



the Sentinel

A publication of the College of Dental Surgeons of
British Columbia for dentists and certified dental assistants

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The College and Certified Dental Assistants Positive Evolution

Building better connections, creating good working partnerships and improving communication were just

was to build on Council's commitment last fall when it identified "certified dental assistant relations" as one of its top strategic priorities.



Workshop participants take a short break.

Left to right: Lane Shupe, Peter Lobb, Joanne Brodersen, Rosemary Parsons, Michele Rosko, Paul Durose

a few of the hopes for the day that were identified by participants in the Certified Dental Assistant planning workshop hosted by the College in May.

There is no question that certified dental assistants are an important part of the dental team and the College has made significant strides toward greater CDA involvement in regulatory issues. The purpose of the day-long workshop

The goal of the May session was to explore and identify specific ways the College could strengthen its relationship with the more than 4,800 certified dental assistants (CDAs) practising in B.C. The College invited over 30 certified dental assistants

from component societies across B.C., the Certified Dental Assistants of BC, Articulation Committee, College committees and private practice. Additional attendees included two public members from Council, six dentists (including College elected officers) and senior College staff.

The first half of the meeting focused on the College's regulatory mandate and role – both of which are derived solely from the *Dentists Act*. Participants also reviewed results from the College's recent registrant survey showing that



President's Report Dr. Peter Lobb

British Columbians Can Be Proud

My summer *Sentinel* article was written at the end of April upon my return from Ottawa, where British Columbians played major roles at various national dental meetings.

At a formal dinner on April 28, held in the Grand Hall of the Canadian Museum of Civilization in Gatineau (formerly Hull), I was reminded why I am proud to be a British Columbian. Amid totem poles and aboriginal artifacts of our West Coast heritage, we celebrated the installation of Wayne Halstrom as President of the Canadian Dental Association (CDA). Wayne and his talented Vancouver family charmed an audience gathered from across our great country with their musical talents and warm friendship.

During the annual CDA meeting, David Zaporinuk and members of the BC Dental Association (BCDA) led discussions tackling governance, I-TRANS and financial issues affecting the CDA. Ron Markey was elected Chairperson of the CDA General Assembly – a first for a non-Ontarian.

At the Canadian Dental Regulatory Authorities Federation (CDRAF) meeting, all 10 provincial regulators achieved agreement on matters of governance and licensing of internationally trained dentists. Heather Laing and Dean Ed Yen led discussions that gathered support from all regulators to consult with their

B.C. is back with talented leadership that will play a significant role in the national arena.

respective councils or boards concerning bylaw changes necessary to permit the creation of academic specialists and certified specialists restricted to their specialty. The CDRAF also agreed to partner with the CDA to do a national survey on charitable dental care. All regulators were enthused by the significant progress achieved at this meeting.

Betty Larsen attended the Dental Assistant Regulatory Authority (DARA) meeting. Productive discussions included adding four skills to the national standard, labour mobility and national dental assisting exams, which benefited from Betty's expertise on certified dental assisting regulation.

This fall, Michele Rosko will become President of the Canadian Dental Assistants Association (CDAA). She was joined by Sheryl Haynes and Marlene Robinson from the Certified Dental Assistants of BC (CDABC) at the CDAA meeting where matters affecting member services for certified dental assistants were discussed.

With two British Columbians serving as national presidents, a leading regulatory College and two strong member services organizations (BCDA and CDABC), everyone knows B.C. is back with talented leadership that will play a significant role in the national arena. We have every reason to be proud British Columbians!

Setting Goals for Mandatory CE

With strides in technology, new clinical procedures and evolving patient expectations, a commitment to continuing competence is vital for dentists and certified dental assistants alike.

“We encourage our registrants to remain contemporary in thought and practice throughout their careers,” says College Registrar Heather Laing.

“Our goal is to ensure their competency as part of our mandate to regulate dentists and certified dental assistants in the public interest.”



“We believe it is our registrants’ professional responsibility to determine their individual continuing education needs and to take part in CE activities that enhance their ability to practise safely and competently,” adds Ms. Laing.

While the College does not typically host CE programs or courses, it does play an important role by managing CE reporting for its 8,000 plus registrants.

Many registrants set a goal to obtain a specified number of credits per year to complete their credit requirements on time. Others make it a priority to attend the Pacific Dental Conference

each spring, gaining up to 15 credits at the conference. Some prefer to teach or take advantage of the flexibility of self-study options. In the end, it is up to each registrant to find an approach that works for them and to ensure they are eligible for relicensure by having the required number of CE credits at the end of their three-year cycle.

To help you keep track of how many CE credits you have completed, the College sends registrants a copy of their current CE transcripts every April. If your three-year CE cycle ends that year, you will receive another mailing in August. And if your credits are still incomplete by November, you will receive another (and final) transcript from the College reminding you to complete your CE credits by the end of December to be eligible for relicensure the following spring.

The College establishes mandatory continuing education requirements under Article 17 of the Rules under the *Dentists Act*, which requires registrants to obtain a minimum number of credits during a three-year cycle to be relicensed. A minimum of 36 credits is required for CDAs and 90 for dentists. Eligibility requirements are outlined in the *Guidelines for Mandatory Continuing Education* provided in the BC Dental Manual and available on the College website.

College CE Online

All registrants can now report CE credits through the “Registrant’s Only” section of our website (cdsbc.org). You can also view your transcripts and change your address.

CDA Licence Fees – Where Your Money Goes

Certified dental assistants have been asking what their licence fees include.

From the fees we collect from you, a portion goes toward the continued operation of the College to maintain our regulatory function. In addition, we make annual grants based on amounts requested by other organizations, including the Certified Dental Assistants of BC (CDABC) and others.

For instance, \$100.35 of the individual CDA practising fee for 2006 funded regulatory activities and \$121.65 funded the grant CDABC requested. As with all the organizations that apply for grants, the CDABC is free to collect its membership fees directly from CDAs who wish to belong to the Association instead of asking for a grant from CDSBC.

Council reviews all grant requests annually to ensure the goals of the requesting organizations are in keeping with the College’s mandate, goals and objectives as defined in the *Dentists Act*. It is inappropriate for CDSBC to grant funds to those organizations whose goals and objectives are in opposition to those of the College.



Registrar's Report Heather Laing

The *Health Professions Act* and You

We have been talking for a number of months about the transition from the regulation of dentists and CDAs under the *Dentists Act* to the *Health Professions Act* (HPA). We expect this transition to take place sometime within the next eight to 12 months and have been asked by our registrants about how this change will affect them.

Under the HPA, dentists and CDAs will continue to be regulated by the College. The College's mandate, public protection through regulation, remains unchanged. The College will retain the responsibility to establish, monitor and enforce standards of practice and education, ethics and qualifications for registration, and to ensure competency and ethical behavior of dentists and CDAs.

While we hope the new regulations and bylaws under HPA will clarify and streamline processes for the College, we expect the day-to-day impact on CDAs and dentists to be minimal.

Here is an overview of the key elements of the HPA and the process we are using to create and adopt new bylaws.

HPA Regulations

The HPA provides a common regulatory framework for the governance of health professions. Under this "umbrella" law,

Regulations are created for each health profession. These Regulations empower a College to regulate, protect title, and identify scope of practice and reserved actions.

HPA Bylaws

Each regulatory college has its own bylaws. The bylaws set out the details of the operation of the organization, including the duties and responsibilities

The draft bylaws will be posted by government for public consultation for 90 days.

of a governing board, committees and the registrar; qualifications for registration; and the regulation of professional conduct and ethics.

The CDSBC Council must develop, for government approval, bylaws under the HPA. These bylaws will replace the Rules under the *Dentists Act* when that Act is repealed.

Creating New Bylaws

The CDSBC Council asked College committees, composed of dentists, certified dental assistants and members of the public, to review sections of the existing Rules, advise

what was working, and make recommendations if areas needed updating or if processes could be improved. Council considered the committees' recommendations and passed motions to accept the principles outlined.

Council has also formed an HPA Working Group to spearhead the drafting of bylaws to carry out Council's direction.

Bylaw Adoption Process

At its September 2006 meeting, Council will review the draft bylaws, and will then seek government approval of the draft. Any changes will be made in consultation with the Ministry of Health. The resulting document will be returned to Council for review.

Next, the draft bylaws will be posted by government for public consultation for 90 days, giving dentists, CDAs any other interested parties an opportunity to comment. Feedback will be considered before final bylaws are created and passed by the CDSBC Council for enactment by government.

As we continue, the College will ensure its staff, volunteers and registrants are informed of our progress and any relevant changes.

The *Health Professions Act* is available online at www.qp.gov.bc.ca/statreg/stat/H/96183_01.htm

Managing Expectations and Reducing the Risks

Good rapport between the patient and dental team is an important contributor to satisfaction. It can also help reduce patient complaints to the College. Conversely, inadequate communication and lack of understanding can lead to unrealistic patient expectations, confusion, frustration and sometimes even anger.

Encourage questions and dialogue, and record these conversations. Use general terms to describe treatment options.

Patients' opinions of their dentist are influenced by numerous factors that span from their initial contact with the office to the completion of their treatment. Positive features include the accessibility and availability of office staff; the dentist's willingness to listen and explain; efficient scheduling; quality and comprehensiveness of treatment; trouble-free referrals; and appropriate patient follow-up.

Here are some proven tips from dental offices to enhance patient relationships and communication.

- Ensure the dentist makes all emergency patient appointment decisions.
- Greet patients by name and use the appropriate courtesy title such as Mr., Mrs. and so on. Introduce yourself and other employees.
- Be punctual and offer explanations and apologies for late appointments. Notify the patient in advance if you know you are running late.
- Once the dentist forms a diagnosis, they should inform and advise the patient about the possible progression of their condition with, and without, treatment.
- When presenting treatment plans to a patient, provide information about the risks of each choice, including no treatment, and the possible expected outcome and prognosis. Encourage questions and dialogue, and record these conversations. Use general terms to describe treatment options.
- Obtain consent before treatment. A pre-treatment review may be helpful at the beginning of the appointment to ensure the patient remembers what is to take place.
- Know when to refer patients to specialists and provide them with the purpose of the referral and supporting information.
- It may be helpful to hand out patient education information that explains treatments and reinforces postoperative instructions.
- Be aware of language barriers or a patient's inability to provide consent. Ask the patient to bring a translator or other representative to the appointment.
- After a difficult or comprehensive treatment, personally contact the patient to ask how they are feeling. Ensure the dentist is notified of their status and record the information.
- Ensure all personal patient information is securely stored and kept confidential and that all employees are aware of your protocol.
- Clarify billing procedures and the basis for all charges.
- Listen to your patients, and give them a chance to explain any difficulties or frustrations they have been experiencing. Do not ignore a patient's unhappiness.

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while five out of six CDAs polled are satisfied with the College, about 20 per cent would like to see more CDA representation in the organization.

In the afternoon, participants brainstormed individual steps that could be taken to enhance understanding and build stronger relationships. The group identified a number of goals for consideration. For instance, one of the ideas we have adopted includes promoting the fact that we regulate CDAs as well as dentists because this is not clear in

our corporate name. As a result, we have adopted the tagline "Regulating dentists and certified dental assistants in the public interest" for use on all of our printed and electronic materials.

The College looks forward to building on the positive outcomes of the workshop and the continued involvement of certified dental assistants in the regulation of dentistry. Watch future issues of *The Sentinel* for reports from the CDA Advisory Committee on the goals recommended at the workshop.

Council Highlights > May 12, 2006

Health Professions Act (HPA) Bylaws Working Group

The Working Group continues preparation for drafting bylaws to be approved by Council at its September meeting.

Council adopted principles to be used by the HPA Working Group to draft bylaws with respect to:

- Dental Personnel, including certified dental assistants, dental assistants and hygienists;
- Academic General and Academic Specialist licences;
- Specialist, Restricted to Specialty licences, and
- a renewed quality assurance program.

Council Size

Council approved a Council of 18 members, commencing in 2007. It will include a president, vice president, treasurer, specialist dentist, UBC dentist, two certified dental assistants, six public members, and one dentist from each of five electoral districts: Vancouver, Vancouver Island, Fraser Valley, Southern Interior and North.

College Finances

Council approved the audited Financial Statements for the fiscal year ending February 28, 2006. A surplus was achieved. This means the College:

- has operated without drawing on its line of credit for a third consecutive year;

- has fully retired its internal Interfund Loan and thereby moved to a positive operational (cash) position;
- will now create a contingency reserve fund initially funded by a surplus of \$500,000.

Honorarium Working Group

The College Expense Policy for Volunteers requires Council to set the annual honoraria for elected officers each year.

Council approved the recommendations of the Working Group that:

- no change be made to the honorarium for committee and council members, which is \$250 per day;
- no change be made to the annual honorarium for vice president and treasurer, which is \$30,000 per year;
- the annual honorarium for president be increased from \$40,000 to \$60,000, effective September 2005;
- the Expense Policy be amended to remove the requirement for Council to determine the honorariums for elected officers each year and replace it with a remuneration review for all honorariums every three years, commencing July 1, 2008.

CDA Advisory Committee

Kathy Boyd, Chair, reported that the Committee is developing policies based on the Ministry of Health's decision that certified dental assistants will not be designated as a profession for the purposes of the *Health Professions Act* and will continue to be regulated by CDSBC.

The Committee made recommendations to Council concerning Article 10, based on submissions from the CDA Bylaws Working Group and will continue to work towards modernizing those sections of the HPA bylaws that involve CDAs.

The Committee reported that a CDA Planning Workshop was scheduled for May 13, 2006. The purpose of the workshop is to identify how best to strengthen the relationship between the College and certified dental assistants who practise in B.C.

The terms of reference and membership of the Prosthodontic Module Working Group were approved by the Executive Committee. Members include co-chairs Dr. David Bridger and Dr. Ron Shupe, Dr. Thomas Cragg, Ms. Margaret Dennett, Ms. Cathy Larson and Ms. Joan Ogren.

The Committee reported it was in favour of having at least two CDAs on Council in consideration of leadership and succession planning.

Appointment of CDA Council Member

On the recommendation of the CDA Council Member Selection Working Group, Ms. Kathy Boyd was appointed as Council member for a two-year term commencing September 1, 2006.

Consent to Operate Dental Programs

Council gave consent to:

- CDI College (Abbotsford campus) and Discovery Community College (Campbell River campus) to operate a Level II Dental Assisting Program, conditional upon applying for accreditation through the Commission on Dental Accreditation of Canada (CDAC) within 18 months of the start of the program.
- University College of the Fraser Valley to operate a Dental Hygiene Program conditional upon the program meeting the criteria established by Council and applying for accreditation status with CDAC within 12 months.

Registration & Licensing Team Quarterly Report

Council received the Report as part of its monitoring responsibilities.

Vancouver Learning Centre

Council met with representatives of the BCDA and PDC to discuss a proposed plan for a Vancouver Learning Centre. Council decided not to participate financially in this venture.



College employee profile

Liz Milne

If you are a certified dental assistant and have questions about your status or licence, or if you have changed your address or legal name, Liz Milne is the person to call. Liz is the Licensing Coordinator for certified dental assistants and can advise you on any aspect of your registration with the College.

Before arriving in B.C. from Winnipeg in 1986, Liz was employed as a Xerox representative for many years. While she continued in this field, Liz interspersed working for the Certified Dental Assistants of BC and the Vancouver & District Dental Society, where you've no doubt seen her working the registration desk at one of Vancouver & District's mid-winter clinics. In 2003, Liz decided a change of career was in order. When an opportunity to cover a maternity leave for the College's CDA Licensing Coordinator arose, Liz fit into the position with ease, building on her previous experience.

Following the maternity leave, Liz worked as our receptionist for a year. When the CDA Licensing Coordinator position became vacant, Liz felt she couldn't pass up the opportunity to

return to this position, which she had very much enjoyed.

"One of the most gratifying areas of my job is helping the new graduates achieve their goal of becoming a licensed CDA," says Liz. "I enjoy becoming acquainted with all the registrants when they call in for help, and hope that I can always serve them with a smile in my voice."

Liz and her husband Nick spend a lot of quality time at their Interior lakeside cottage, fishing and relaxing with their dogs Chloe, a Wheaton terrier, and Moose,

"I enjoy becoming acquainted with all the registrants when they call in for help, and hope that I can always serve them with a smile in my voice."

a Jack Russell terrier. In addition to curling, reading, needlework, and gardening, Liz has excellent culinary skills and enjoys the challenge of preparing gourmet meals in the cottage's wood stove.

The College is fortunate to have such a dedicated and knowledgeable staff member, and although we often take advantage of her vast knowledge of photocopiers that have a tendency to "act up" now and then, we hope Liz knows her many talents are greatly appreciated and serve the profession well.



Accreditation Committee: Maintaining Standards for Sedation and General Anaesthesia

Dental patients are fortunate to have a range of options for pain management during dental procedures. As part of its mandate to regulate dentists and certified dental assistants in the public interest, the College sets standards for sedation and anaesthetic services and accredits non-hospital facilities.

These functions are managed through the Accreditation Committee, which advises Council on standards and requirements in these areas.

Mike Henry, Committee Chair, says it is important for all dentists to familiarize themselves with the relevant College standards which include:

- General Anaesthetic Services in Dentistry,
- Deep Sedation Services in Dentistry, and
- Minimal and Moderate Sedation Services in Dentistry.

As outlined in the Standards, all members who provide general anaesthetic and/or deep sedation in their non-hospital facilities must have their facilities inspected and authorized by the College. A College-sanctioned survey team visits the site to verify the presence of required equipment, drugs, protocol and trained staff. The survey team prepares a report and shares its findings with the facility owner to verify factual data and provide general comments. The survey report, together with any outstanding points of contention or comments, is presented to the Accreditation Committee with a recommendation for authorization status.

Once authorized, facilities must apply for reaccreditation every three years. In B.C., there are currently 14 fully authorized non-hospital dental facilities offering general anaesthetic services and 10 offering deep sedation services.

As well, members who administer general anaesthesia, deep sedation and/or moderate sedation must register their qualifications with the College. The required criteria are outlined in the Standards.

The Accreditation Committee is currently in the process of further improving on the Standards, including those for Minimal and Moderate Sedation, based on feedback from dentists.

Copies of the Standards can be found in the B.C. Dental Manual or on the College website (cdsbc.org). Questions about accreditation can be directed to Betty Wiebe at the College.

**Regulating dentists
and certified dental
assistants in the
public interest.**

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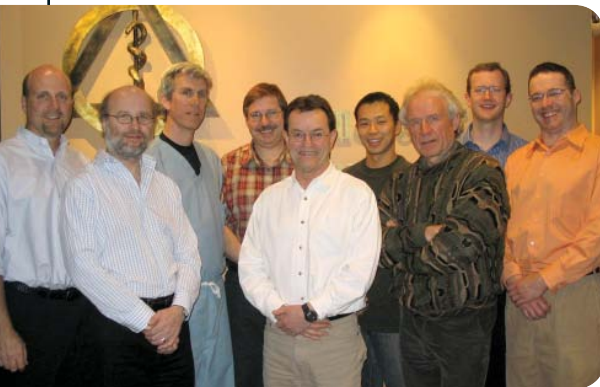
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The Sentinel and other
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the College are the primary
sources of information about
regulation for dentists and
certified dental assistants in B.C.
Registrants are responsible
for reading these publications
to ensure they are aware
of current standards,
policies and guidelines.



Accreditation Committee – left to right:

Dr. Michael Henry (chair), Dr. George Maryniak,
Dr. Martin Aidelbaum, Dr. John McGaw,
Mr. Gordon McConnell, Dr. Brian Chanpong,
Dr. John Gould, Dr. Tobin Bellamy and Dr. David
Sowden. Not pictured: Dr. Peter Chan.