

**SUMMARY of the Decision of the Inquiries, Complaints and Reports Committee  
(the Committee)**  
(Information is available about the complaints process [here](#) and about the Committee [here](#))

**Dr. Nicole Andrea Tenn-Lyn (CPSO# 74908)**

**INTRODUCTION**

The College received information raising concerns about Dr. Tenn-Lyn's conduct in her emergency practice. Subsequently, the Committee approved the Registrar's appointment of investigators to conduct a broad review of Dr. Tenn-Lyn's practice.

**COMMITTEE'S DECISION**

A General Panel of the Committee considered this matter at its meeting of August 14, 2019. The Committee required Dr. Tenn-Lyn to attend at the College to be cautioned in person with respect to her communications and interactions with patients, colleagues, and staff, and to complete a specified continuing remediation and education program (SCERP) consisting of the completion of the Clinical Communication Program (offered by SAEGIS) and a reassessment approximately three months after the completion of the program.

**COMMITTEE'S ANALYSIS**

Trillium Health Partners advised the College that Dr. Tenn-Lyn had not been recommended for reappointment as a member of the Professional Staff for the 2016-2017 application year and that the hospital's Medical Advisory Committee (MAC) passed a motion to impose a non-immediate, mid-term suspension of Dr. Tenn-Lyn's privileges. In its written reasons, the MAC noted that Dr. Tenn-Lyn had a propensity to be untruthful and pointed to a "startling lack of insight" on Dr. Tenn-Lyn's part into her conduct and work with others in a clinical setting.

Dr. Tenn-Lyn has a significant history of problems at multiple hospital locations, including a failure to show up on time for shifts and poor communications with staff and patients. In 2015, the Committee cautioned Dr. Tenn-Lyn in person and required her to complete remedial education as a result of poor behaviour in the workplace. As a component of that education, Dr. Tenn-Lyn completed one-on-one instruction in communications, collaboration, and professionalism.

In 2019, the College obtained a report of a reassessment of Dr. Tenn-Lyn's practice. The report concluded that there continued to be issues surrounding Dr. Tenn-Lyn's communication and inter-professional interaction, but there was a lack of consensus on whether there had been any change or improvement since the previous assessment. The assessor felt that Dr. Tenn-Lyn demonstrated some insight into her behaviours, but had a different perception of the situations where conflict arose and her role in it.

The Committee believed that while Dr. Tenn-Lyn's clinical care was adequate, her communication and interactions with others in the emergency department remained an ongoing concern. The Committee therefore determined that the appropriate disposition in this matter is to caution Dr. Tenn-Lyn and require her to complete a SCERP, as noted above.