heard and considered by the registration committee for decision. A complete copy of the recommendation and guideline is available on the Review Board's website.

Work is currently underway in this reporting period on the Review Board's second recommendation and guideline, also in regard to registration issues.

One of the issues the Committee has decided to focus its initial efforts on is registration procedures, with a particular emphasis on registration of internationally trained applicants as this was identified by a number of Colleges in our initial meetings with them. The registration of internationally trained applicants in BC, particularly those already registered in another Canadian jurisdiction and the impact of the Agreement on Internal Trade (AIT) and the *Labour Mobility Act* was identified as an area of interest.

Over the summer and fall of 2009, the Committee consulted with a small number of willing Colleges to conduct a pilot study with a view to:

1. publishing some early findings regarding best practices and assessing fair practices in terms of registration of internationally trained applicants; and
2. examining the methods the Review Board may use to assess fair registration practices in a way that is both agreeable to Colleges and effective for the Review Board.

The pilot study will explore innovative solutions to the obstacles faced in registering internationally trained applicants, including:

- High cost of processing complex international applications
- Difficulty in assessing varied programs
- Differing scopes of practice across jurisdictions
- Cultural differences, especially those embodied in the work environment
- External pressures (labour market demands; already secured employment; political mandates; etc.)

The final report of the Stakeholder Consultation Committee will outline the issues covered, the scope and method of the pilot study, a discussion of the innovative best practices discerned and the tenets of best practice for registration of internationally trained applicants. The Committee's final report will be issued in the next reporting period and will be available on the Review Board's website.

Financial Performance

First Year Expenditures

This reporting period covers the first fiscal year of operation for the Review Board. Expenses in the first part of the year in terms of staffing and processing applications for review were low and have grown steadily over the course of this first year, due to an increase in applications and as additional Colleges, including the College of Physicians and Surgeons, became regulated under the *Health Professions Act* and began issuing reviewable decisions in late 2009. A substantial part of the budget is based on the board member fees and expenses for conducting mediations, pre-hearing conferences, hearings and writing decisions but, as it takes time for applications to work their way through the process to mediation or a hearing there is a lag in the first year for those expenses to be fully realized. Expenses for member orientation, training and development undertaken in the first year are included here.

Following is a table showing the expenditures made by the Review Board during the first fiscal year.

Health Professions Review Board

Operating Costs – April 1, 2009 – March 31, 2010

Total Salary and Benefits	\$ 392,858
Total Operating Costs	\$ 467,583
Total Other Expenses	\$ 57
Total Operating Expenses	\$ 860,498

Shared Services Administrative Support Model

Administrative support for the Health Professions Review Board is provided by the office of the Environmental Appeal Board and the Forest Appeals Commission. Operating costs for the Review Board are recovered from the Ministry of Health Services.

This shared services approach takes advantage of synergy and keep costs to a minimum. This has been done to assist government in achieving economic and program delivery efficiencies allowing greater access to resources while, at the same time, reducing administration and operational costs.

In addition to the Health Professions Review Board, the office for the Environmental Appeal Board and the Forest Appeals Commission provides administrative support to four other appeal tribunals.



BRITISH
COLUMBIA

The Best Place on Earth