

The Disciplinary Experience: Perspective of a Complainant & a Disciplined Licensee

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Why do you do what you do?

- **Discipline Case Management Principles:**
Systems, Policy, Purpose, Perspective

Transforming Principles into Practice by
examining the view of complainants &
disciplined licensees

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Perspectives

- Complainant
- Disciplined Licensee
- Surrogates
 - Governments & Organization Agents/Employees
 - Attorneys

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Complainant Perspective

Who is the complainant?

- Individual
- Healthcare Provider
- Business
- Regulated Entity
- Government
- Quasi-Government

Complainant Perspective

Motivations

- Righteous citizen
- Safety
- Professionalism
- Friend
- Seeking self-empowerment
 - Individual
 - Organization
- Competitor

Complainant Perspective

Frustrations

- Lack of transparency
- Perspectives of others
- Lack of remedies
- Fear of retaliation
- Scope of final decisions

Disciplined Licensee Perspective

Who is the licensee?

- Individual
- Employee
- Team Member
- Executive
- Leader
- Business partner
 - Payor relationships
- Community member
- Professional association member

Disciplined Licensee Perspective

Motivations

- Self-preservation
- Self-empowerment
- Mental health
- Mitigation
- Education
- Correction
- Professional success

Disciplined Licensee Perspective

Frustrations

- Inspections/Subpoenas
- Lack of transparency with investigation
- Lack of opportunity to review evidence
- Lack of respect or clarity of interpretation of laws by agency
- Mistake viewed in a vacuum
- Public view of discipline

The Same Perspectives?

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The Same Perspectives?

Commonalities

- Truth
- Privacy
- Respect
- Transparency
- Fairness
- Efficiency
- Clarity of law & enforcement
- Business realities
- Finality

