FACILITY ENGAGEMENT
Specialist Services Committee

FAQ: Implementing MSA Policies

This FAQ has been developed to support MSAs in implementing the following policies:

- Code of conduct and conflict of interest policy
- Privacy policy

Applicable to all policies:

How often must we review our policies and procedures, and who should be involved?

It is a good practice to review the policy statements and procedures annually with working group members and supporting administrators. The MSA president should sign off on the final statements and procedures.

Who must be informed of new policies or any updates to existing policies and procedures?

It is important that all MSA members involved in Facility Engagement activities are kept informed of updates made to the policies and procedures. This can be incorporated into the onboarding process for new MSA executives, during working group meetings, and at annual general meetings with the membership. Additionally, MSAs can include reminders in medical staff bulletins and newsletters, or post notices in physician lounges, to increase awareness of the policies among their members.

Code of conduct and conflict of interest policy:

How can we implement a code of conduct and a conflict-of-interest policy?

It is recommended that MSAs communicate the code of conduct to MSA members involved in Facility Engagement activities, including MSA executives and committee members, through medical staff bulletins and newsletters and seek regular feedback to ensure that it is clear and easy to understand.

To implement a conflict-of-interest policy, MSAs can develop procedures for disclosing conflicts of interest and assessing and addressing them. This includes designating a working group member to be responsible for escalating reports of and managing conflicts of interest. MSAs can use the conflict-of-interest template developed by Facility Engagement.

Privacy policy:

How can we set up privacy procedures for the collection, use, and disclosure of personal information?

MSAs can use the privacy procedure template that was developed by Facility Engagement. If the MSA has the capacity and resources, it is important to designate a member of the working group as the Privacy Officer who will be accountable for the MSA's compliance with the privacy policy. For MSAs that require additional support, please contact your Engagement Partner.