



THE FEDERATION

CANADIAN FEDERATION OF CHIROPRACTIC REGULATORY AND
EDUCATIONAL ACCREDITING BOARDS

LA FÉDÉRATION

LA FÉDÉRATION CHIROPRACTIQUE CANADIENNE DES ORGANISMES
DE RÉGLEMENTATION PROFESSIONNELLE ET D'AGRÈMENT DES
PROGRAMMES D'ENSEIGNEMENT

**Discipline/Complaint Statistics
Collected in Canada**

Peter Waite CAE - Executive Director

Introduction – Discipline Reporting 2002 - 2010

- Project began in 2001 with the first statistics recorded 2002
- Data collected once per year - spreadsheet
- To date 8 years of data have been compiled and compared
- 2004 – Trend Predictions added
- Value in assisting regulatory bodies in tracking shifts in complaint subject matter

Type of Information Collected

Format of Complaint

Format of Complaint:

This Complaint (s) was received

a. As a Formal Written Complaint

OR

b. As a Verbal Complaint

OR

c. Through a Peer Review or an Investigative Process

OR

d. Other – Describe

Type of Information Collected

Complaint Identification

	1. Advertising	2. Commercial Misconduct	3. Negligence or Incompetence	4. Professional Misconduct	5. Substance Abuse
Complaint #	a. False advertising b. Free or discounted services c. Testimonials Improper patient solicitation d. Professional credentials e. Other - describe	a. Business fraud b. Fraudulent claims c. Conflict of interest d. Excessive fees e. Other - describe	a. Competence b. Record keeping c. X-rays d. Treatment plan e. Staff support f. Consent g. Confidentiality h. Failure to Provide or Release Records i. Practitioner Incapacity - Cognitive j. Failure to diagnose k. Other – describe	a. Criminal misconduct b. Sexual misconduct c. Licensure misconduct d. Scope of practice e. Defamation f. Code of Conduct g. Altering Documents h. Other – describe	a. Alcohol b. Drugs

Complaint Identification

Glossary of Terms

Glossary of Terms (in alphabetical order)

ALCOHOL OR DRUG ABUSE

The inability of a licensee to treat patients competently or safely due to use of any mind or mood-altering substance.

ALTERNATE DISPUTE RESOLUTION OR ALTERNATE COMPLAINT RESOLUTION - FORMAL

Resolution of a complaint through a formal Alternate Resolution Process conducted by a trained mediator.

BUSINESS FRAUD

Engaging in fraud, misrepresentation, or deception in business affairs relative to the practice of chiropractic.

CODE OF CONDUCT

Complaints relating to an individual contravening the provincial/territorial code of ethics or conduct outside of the areas already identified. This may include accepting gifts, patient abandonment, etc.

COMPETENCE

Complaints or disciplinary action relating to a lack of knowledge and skills which assure competence in the practice of chiropractic. May be generated from peer review, relate to injuries sustained by patients or inappropriate application of therapeutic modalities that a practitioner is not competent in.

CONFIDENTIALITY

Complaints relating to a practitioner failing to maintain patient confidentiality.

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Type of Information Collected

Complaint Identification

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1.		a.	b.		
2.					
3.					
...10.					
Discreet # Of Chiropractors ... _____/10	a) _____ b) _____ c) _____ d) _____ e) _____ f) _____	a) _____ b) _____ c) _____ d) _____ e) _____	a) _____ b) _____ c) _____ d) _____ e) _____ f) _____ g) _____ h) _____ i) _____ j) _____ k) _____	a) _____ b) _____ c) _____ d) _____ e) _____ f) _____ g) _____ h) _____	a) _____ b) _____

Type of Information Collected

Prior Complaints

Prior Complaints

Has This Registrant had Prior Complaints?

Yes/No

Type of Information Collected

Disposition of Complaints

Disposition of Complaint or Complaints):

The Complaint(s) Was

a. Dismissed

OR

b. Went to a Discipline Hearing

OR

c. Went to a Formal Alternate Dispute or Complaint Resolution Process

OR

d. Disposed Through an Informal Resolution Process

OR

e. Other (e.g. Fitness to Practice Assessment Ordered, Loss of Jurisdiction)

Type of Information Collected

Outcomes

Finding of Guilt

- **Some or All of Complaints**

Results of Discipline Hearings

Results of Formal Alternate Dispute or Complaint

Resolution Process

Method of Resolution Through Informal Process (e.g.

Caution, Reminder, etc...)

Results of Other Resolution Processes

Type of Information Collected

Outcomes

What Sanctions Were Imposed:

- a) Caution**
- b) Reprimand**
- c) Suspension**
- d) Cancellation of Registration & License**
- e) Conditions**
 - (i) Practice under supervision,**
 - (ii) Sole practice prohibited**
 - (iii) Successful completion of a specific course of studies**
 - (iv) Restricted practice**
- f) Proof of recovery from addiction or incapacity**
- g) Counseling or a treatment program**
- h) Fine**
- i) Repay the fee for professional services;**
- j) Pay costs of and fees related to the investigation or hearing or both**
- k) Other (describe)**
- l) Comments of Interest**

Type of Information Collected

Outcomes

**Total Cost Of
Investigations and
Discipline
to Regulatory Board**

**Total Amount of
Costs Recovered By
to Regulatory Board**

Type of Information Collected

Number of Registrants

**The total number of
chiropractors within
that jurisdiction**



Snapshot of Some Findings

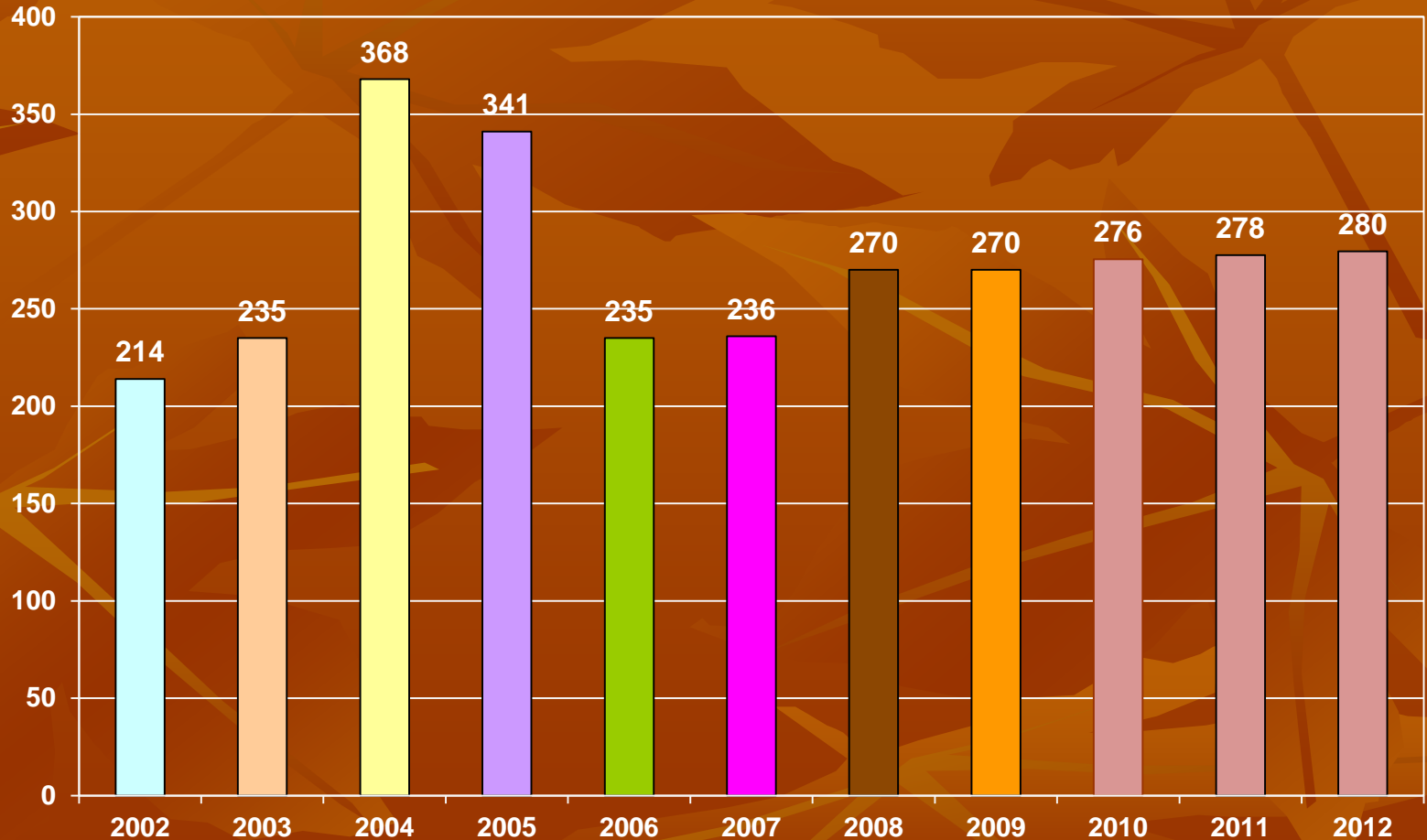
Results

Format of Complaints

- **Through the years – we have seen a decline in the number of verbal complaints accepted with formal, written complaints becoming more the standard.**
- **This helps insure that the principles of natural justice are served.**

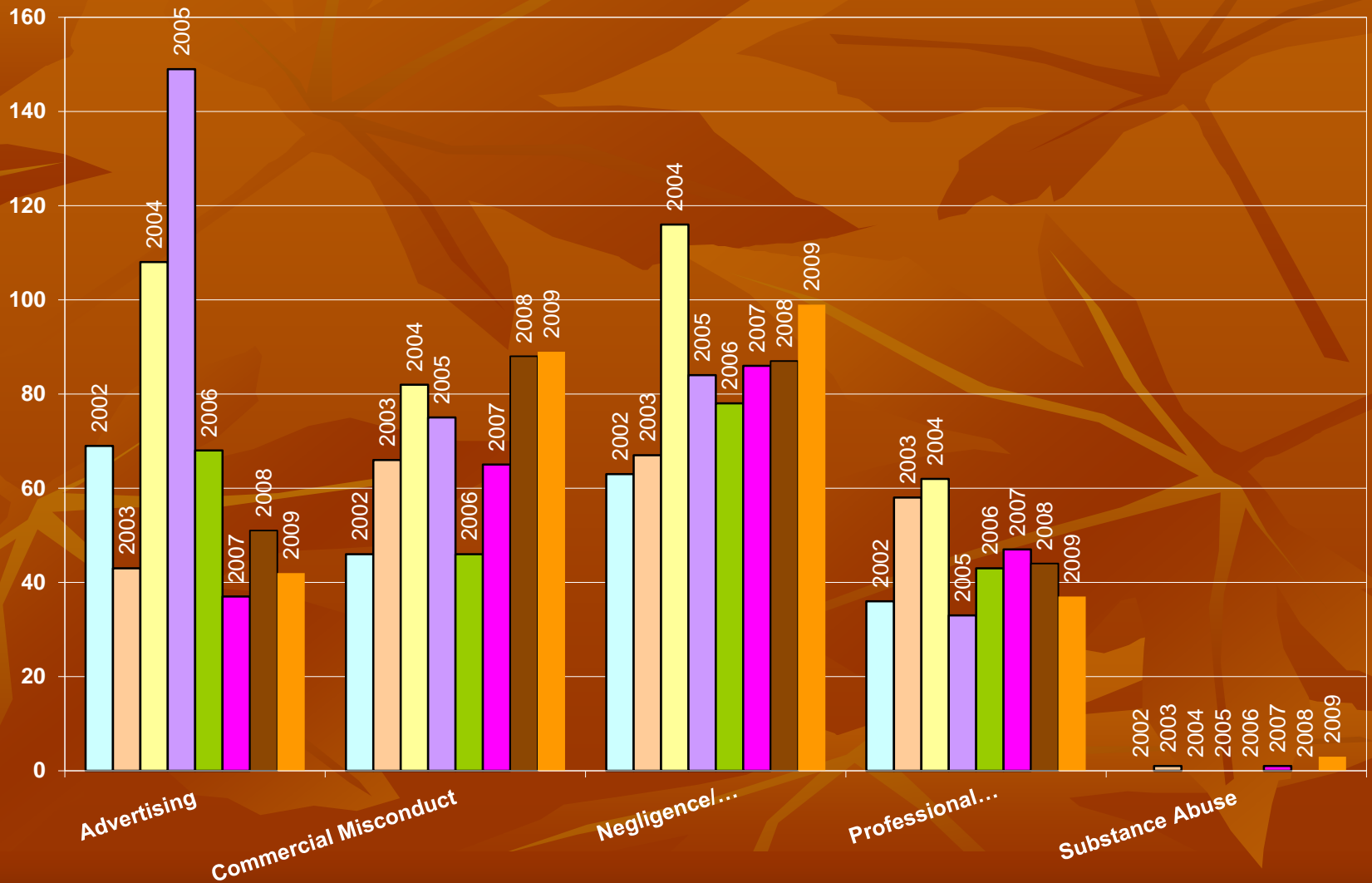
Results

Growth of Total Complaints With Trend Line



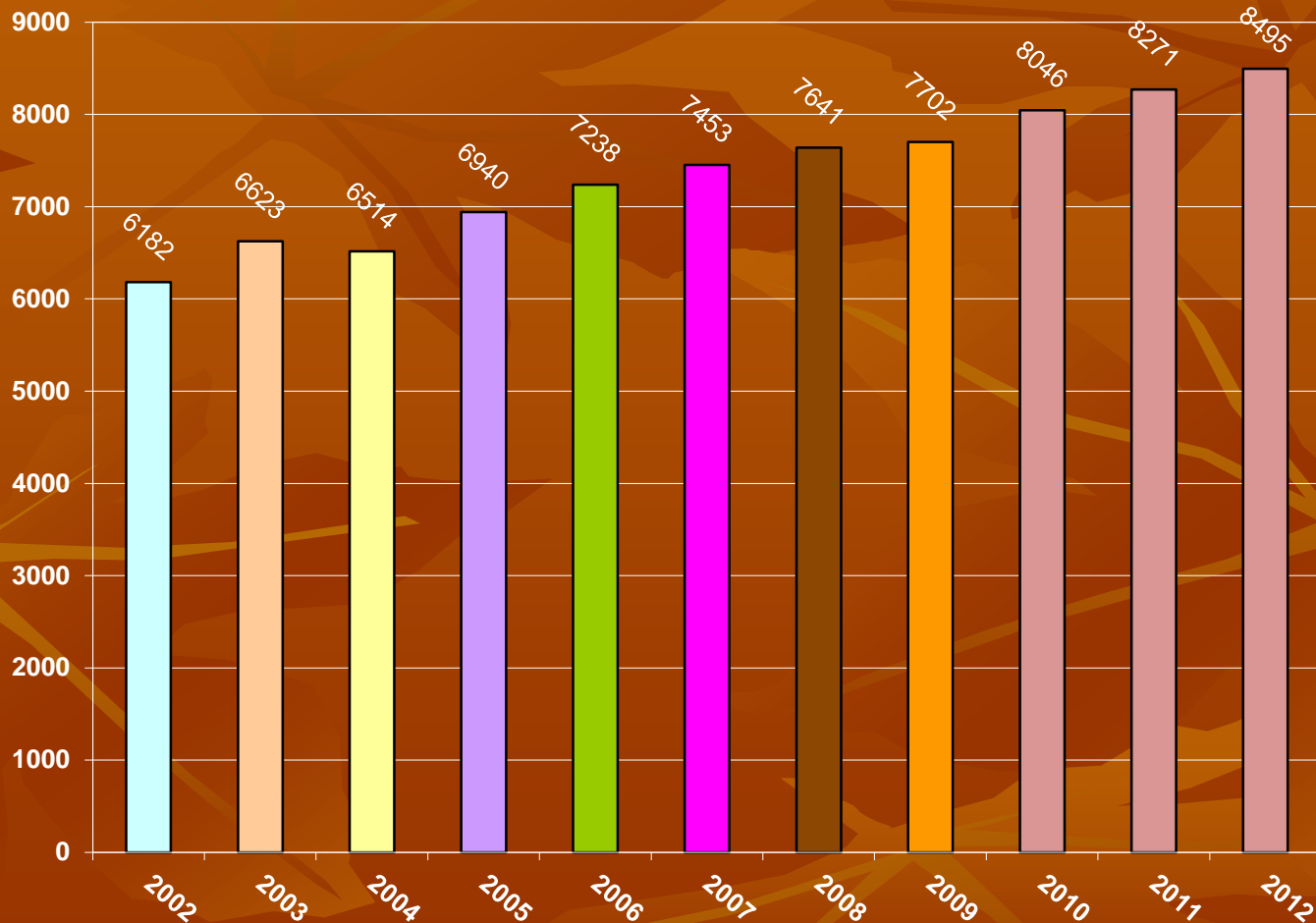
Results

Growth of Complaints By Category



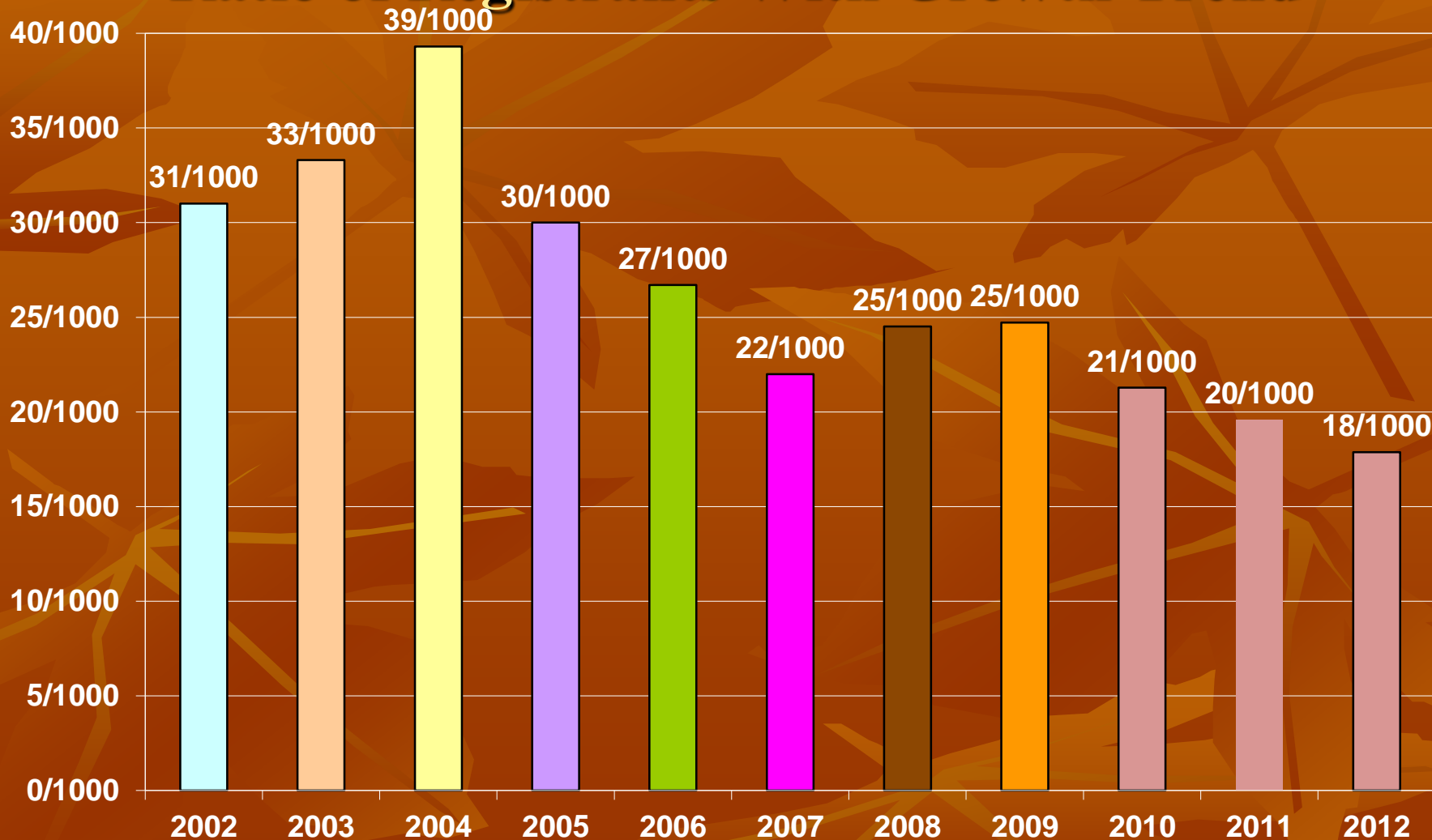
Results

Number of Registrants & Growth Trend



Results

Ratio of Registrants With Growth Trend



The background of the slide is a solid orange color with a pattern of stylized, darker orange leaves. The leaves are arranged in a way that they appear to be floating or falling, with some overlapping. The overall effect is a warm, autumnal aesthetic.

Questions?



Thank you.
www.chirofed.ca