



the Sentinel

A Newsletter of the College of Dental Surgeons of British Columbia

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Informed Consent Building patient understanding

Many of the complaints received by the College have to do with informed consent. Patients complain that the outcome of their treatment was not what they expected. Something went wrong (in their eyes) in that they weren't given options for treatment, they didn't understand the treatment they were agreeing to, they didn't understand the risks involved in the treatment agreed to, or the bill was higher than they anticipated.

Obtaining informed consent from patients is an ongoing process of communication. It doesn't stop when the patient signs a generic "consent to treatment and acknowledgement of responsibility for payment" form at their first appointment. Each treatment embarked upon needs to be understood and consented to by the patient.

Discussions to obtain informed consent should take place before starting treatment, when entering a new phase of treatment or when changing a course of treatment. Risks and benefits of different treatments should be explained to patients. Options for treatment, including no treatment or treatment

that you are not willing or able to provide, should be discussed. Costs of treatment options should also be reviewed.

When talking about treatment options, it is important to use terms that patients understand. Remember that people learn and absorb information in different ways. Some people are able to understand information by hearing it, others are assisted by visualizing or reading information.

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We Dared to Dream!



President's Report

Dr. Peter Lobb

Eleanor Roosevelt said, "The future belongs to those who believe in the beauty of their dreams."

There are many who dared to believe our College could be a better regulatory body for dentists and certified dental assistants.

A year ago, Council members were asked to make a two-year commitment to enable the transition from regulation under the *Dentists Act* to the *Health Professions Act* (HPA). We initiated the monumental task of developing up-to-date bylaws from our existing Rules. We are half way there and already starting to see the fruits of our labours. Respectful discussions and consultation with stakeholders have led to policy decisions on scope of practice, quality assurance, mandatory collection of fees, regulation of CDAs and emergency dental care. Consultation

with government has replaced confrontation with collaboration.

Two significant government decisions have assisted College planning:

1. The Certified Dental Assistants of BC was advised that "certified dental assisting" will not be designated as a profession within the HPA and the application for a separate college has been denied. Regulation of CDAs will take place under the auspices of our College in a manner similar to current regulation under the *Dentists Act*.
2. The Ministry of Health advised the member service associations for dentists (BCDA) and dental hygienists (BCDHA) that it will not remove the 365-day rule and that the associations must work collaboratively to develop amendments allowing hygienists practising independently in residential care to also treat patients in assisted living.

Important financial dreams were realized this year. By paying off its long-term loan in May 2005, the College achieved debt-free status for the first time in a generation. We completed a third consecutive fiscal year without having to use our line of credit to manage College finances. And, we will use this year's capital surplus to develop a long-term reserve fund.

The new complaint process focusing on remediation and alternative dispute resolution is being well received. The Review Committees are more active in our peer review process and only one Court of Inquiry was required this year. Outstanding courses for the Review and Disciplinary Committees are greatly improving our process.

At September's Strategic Planning session, we developed achievable strategic goals based on a clear vision for our College:

"The College of Dental Surgeons of BC will be the leading health care regulatory body, promoting optimal oral health for British Columbians through excellence in dentistry and regulation based on principles of fairness, reasonableness and justice."

We are a proud profession with a distinguished past and an optimistic future. We dared to dream and to believe in our ability to create a College in which every dentist and CDA takes pride and every British Columbian has great confidence. While our journey is not done, working together, our dreams will become a reality!

Registrant Survey Results to Guide College

Our registrants' views about the College are important because they help us improve our overall performance in striving to be a better regulator. We recently completed a random sample opinion poll* of 250 certified dental assistants (CDAs) and 250 dentists to learn more about their opinions of the College's priorities, performance and communications.

Dentists' overall satisfaction with the College has increased dramatically to 91 per cent from 62 per cent in 1999.

To assess our performance over time, the survey results are also being reviewed in conjunction with a similar study conducted by the College with dentists in 1999.

Responses from the most recent survey indicate both dentists and CDAs are happy with our overall performance. Eighty-five per cent of both groups say they are "somewhat" to "very satisfied." Of those polled, 60 per cent of dentists and 40 per cent of CDAs have had personal contact with the College in the past five years. Ninety per cent of these respondents rated their experience as favourable.

Highlights from this year's survey indicate a dramatic improvement in dentists' satisfaction with the College since 1999, with total satisfaction increasing to 91 per cent from 62 per cent. Satisfaction has improved specifically in the areas of communication, regulation and licensing, handling of complaints, and discipline. Concerns in 1999 to do with internal politics, rigidity and handling of complaints have been significantly reduced.

Forty per cent of dentists and 25 per cent of CDAs expressed interest in volunteering for the College.

Five of six CDAs polled are satisfied with the College. However, 20 per cent would like to see increased CDA representation in the organization.

Wages, working conditions and status are top of mind issues for CDAs. Although these employment-related concerns are not included in the College's regulatory mandate, the Certified Dental Assistants of BC works to promote CDAs and supports its members with respect to employment and other issues. Priority issues for dentists include the regulation of performance, ethics and integrity.

About one-third of the dentists polled expressed dissatisfaction with what they believe to be an overabundance of dental advertisements that they view as excessive and overly aggressive.

We are encouraged by these results and the positive support of our registrants. Detailed survey findings will be presented to Council for consideration and used by College staff to guide their work. Thank you to all respondents for taking time to give us your views.

* Results are reliable within six percentage points 19 times out of 20.



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Diagrams, models and information sheets are often helpful when explaining proposed treatment.

Ask the patient if they have any questions and provide time for questions again before starting treatment. It is important to have some confirmation from the patient that they understand the consent being given. For example, the questions asked by the patient can tell you how much of your discussion was understood.

Once patients leave the office they may not always remember what they were told. It is often useful to put treatment information in writing. If possible, provide information sheets and/or written estimates for the patient to take home. Make sure patients read any consent forms before they sign them.

And as we never tire of repeating, record patient treatment discussions in their chart! Communicating and recording on an ongoing basis is one of your best means of demonstrating proper diagnosis and consent for treatment in the event of a patient complaint.

Understanding Regulation and Member Services



Registrar's Report

Heather Laing

The College of Dental Surgeons is mandated to regulate dentistry to protect the public.

Your professional associations are there to support you.

"How can I get a copy of the salary survey?" "I want to find out how many holidays I'm entitled to under the *Employment Standards Act*." "I want to advertise a course I offer." These are just a few of the kinds of questions that come through the College's switchboard on a daily basis.

Since the separation of B.C.'s regulatory and member services organizations for dentistry in 1999, the College of Dental Surgeons (CDSBC), the Certified Dental Assistants of BC (CDABC) and the BC Dental Association (BCDA) have been working to establish their individual identities with the public as well as with members and registrants.

What's the easiest way to tell who does what? One way to think of it is that the College of Dental Surgeons is mandated to regulate dentistry in order to protect the public. We do this by setting ethical and practice standards and ensuring that practitioners adhere to these. And while we work collaboratively with them in numerous

ways, the BC Dental Association and the Certified Dental Assistants of BC represent the professional interests of dentists and CDAs and promote oral health to the public. These organizations advocate on your behalf and offer a wide range of member services that may include insurance premiums, employment and salary survey reports and corporate discounts.

Your professional associations are there to support you. For instance, CDABC can provide you with information about wages, employment opportunities, employment conditions and professional development opportunities. The BCDA offers a referral service to help patients find a dentist and helps dental offices and the public with fee-related questions. And both accept advertising in their newsletters.

For more information about your member services association or the College, contact:

BC Dental Association
604 736-7202
Toll free 1 888 396-9888
www.bcdental.org

Certified Dental Assistants of BC
604 714-1766
Toll free 1 800 579-4440
www.cdabc.org

College of Dental Surgeons of BC
604 736-3621
Toll free 1 800 663-9169
www.cdsbc.org

Communications Director Appointed

We are pleased to announce that Margot White has joined the College as full-time Director of Communications in support of our strategic focus on communications. She has worked with us on a part-time basis for the past 16 months.

With an emphasis in health care, Margot has 25 years experience working with public and private sector organizations across North America. She operated a successful Vancouver-based consulting practice for 15 of these years and was previously a vice-president and partner in one of Canada's leading consulting firms. Her clients have included organizations such as Genome British Columbia, Eli Lilly Canada, Ovarian Cancer Canada, ICBC, Fraser Health, Canuck Place Children's Hospice and the Canadian Bar Association.

In addition to producing *The Sentinel* and *Contact* newsletters, Margot will contribute her experience in strategic

communications and business planning to all areas of the College, including quality assurance, licensing and registration, complaints, and CDA and dentist relations.

Her knowledge of media relations, research, organizational change and advocacy will help the College strengthen its presence and profile with a range of audiences.

Margot holds a bachelor of arts in communications from the University of Denver and has taught at colleges in Alberta and B.C. She has been a director of numerous non-profit organizations and regularly mentors young people in communications. Outside work, she keeps busy with her two teenagers and enjoys outdoor pursuits as well as jewelry-making, reading and dance.



Margot White

IN BRIEF

Tell Us If You Are Retiring

If you're retiring, please be advised that CDAs and dentists must formally notify us in writing of your official retirement date. Your status becomes official for insurance purposes and our records on the date on which we receive your written notice.

CE Guidelines Updated

Check the insert in this issue of *the Sentinel* for your copy of our updated Continuing Education Guidelines. The Guidelines were recently revised by the Quality Assurance Committee to be more user-friendly and are being phased in during 2006.

Election Results In

The results of this year's elections for the incoming 2006–2007 Council are in. Re-elected by acclamation for one-year terms are President Peter Lobb, Vice-President Ash Varma and Treasurer Bill McNiece. Sieg Vogt was also re-elected and will serve a two-year term. Our 20-member Council includes dentists, a certified dental assistant and public members.

Continuing Education Credits – D.A.M.!

Please note that, effective June 1, 2006, self-study courses offered in D.A.M.! (*Dental Auxiliary Magazine*) will be eligible for two (2) continuing education credits per issue, rather than the three (3) previously allocated.

Can We Talk?

If you move or change your contact information – including phone, fax, email or address – please notify the College so we can reach you on short notice if necessary. Use the form below or visit our website at www.cdsbc.org/login.asp.

Changing Your Name? Submit your request in writing, with a copy of your marriage certificate or legal name change document.

Change of Address Form

Return by Mail: Registration
College of Dental Surgeons of BC
500 – 1765 W. 8th Avenue

Vancouver, B.C. V6J 5C6
By Fax: 604 734-9448
or toll free to 866 734-9448

<input type="radio"/> Dr. <input type="radio"/> Miss <input type="radio"/> Ms. <input type="radio"/> Mrs. <input type="radio"/> Mr.		CDSBC Registration Number
Surname		Given Name(s)
<input type="radio"/> practice <input type="radio"/> home <input type="radio"/> mailing		
New Address		
City	Province	Postal Code
Phone ()	Fax ()	Email



Council Highlights > March 3, 2006

Finances

Treasurer, Dr. McNiece, reported that the College has met its budgetary objectives and, for the third year in a row, has not had to draw on its line of credit. The College will have a surplus that will allow it to achieve a positive operating cash balance, enabling it to develop a long-term reserve fund for contingencies. Details will be presented to Council on May 12, 2006.

Revocation of the Authority of a Dentist's Incorporation to Carry on the Practice of Dentistry

In June 2005, after a full hearing, an Inquiry Panel cancelled Dr. Oleg Gavrilko's registration. Council revoked the authority of Dr. Oleg Gavrilko Inc. to carry on the practice of dentistry, effective March 3, 2006.

Policy and HPA Bylaw Development

Council confirmed the process it uses for policy and HPA bylaw development.

- When policy is being formulated, the initial ideas or principles developed by College committees, elected officers or staff are submitted to Council for approval in principle. Consultation then takes place with affected stakeholders. Council considers stakeholder feedback, amends its approval in principle where appropriate, and gives its final approval. Government approval is sought when necessary, policy is altered as required and decisions are communicated to registrants.
- The process for developing bylaws under the *Health Professions Act* involves an initial review of the Rules under the *Dentists Act* by College committees, elected officers and

staff to identify appropriate principles, including necessary changes. These are submitted to Council for approval in principle. The HPA Bylaws Working Group then creates draft bylaws for submission to Council and to government for approval. The CDSBC bylaws are subsequently posted for review by all stakeholders. The bylaws are reconsidered and, once approved, are submitted to the Lieutenant Governor in Council.

Health Professions Act Bylaws Working Group

Dr. Varma, Chair, advised that various College committees have examined the current Rules under the *Dentists Act* with a view to bylaw development.

Council directed the HPA Bylaws Working Group to draft bylaws using the principles recommended by the Accreditation Committee, the Registration Committee, the Article 16 Review Committee and the Ethics Committee.

Report from Ethics Committee on Emergency Dental Treatment Research Program Summary and Recommendations

Council approved the following working definition of dental emergencies:

"A dental emergency exists if professional judgement determines that a person needs immediate attention to deal with uncontrolled bleeding, uncontrolled swelling, traumatic injury or uncontrolled severe pain. Dentists have an obligation to consult with and provide emergency dental care to members of the public, or make a reasonable attempt to provide alternative arrangements in their absence."

This definition will be used as a point of discussion with stakeholders and encompasses the principles the HPA Bylaws Working Group will consider in the development of proposed bylaws under the HPA.

The Registrar will arrange a meeting with BCDA to discuss how the two organizations can collaborate on recommendations in the College's Emergency Dental Treatment Research Program Summary and Recommendations report.

Mandatory Continuing Education Guidelines

Council approved updated *Mandatory Continuing Education Guidelines* as recommended by the Quality Assurance Committee. These will be distributed to all registrants this spring.

CDA Advisory Committee

Ms. Kathy Boyd, Chair, reported on activities:

- Applications for the CDA Council member have been received by the CDA Council Member Selection Working Group, which will begin the selection process to recommend an applicant to Council.
- Ms. Boyd is visiting CDA Component Societies throughout the province to discuss CDSBC's role, answer questions and clarify the distinction between regulation and member services.
- The terms of reference of the Prosthodontic Module Working Group are yet to be created and the Group has not met.

- The Committee has had ongoing communication with Dr. Witt to complete the update of the Orthodontic Module. This project will move to the CDA Bylaws Working Group to work on refining the principles with Dr. Witt, determine how to implement the updated module, and how to update CDAs who have already completed the module.
- Following Council's direction to incorporate the former Long Term Care Facility "Pilot Project" into future bylaws, the College is seeking input from CDAs currently employed in these facilities.
- A Strategic Planning Session focusing on regulatory matters of concern to CDAs is scheduled for May 2006.

CDA Advisory Committee Appointments

Council appointed new members Ms. Judy Laird and Ms. Brenda Sherwood.

Grants

Council approved the following motion: that out of the College's funds, Council may make grants to organizations that support the mandate, duties and objectives of the College. Council may, in its sole discretion, transfer the grant monies in accordance with a payment process to be determined by Council. Council directed the HPA Bylaws Working Group to incorporate this principle into its draft bylaws.

Canadian Health Care Academy

Pursuant to Section 68 of the *Dentists Act*, Council granted consent to Canadian Health Care Academy to change the title of its program from Chairside Dental Assistant Level I to Chairside Dental Assistant with Reception, and to add a component for marketing and digital photography.

NDAEB Exam

Council considered feedback from stakeholders, including the correspondence and position paper submitted by the CDA Subcommittee (Articulation) Allied Dental Educators of BC, about its decision in principle to require the NDAEB written examination in B.C.

Council defeated the following motion: that Council reconsider its decision of September 23, 2005, 'that the NDAEB written examination be a requirement in BC for all certified dental assistant applicants effective January 1, 2007.'



College employee profile

Betty Wiebe

Betty Wiebe is the person to go to with questions about advertising, incorporations, the process for accreditation of general anaesthetic and deep sedation facilities, and the registration of qualifications for inducing sedation. She also supports several College committees and says she enjoys attending their meetings.

"I like getting acquainted with the members and playing a part in helping the committees achieve their goals," says Betty.

Originally from South America, Betty was raised in Vancouver from the age of seven. Before joining the College as an administrative assistant almost five years ago, Betty's experience included working as a medical office assistant, hospital computer clerk and chiropractic office assistant.

A stay-at-home mom for 12 years, Betty returned to college and earned an accounting certificate. Her bookkeeping skills were definitely an asset for the office manager position she held prior to coming to the College, and her local church also benefited when she volunteered to manage all its accounting responsibilities.

Betty has lived happily in Richmond for the last 30 years with her husband Alf and their three children, Andrew, Allan and Angela. Outside of work, Betty and Alf are kept very busy overseeing the building of their new home in Chilliwack, which they hope to move into this summer.

When time permits – which is seldom these days – Betty enjoys sewing, tole painting, reading and going for walks.



College Awards Outstanding Contributions

The College recognized 29 individuals for their contributions to the field of dentistry at our annual awards ceremony held during the Pacific Dental Conference in March.

Honoured Member Awards, which recognize outstanding contributions to the art and science of dentistry and to the dental profession over a sustained period of time, were awarded to Dr. John Diggins and to Dr. Perry Trester.

Distinguished Service Awards were presented to Dr. Evelyn McNee and to Dr. Edwin Yen, Dean of the UBC Faculty of Dentistry, for their outstanding contributions to the College and to the dental profession over a number of years.

The following Past Presidents of the College were recognized with Distinguished Service Awards: Drs. Jim Brass, Fred Froese, Myrna Halpenny, Hank Klein, Mac Leitch, Robert Rosenstock, John Silver and Dan Stoneman.

In recognition of special service, and reserved for individuals who have made a significant contribution to dentistry, Awards of Merit were conferred upon Certified Dental Assistant Barbara Steer and upon Drs. Douglas Conn, Murray Fain, Brad Forster, Allan Hovan, Paul Garret, John Gercsak, Todd Jones, Craig Naylor, Dennis Nimchuk, Graham Matheson, Matthew Panar, Mark Spitz and Ashok Varma.

Ms. Bethan Everett, Ms. Lael Hamilton and Mr. Mehmud Karmali were awarded Certificates of Appreciation for their volunteer contributions to the College.

If you are interested in nominating an individual for a College award, please contact Janet Khong or obtain a Call for Nominations form from our website at www.cdsbc.org/pdf/call_for_nom.pdf. Nominations close October 31.



Back Row: Dr. Fred Froese, Dr. Doug Conn, Dr. John Gercsak, Dr. Myrna Halpenny, Dr. Todd Jones, Dr. Jim Brass, Dr. Hank Klein, Mr. Mehmud Karmali

Centre Row: Dr. Ashok Varma, Dr. Graham Matheson, Dr. Ed Yen, Dr. Murray Fain, Dr. Brad Forster, Dr. Bethan Everett, Dr. Allan Hovan, Dr. Dennis Nimchuk, Ms. Barbara Steer, Dr. Paul Garret

Front Row: Dr. Craig Naylor, Dr. John Silver, Dr. Mac Leitch, Dr. Perry Trester, Ms. Heather Laing (presenter), Dr. Peter Lobb (presenter), Dr. John Diggins, Dr. Evelyn McNee, Dr. Robert Rosenstock, Dr. Dan Stoneman

Missing: Dr. Matt Panar, Dr. Mark Spitz, Ms. Lael Hamilton

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and content suggestions for
The Sentinel are welcome
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Editor, c/o the College.

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