

# Frequently Asked Questions

## Physician Experience: Issues & Concerns

The Physician Issues & Concerns team works with and supports medical leaders in addressing workplace conflicts involving AHS physicians, such as clinical and/or interpersonal matters. This document addresses some common questions about the issues and concerns process.

### How are issues and concerns addressed?

In considering a complaint or conflict, medical leaders may use various mechanisms such as:

- A performance and/or coaching conversation, learning plan, mediated discussion or other means of resolution;
- A bilateral complaints review;
- A triggered initial assessment (refer to Part 6 of the [Medical Staff Bylaws](#)); and
- Other appropriate means as determined by medical leadership.

### How can I report a concern?

If you have a concern to report, there are a few ways you can do this:

- Report it to your medical leader
- Report it to your higher-level medical leader, such as an associate zone medical director or zone medical director
- Report to a senior consultant (concerns consultant) on the Physician Experience, Physicians Issues & Concerns team
- Report to Employee Relations ([employeerelations@ahs.ca](mailto:employeerelations@ahs.ca))
- Report to an operational leader (e.g., unit manager) to concerns involving an AHS staff member.
- File a report through [MySafetyNet](#) (AHS credentials required)
  - Medical staff can log into the MSN portal and submit workplace safety incidents and hazards using AHS credentials (their network login). Incident reports are immediately seen and addressed by the right people, reinforcing leadership involvement and making sure medical staff are heard and supported.
    - Note: MSN reporting is not anonymous, but details of the incident will only be shared on a need-to-know basis.

### What is the bilateral complaint resolution process?

The bilateral complaint resolution process (BCRP) refers to a process used when an issue or concern is raised by a physician **against** an AHS staff member or midwife, or **by** an AHS staff member or midwife against a physician.

The BCRP was developed following extensive consultation with stakeholders in 2021 and 2022. The goal was to standardize the intake and review processes for complaints to ensure a people-centric, timely, equitable and aligned approach when addressing workplace concerns that do not meet the threshold for concerns under Part 6 of the [Medical Staff Bylaws](#).

The term bilateral acknowledges that different guidance documents apply to different types of workers. With partnership between Medical Affairs, Human Resources, medical leadership and the Provincial Midwifery Administrative Office (PMAO), the processes ensure that Type III (worker-to-worker) issues as defined in AHS's [Respectful Workplaces and the Prevention of Harassment and Violence](#) policy are addressed in fair and consistent ways.

## Who do I contact?

Our team includes senior consultants (concerns consultants) who work closely with medical leaders to navigate workplace issues and concerns. In their role, they collaborate with other teams including AHS Legal, Privacy, Human Resources, Employee Relations, Protective Services and Clinical Operations.

Concerns Consultants are available to medical leaders to discuss immediate and ongoing concerns. You can email us at [PMAPhysicianIssuesConcernsManagement@ahs.ca](mailto:PMAPhysicianIssuesConcernsManagement@ahs.ca).

