

SUMMARY

DR. EDGARD ALFONSO ARCIA-BRAVO (CPSO# 67277)

1. Disposition

On January 10, 2018, the Inquiries, Complaints and Reports Committee (the Committee) ordered family physician Dr. Arcia-Bravo to complete a specified continuing education and remediation program ("SCERP"). The SCERP requires Dr. Arcia-Bravo to:

- attend and successfully complete, or provide proof of recent completion, of the University of Toronto's Medical Record-keeping course;
- complete one-to-one instruction on professionalism;
- obtain, review, and provide written reports to the College on the following:
 - The Infection Prevention and Control for Clinical Office Practice (IPAC) Guidelines
 - Choosing Wisely Canada Family Medicine Guidelines
 - American Family Physician on "Non-steroidal anti-inflammatory drugs (NSAIDs) Prescribing Precautions"
 - the College Practice Guide
 - the College policies on *Medical Records*, *Test Results Management* and *Ending the Physician-Patient Relationship*; and
- undergo a reassessment with an independent, College-approved Assessor after completion of the education program.

2. Introduction

The College received a complaint raising concerns about Dr. Arcia-Bravo's practice, including his conduct and communications, and subsequently, the Committee approved the Registrar's appointment of investigators to conduct a broad review of Dr. Arcia-Bravo's practice.

Dr. Arcia-Bravo responded that he has been in practice for 23 years, but found the transition to a Family Health Organization (FHO) complicated due to the nature of his patient population and

changing from paper charts to an electronic medical record (EMR). In 2013, he attempted to address concerns raised by the FHO, such as writing prescriptions with the EMR and making timely billing payments to the FHO. In 2015, the FHO felt his practice and communication style were not a good fit with the FHO, as he largely billed outside the FHO. He was willing to work to improve but the group was unwilling and voted for his removal. Upon reflection, he is better suited to solo practice due to his patient population and the lack of administrative meetings. He was not abusive toward colleagues, but admits he could have been more collegial. Delayed documentation is also no longer an issue. He was unable to operate the EMR to show he had viewed test results until he contacted the EMR technical support, but recognizes he was not always up to date on reviewing results.

3. Committee Process

As part of this investigation, the Registrar appointed a Medical Inspector (MI) to review a number of Dr. Arcia-Bravo's patient charts, interview Dr. Arcia-Bravo, and submit a written report.

A General Panel of the Committee, consisting of public and physician members, met to review the relevant records and documents related to the investigation. The Committee always has before it applicable legislation and regulations, along with policies that the College has developed, which reflect the College's professional expectations for physicians practising in Ontario. Current versions of these documents are available on the College's website at www.cpso.on.ca, under the heading "Policies & Publications."

4. Committee's Analysis

Having reviewed the information before it, the Committee observed there were substantial ongoing professionalism and communications issues identified at the FHO. Dr. Arcia-Bravo's behaviour, which at times was noted as disruptive and aggressive, was concerning. It appears that Dr. Arcia-Bravo recognizes he could have been more collegial but does not have full insight into the effect his behaviour had on his colleagues and its impact on patient care, including

preventing other physicians in the FHO from accessing patient charts to provide care, and rostering patients without informing them. Though Dr. Arcia-Bravo has changed his practice location, he is still operating in a clinic in which several doctors work in an on-call group, and where collegial behaviour would be expected. In the Committee's view Dr. Arcia-Bravo would benefit from education to improve his professionalism and interactions with colleagues.

The Committee also took note of the fact that, in addition to concerns about Dr. Arcia-Bravo's conduct and communications, the FHO identified concerns with Dr. Arcia-Bravo's record-keeping in that he failed to document if patient test results had been reviewed and followed up, even after being asked to address the issue, and he failed to appropriately document care provided in the after-hours clinic. The MI also identified other deficiencies in Dr. Arcia-Bravo's record-keeping which were of concern to the Committee.

The Committee agreed with the MI that Dr. Arcia-Bravo did not meet the standard in 12 cases as his patient histories and examinations were not adequately documented. The Committee also observed that when records are inadequate, it is difficult for the Committee to fully assess whether or not the clinical care was appropriate. As a result of its concerns, the Committee ordered Dr. Arcia-Bravo to complete a course in medical record-keeping.

During the investigation, the College was notified of concerns with the cleanliness of Dr. Arcia-Bravo's office. The Committee was satisfied that Dr. Arcia-Bravo responded appropriately and in a timely manner when notified of the deficiencies. However, in the Committee's view Dr. Arcia-Bravo also would benefit further from self-study to review the IPAC guidelines.