

MEMBER SUPPORT PROGRAM: FREQUENTLY ASKED QUESTIONS

Have questions about the Member Support Program? Here are answers to some frequently asked questions.

Contact us at MemberSupportProgram@cmpa.org if you have further questions.

[What is the Member Support Program?](#)

[Why has the CMPA developed the MSP?](#)

[How does mutuality fit with the MSP?](#)

[How does the program work?](#)

[How will the MSP impact members?](#)

[Is there an additional membership fee for members who are referred to the MSP?](#)

[If it is recommended that a member complete additional education, will the CMPA pay for the course?](#)

[Will member data or assessment results be shared outside of the CMPA?](#)

[Who can members contact to learn more about the MSP?](#)

What is the Member Support Program?

The Member Support Program (MSP) is intended to assist members in reducing their likelihood of facing additional medical-legal matters.

The program was created to identify and support members whose medical-legal experiences are greater than those of their peers.

By providing tailored advice, assistance, and education, the program aims to help CMPA members recognize and address the factors that may increase their risk of facing future medical-legal matters. By so doing, the program seeks to help improve the safety of medical care and reduce physicians' medical liability difficulties.

The program is an extension of the support the CMPA has been providing to members for over 100 years.

Why has the CMPA developed the MSP?

With over 100 years' experience as a mutual defence organization, the CMPA is uniquely positioned to improve the delivery of safe care, and reduce patient safety incidents and medical-legal issues.

Our members share our commitment to safer care and support the CMPA in working more closely with members whose medical-legal experience is greater than their peers in the same type of work. As a mutual defence organization, we work with individual members and help them proactively reduce their risk of future medical-legal events in order to benefit the membership as a whole.

Building on this role and responding to member needs, we have developed the Member Support Program to benefit all CMPA members.

How does mutuality fit with the MSP?

Mutuality is a core principle of the CMPA. As part of a "mutual," the CMPA and its members collectively share in the costs, risks, and benefits associated with membership. The CMPA provides medical liability protection to members, and in turn, members are required to meet certain reasonable expectations.

These expectations include practising in a manner that aligns with the ethics and general expectations of the profession and supports the values of the Association (or mutual) as a whole.

Members whose medical-legal experience vary significantly from their peers, or members who are demonstrating increased medical-legal risk, are identified for an assessment by the MSP team. As part of their mutuality obligations, these members are asked to actively participate in the program to improve their quality of care and help prevent future medical-legal experiences.

How does the program work?

There are four main steps to the program: 1) identification, 2) assessment, 3) development of an education plan, and 4) ongoing support.

The first step is to identify members who may be in need of additional assistance. When a member's medical-

legal experience falls outside of the expected pattern within his/her type of work, or the member demonstrates increased medical-legal risk, he/she is referred to the MSP team for assessment.

The MSP team conducts a detailed needs assessment, looking at the member's last 10 years of practice history. This assessment aims to help the team identify ways to assist the member in managing and reducing the risks of future medical-legal issues. During the assessment, the team looks for any underlying factors—if they exist – which could be contributing to the member's medical-legal experience. The team understands that each practice situation is unique and that medical-legal difficulties can arise for a number of reasons. As such, the member is informed when the assessment is underway and invited to contact the team to discuss his/her medical-legal experience.

Once the MSP team understands the member's specific areas of need, they develop a tailored education and support plan intended to help the member reduce his/her medical-legal risk. This plan includes recommended education, focused advice and targeted education goals.

The final step of the program is follow-up and ongoing support. The MSP team regularly confers with the member and helps him/her take an active role in decreasing the likelihood of new medical-legal matters arising in practice. Once a year, the team reviews the member's medical-legal profile to assess continued program participation and determine if additional assistance or support is required.

How will the MSP impact members?

The MSP aims to benefit all members by promoting safer care and a sustainable medical-liability system in Canada. However, most members will not experience MSP activities directly.

The review process and the experience of our physician advisors allows us to identify when a member's medical-legal experience is greater than his/her peers in the same type of work, or if the member is demonstrating a pattern of increasing medical-legal risk. When this occurs, we refer the member to the MSP for an in-depth assessment of his/her needs.

The member is informed that the assessment is underway and invited to provide input to help the MSP team understand the circumstances surrounding his/her medical-legal history. Following the assessment, the team develops a tailored education and support plan to

address the member's specific areas of need. Depending on the needs of the member, this plan may include recommended education and ongoing assessment.

The intent of the MSP is to provide members with the tools and support they need to reduce their medical-legal experiences, improve safety in their medical practice, ease their stress and – most importantly – return confidence and satisfaction to their practice.

Is there an additional membership fee for members who are referred to the MSP?

No. The MSP is intended to benefit all members and its assessment and support services are included as part of CMPA membership. The cost associated with recommended educational programs will be at the members' expense.

If it is recommended that a member complete additional education, will the CMPA pay for the course?

No. Members taking part in additional education recommended by the MSP pay for their own training. The cost of the education is set by the organization offering the program in question.

Will member data or assessment results be shared outside of the CMPA?

At the CMPA, we understand the importance of privacy and the protection of personal health information. Our [privacy policy](#) governs personal information collected by the CMPA from or about individuals. Please refer to the policy, to learn when/how data is collected, used and shared. For more information about the privacy of information at the CMPA, please contact the CMPA Privacy Office at privacyofficer@cmpa.org.

Who can members contact to learn more about the MSP?

Please feel free to contact a member of the MPS team at MemberSupportProgram@cmpa.org.

