



the Sentinel

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

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Meet Our New Registrar

Vibrant, forthright, amicable and fair are just a few of the words that Heather MacKay's colleagues use to describe her. An accomplished leader, Heather's experience in nursing, law and health care regulation help her bring a balanced and broad perspective to her work.

Before assuming the role of Acting Registrar of the College last February, Heather had been working as Managing Deputy Registrar since 2005. In that position, she worked extensively with College committees and Council to develop bylaws for transition to regulation under the *Health Professions Act*. She was also a member of the College's senior management team, involved in organization-wide decision and policy making.

In addition, Heather led the Complaints team, which successfully reduced the average time to resolve complaints from eight months to as little as two months.

"I look forward to building on the College's positive reputation by working collaboratively with our registrants, volunteers, staff and stakeholders to continue to demonstrate the relevance of the College to dentistry and to reinforce the value of self-regulation," says Heather.

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President's Report Dr. Peter Lobb

Oral Cancer – Front and Centre

At the College, we are beginning work on a long-neglected project, the development of current clinical practice guidelines.

“You have cancer” is undoubtedly the most difficult diagnosis a physician or dentist can share with their patient and with it comes feelings of fear, devastation, vulnerability and apprehension. It is the diagnosis against which almost all pathologies are measured – malignancy.

As the Regional Professional Practice Leader for the Division of Oral Oncology at the Vancouver Island Cancer Centre, I regularly see one or more cancer patients daily in my general dentistry practice at one stage or another in their diagnosis, treatment or follow-up. Yet, even knowing the diagnosis, I often find myself wondering whether I could have identified the malignancy had I not been given a confirmed diagnosis. This difficulty in early diagnosis of oral cancers is probably one of the key reasons why the prognosis of patients with this disease has not improved dramatically over the years. Yet ironically, 75 per cent of all forms of cancer are preventable.

Not all patients diagnosed with oral cancer fit the classic profile – middle-aged, smoker and consumer of alcoholic beverages. Although

genetics, lifestyle factors and yes, even luck, play major roles in the successful outcome for someone with cancer, ultimately the prognosis for all patients improves dramatically with early detection and treatment.

This year, organized dentistry has partnered with the BC Cancer Agency (BCCA) to promote the importance of oral cancer – front and centre!

At the College, we are beginning work on a long-neglected project, the development of current clinical practice guidelines. Drs. John Fraser and Bill Liang will head a working group of the Quality Assurance Committee responsible for this project.

One of the first guidelines to be developed – oral cancer screening and early diagnosis of oral malignancies – is a joint project of the College and Drs. Michele Williams and Miriam Rosin of the BC Cancer Agency. We are working to have these guidelines approved by Council in time to share them with the profession early in 2008.

The BC Dental Association will support this initiative by designating oral cancer as the topic for Oral Health Month in April 2008. They

will also be expanding on the very well-received course on oral cancer screening and early detection at the Pacific Dental Conference in March 2008. The BCDA gala dinner will raise funds to support projects of the Division of Oral Oncology at BCCA.

The *Journal of the Canadian Dental Association* will devote its April 2008 issue to the subject of oral cancer.

In this province we are fortunate to have excellent resources and support. The British Columbia Oral Cancer Prevention Program, led by Dr. Miriam Rosin, is a multi-disciplinary team of clinicians and scientists with a broad range of skills, experience and expertise, focused on a common vision of prevention of oral cancer through the development of a province-wide strategy for B.C. Dr. Michele Williams is the Oral Medicine Leader of this group, Dr. Lewei Zhang is the chief oral pathologist and Dr. Catherine Poh is in charge of community outreach initiatives. Active institutional participants include the BC Cancer Agency, which has oral oncology departments and consultants associated with each of the four

(soon to be five) provincial cancer centres; Vancouver Hospital and Health Sciences Centre; the University of British Columbia; Simon Fraser University; the College of Dental Surgeons of BC and the BC Dental Association.

The real success of any initiative to improve the prognosis of cancer for British Columbians is founded on research, early diagnosis and treatment. The dental team is key to helping in the area of detection and treatment of oral disease and malignancies. Organized dentistry is working to help by sharpening your diagnostic skills and identifying and supporting provincial and regional resources to assist in this very important role in our dental practices.

Imagine a world where oral cancer rates are low and survival rates are high. For this reason, I am very pleased that in the coming months, information about oral cancer will receive significant attention. There is no doubt that our patients and profession will be the benefactors of these worthwhile initiatives.

Botulinum Toxin Type A

Many dentists are asking about the appropriate use of Botulinum Toxin Type A in their dental practices. College Council recently confirmed that this is a Schedule I drug that may be used within Dentists Scope of Practice provided that the individual dentist has the knowledge and skills required for its administration.

IN BRIEF

Criminal Record Check – Requirement Change

The provincial government has alerted the College that it is working toward creating a new requirement for all professionals to reapply for a criminal record check under the *Criminal Records Review Act* every five years. We will keep you informed of this initiative as government provides us with more details.

CDAs on Limited Permits

CDAs with Limited Permits need to ensure they transfer to either a practising or a non-practising licence by the expiry date on their permit. All CDAs who are performing Level II dental assisting duties must hold a practising licence or a valid Limited Permit. Dentists are responsible for ensuring that CDAs practising duties under a Limited Permit have obtained the appropriate licensure status.

Rethinking Continuing Education— Quality Assurance Update



*“Learning without thought
is labor lost.”*

– Confucius

The acceleration of scientific and technological progress in today’s world reinforces the need for ongoing learning over the span of an individual’s professional career. For many, the requirement to remain current has long been a cornerstone of continuing competence and self-regulation.

While the need for maintaining competence remains constant, the way in which professionals are accomplishing this is changing. Self-regulating professions in Canada, the U.S. and Europe are recognizing the importance of linking professional development activities to improved practice and better patient care.

“Individual practitioners are becoming more accountable for identifying their learning needs and then seeking appropriate ways to meet them,” says Dr. David Tobias, Chair of the College’s Quality Assurance Committee.

The College launched Standards of Practice earlier this year as the foundation for the development of a new Quality Assurance (QA) program. The Standards broadly describe the responsibilities of dentists and CDAs in providing dental care to the public.

“Registrants should be asking themselves whether they consistently meet these standards and whether there are areas where they need to improve,” adds Dr. Tobias. “We encourage registrants to use the results of this self-reflection to guide their CE planning and educational activities.”

The new program envisions the registrant playing a more active role in being accountable for identifying individual learning needs and then finding ways to meet them. It is expected that the program will include not only established CE modalities such as participating in study clubs and attending lectures, but also more flexible approaches to fulfilling learning needs.

The Quality Assurance Committee will be working and consulting with registrants over the coming year to develop the program. This will include seeking input for the creation of appropriate tools and information to support practitioners

**“Individual practitioners
are becoming more
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then seeking appropriate
ways to meet them.”**

in transitioning to the revised Quality Assurance program. It is anticipated the program will be gradually introduced over the next two to three years.

Standards of Practice are available online at www.cdsbc.org, in the About the College/Guidelines section and in the Spring 2007 Sentinel, page 11.

IN BRIEF

IMPORTANT: Changes to Maximum CE Credits

Effective January 1, 2008

One of the principles of continuing education programs for dentists and certified dental assistants is that courses have a significant connection to dentistry and enhance the registrant's competence to practise. To more accurately reflect this principle, the College adopted the following changes to the maximum allowable credits in two CE categories (as reported in the spring issue of *The Sentinel*):

- Dental Practice Management – changed to 30 credits from 54 for dentists, and to 18 credits from 22 for CDAs.
- Non-Clinical Dental – changed to 15 credits from 20 for dentists, and unchanged for CDAs to a maximum of 12 credits.

Is your CE Cycle Ending?

If your three-year continuing education (CE) cycle ends in 2007, we encourage you to check your status to ensure you will have the right number of credits by the end of December. Registrants must complete their CE requirements to be eligible for relicensure in spring 2008. CDAs need a minimum of 36 credits and dentists need 90.

Taking a Dental Hygiene Program?

If you are enrolled in a Dental Hygiene Program, you will need to file a CE form for each course that you complete and attach a transcript for those courses in order to fulfill your CE cycle requirements.

CE Online

You can view your CE transcripts and report credits online in the "Registrants" section of www.cdsbc.org.

Meet Our New Registrar

continued from front cover

Before joining the College of Dental Surgeons, Heather spent eight years with the College of Registered Nurses of B.C. where she oversaw registration and licensure, exam administration and the professional conduct review program. She also played a pivotal role in leading the organization from regulation under the *Nurses Act* to the *Health Professions Act*.

Prior to obtaining a degree in law (LL.B) from UBC in 1996, Heather worked as a registered nurse in psychiatry in a number of B.C. hospitals.

"Heather's intrinsic knowledge of regulation, her management skills and her proven ability to build positive relationships with government and other stakeholders will continue to benefit the College as we realize our strategic goals and vision," says President Peter Lobb.

With three children in university, two spirited yellow labs and a large extended family, Heather and her physician husband, Jake Locke, lead full but surprisingly well-balanced lives.

"I look forward to building on the College's positive reputation by working collaboratively with our registrants, volunteers, staff and stakeholders," says Heather MacKay.

Bisphosphonate Medication and Osteonecrosis



Photo courtesy BC Cancer Agency

Recent media coverage has highlighted potential concerns regarding bisphosphonate medications and the risk of osteonecrosis of the jaw.

The College encourages dentists to be aware of bisphosphonate-associated osteonecrosis (BON) and to consult expert recommendations regarding the dental management of patients receiving bisphosphonate therapy, which is used to treat some cancers and osteopenic disorders. Dentists are advised to seek current regular updates regarding BON because of the rapidly

evolving knowledge base about the condition.

Following are several sources of information about BON and management of the dental patient. While the following list is by no means exhaustive, it provides a starting point for learning more about osteonecrosis. Note that these references are not formally endorsed by the College of Dental Surgeons of BC.

American Dental Association.

"Osteonecrosis of the Jaw."
<<http://www.ada.org/prof/resources/topics/osteonecrosis.asp>>
(accessed September 21, 2007).

American Dental Association Council on Scientific Affairs.

"Dental management of patients receiving oral bisphosphonate therapy: Expert panel recommendations." *Journal of the American Dental Association* 137, no. 8 (August 2006), <<http://jada.ada.org>>.

Osteoporosis Canada.

"Osteonecrosis of the Jaw."
<<http://www.osteoporosis.ca/english/News/jawneecrosis/default.asp?s=1>>
(accessed September 21, 2007).

Sándor, George, et al.

"A Review of Bisphosphonate-Associated Osteonecrosis of the Jaws and Its Management." *Journal of the Canadian Dental Association* 73, no. 5 (April 2005), <<http://www.cda-adc.ca/jcda/vol-73/issue-5/417.html>>.

Shostak, Sandra.

"Bisphosphonate medications and osteonecrosis of the jaw: Protocols for patient dental care." *British Columbia Dental Association, Connections* (July 2007): 10-11.

Wooltorton, Eric.

"Patients receiving intravenous bisphosphonates should avoid invasive dental procedures." *Canadian Medical Association Journal* 172, no. 13 (June 21, 2005), <<http://www.cmaj.ca/cgi/content/full/172/13/1684>>.

Council 2007 – 2008



L to R, front:

Ms. Sandra Harvey
Dr. Bill McNiece
Ms. Heather MacKay
Dr. Peter Lobb
Dr. Ash Varma
Dr. Susan Chow

L to R, middle:

Mr. Clayton Shultz
Ms. Maureen Leech
Dr. Michael MacEntee
Dr. Bob Coles
Dr. Peter Stevenson-Moore
Ms. Kathy Boyd

L to R, back:

Ms. Leona Ashcroft
Dr. Karl Denk
Dr. Bob McDougall
Mr. Victor Bowman
Dr. Lonny Legault

Missing:

Mr. Paul Durose
Mr. Bill Phillips

Plan Now for PDC 2008!

MORE Tough Patient Situations

Thursday, March 6 at the
Waterfront Hotel

This interactive course builds on last year's incredibly popular presentation and features an all-new series of difficult patient situations involving professionalism, billing, treatment planning, informed consent, patient relationships and other relevant topics.

The session will feature on-stage demonstrations of commonly encountered situations as the basis for audience discussion about strategies you can use in your practice.

Tough Patient Situations is designed for all members of the dental team.

Note that the separate PDC Seminar The Power Within will not be eligible for CE credit.



Council Highlights > September 2007

New Council Year 2007 – 2008

Council appointed the following to the Executive Committee:

- Ms. Kathy Boyd
- Mr. Victor Bowman
- Mr. Paul Durose
- Dr. Peter Lobb
- Dr. Bill McNiece
- Dr. Ash Varma

The Executive Committee will carry out only urgent, unforeseen business between Council meetings, ensuring that Council is aware of its activities and is involved in all policy decisions of the College.

Liaisons to other organizations were approved for 2007 – 2008.

Registrar

Based on the unanimous recommendation of the College Executive Search Working Group, Council appointed Heather MacKay as Registrar of the College, effective immediately, and also approved an Employment Agreement between the College and Ms. Mackay. It was noted that of the 27 applicants, none were dentists. Council thanked members of the Working Group for their valued contribution in their timely undertaking of this selection process.

Managing Deputy Registrar

Council authorized an executive search for a Managing Deputy Registrar and will use the College Executive Search Working Group to carry out the selection process. Council believes having a dental background will be an asset, but it is not a requirement for this position.

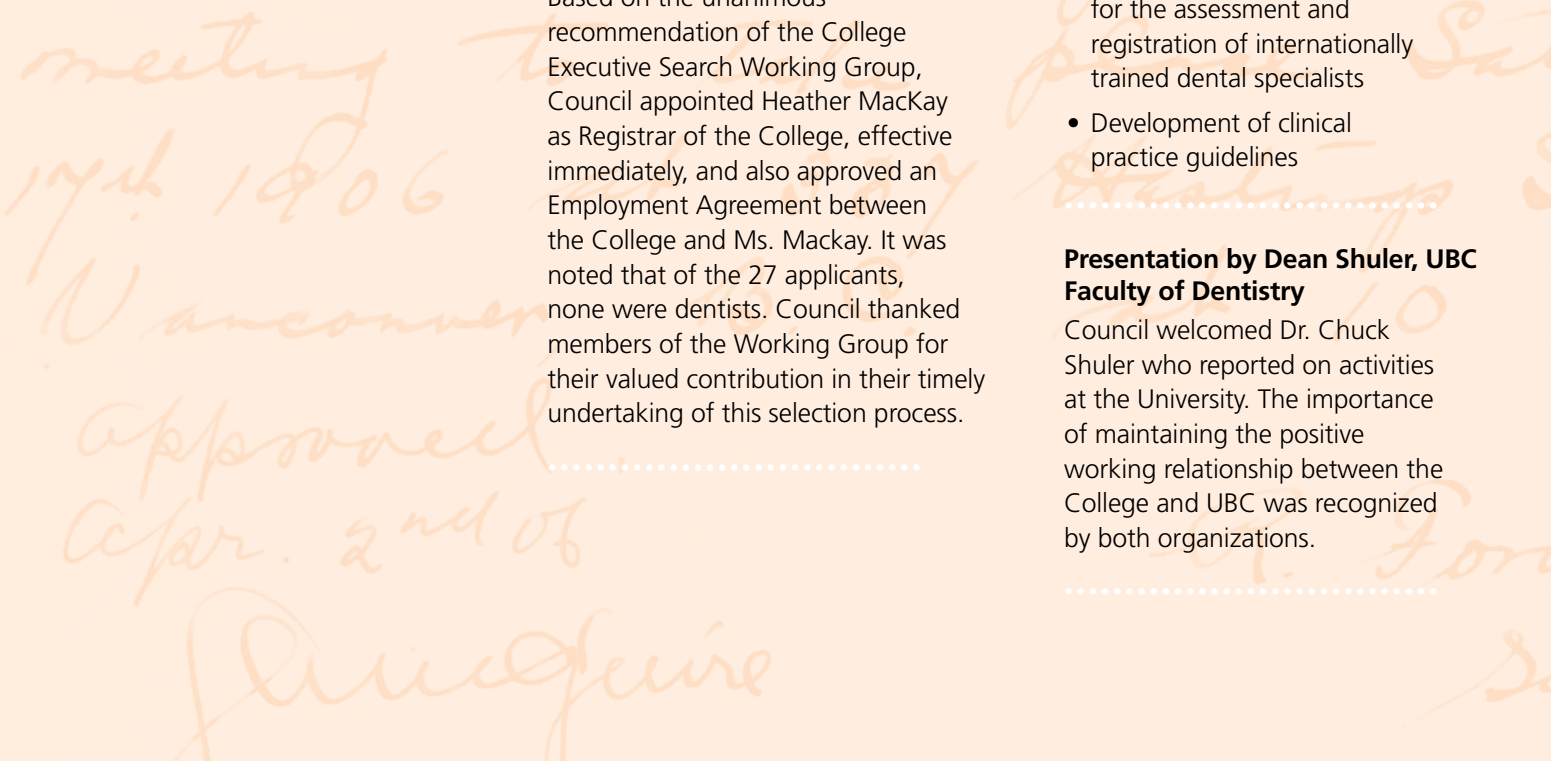
Strategic Goals

The following goals were adopted for the coming year (in unranked order):

- Transition to HPA, including development of bylaws and supporting documents and communications
- Communications strategies and registrant (dentist and certified dental assistant) relations
- Member service relations
- Development of a process for the assessment and registration of internationally trained dental specialists
- Development of clinical practice guidelines

Presentation by Dean Shuler, UBC Faculty of Dentistry

Council welcomed Dr. Chuck Shuler who reported on activities at the University. The importance of maintaining the positive working relationship between the College and UBC was recognized by both organizations.



Internationally Trained Dental Specialists

Dr. Peter Stevenson-Moore provided an update regarding internationally trained dental specialists.

- A Memorandum of Understanding (MOU) outlining a process for the assessment and registration of internationally trained specialists was redrafted by the Canadian Dental Regulatory Authorities Federation (CDRAF) executive and includes significant input from British Columbia. This MOU will be discussed at the CDRAF meeting on October 12th in Newfoundland.
- All dental specialists in B.C. and the faculty at UBC have been kept informed of the progress of this process and their input has been incorporated in the development of the MOU.
- The College is grateful to Dr. Chuck Shuler, Dr. Ed Yen and UBC for playing a major role in the development of this process.

Registrants' Survey

Margot White, Director of Communications, discussed plans to conduct a random sample survey this Fall to learn more about registrants' opinions of College priorities, performance and communications. The survey results will be compared against those of previous studies and used to guide planning and operations.

Information Technology Update

Heather MacKay provided an update on the College's plan for business system improvements. This three- to five-year initiative includes upgrades to the College website and IT infrastructure as well as the implementation of a new database. Council will be provided with regular updates of the various phases of the project. A comprehensive, documented disaster recovery plan has also been put in place.

Legal Update

The Registrar provided a summary of the status of complaints and was pleased to report that the average resolution of a complaint has been reduced to six months.

Botulinum Toxin

Council recognized that Botulinum Toxin Type A is a Schedule I drug that may be used within Dentists Scope of Practice provided that the dentist has the knowledge and skills required for its administration.

College Finances

Treasurer Bill McNiece confirmed that the College is meeting its budget objectives midpoint in the fiscal year. Council received the financial reports as part of its monitoring responsibilities. The Audit Committee report was

reviewed and recommendations incorporated in the financial and budgeting processes.

Expense Policy Amendments

Council approved that for flights involving more than four hours of travel, particularly those with more than one leg, the Elected Officers, the Registrar and other pre-approved individuals may book executive class seats when travelling on College business.

Changes to the honorariums paid to College volunteers were approved at \$375 per day, \$200 per half-day, or \$50 per hour for meetings held during normal working hours, effective March 1, 2008.

Council agreed that the Elected Officers, Registrar or their delegates will be reimbursed, from a fund (not to exceed \$10,000 annually) for expenses that are not covered by the regular Expense Policy, when representing the College at meetings and appropriate functions.

Dental Clinic Update

Dr. Susan Chow, Council liaison for the Dental Clinic at College Place, provided an update on the progress of the Study Club Alliance over the summer months. A revised proposal and business plan will be presented to Council at its December meeting.

Council Highlights > September 2007 continued

Committee Memberships

Council approved the Committee membership list for 2007 – 2008 and all vacant positions were filled.

CDA Council Member Selection Working Group

A working group to select a CDA Council member for the 2008-2010 term was formed and consists of the following individuals:

- Ms. Marlane Paquin
- Ms. Judy Laird
- Ms. Lane Shupe
- Ms. Maureen Leech

Working Group on the Scope of Practice

Council disbanded the Working Group on Scope of Practice and is grateful to the members who served on it.

Working Group on Clinical Practice Guidelines

Council created a working group and appointed Drs. John Fraser and Bill Liang as co-chairs. Terms of reference will be completed at its first meeting.

CDA Advisory Committee Report

Ms. Kathy Boyd, Chair of the CDA Advisory Committee, briefed Council on activities concerning certified dental assistants.

Upgrading CDA Duties

In preparation for transition to the *Health Professions Act*, Council approved mechanisms for a practising CDA to obtain upgrading and provide proof to the delegating dentist of the ability to perform new skills.

Delivery of Orthodontic Module

Council approved the following standards for the delivery of an orthodontic module:

- a. that instructors of an orthodontic module be a licensed B.C. dentist, or certified dental assistant who has successfully completed the orthodontic module; and
- b. that an orthodontic module be under the supervision of a certified specialist in orthodontics licensed in B.C.

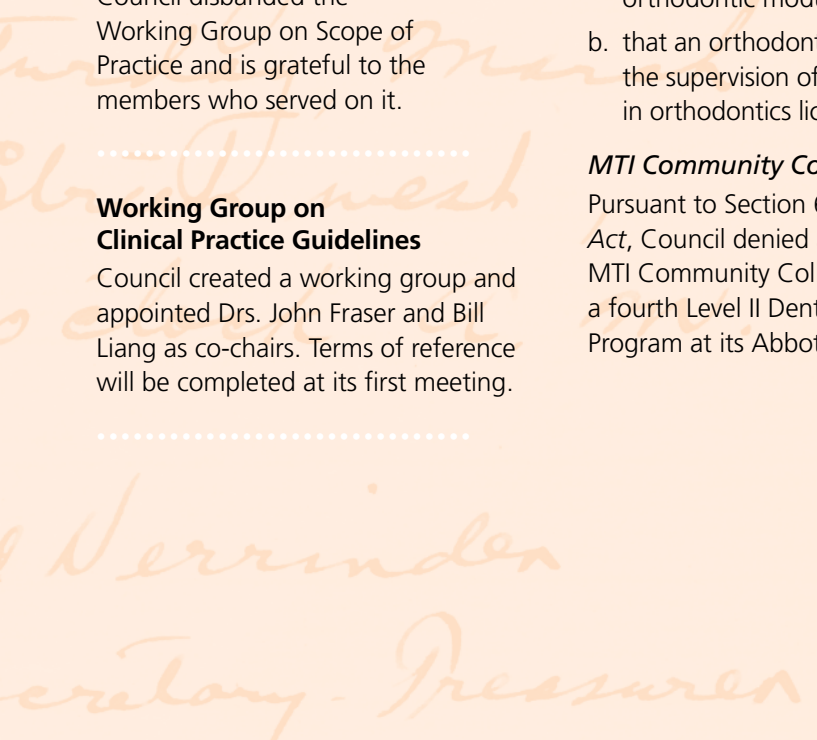
MTI Community College

Pursuant to Section 68 of the *Dentists Act*, Council denied a request from MTI Community College to offer a fourth Level II Dental Assisting Program at its Abbotsford campus.

Council requested MTI Community College to provide an update on the accreditation status of its Burnaby, Surrey and Coquitlam Level II Dental Assisting Programs by November 30, 2007.

Thompson Okanagan Dental Society Convention

Ms. Boyd and Ms. Larsen will be speaking at the CDA lunch about College activities, including new skills proposed under the Bylaws as well as supervised versus directed duties.



Dental Records Management

Release and Transfer of Patient Records

We are frequently contacted by dental offices as well as members of the public about the release, transfer and disposition of patient records.

There are a variety of situations that can affect patient access to records. For instance, the dentist or custodian of the records may have retired, filed for bankruptcy, abandoned their practice or died. Ownership of patient records can become a point of contention when a principal/associate partnership or employer relationship is dissolved and there was no written agreement.

Dentists have three primary responsibilities to patients regarding their health records. The dentist must:

- protect patient confidentiality;
- ensure continuity of care; and
- respect patient rights to access their personal health information.

Patients have the right by law to access a copy of their complete dental record and dentists are obligated by law to provide copies of what the patient has requested, including radiographs, study models, photographs and other items. If the patient moves to a different dental practice, records should be transferred within one to two weeks to the

new practitioner. In most cases, the originating dentist should maintain all original records on file. The dentist may charge reasonable fees for expenses associated with copying records, as long as the patient is advised of these charges in advance.

Fee disputes or other disagreements between the patient and dentist are not grounds to withhold access to, or transfer of, patient records.

Wherever possible, a dentist leaving or selling a practice should give patients advance written notice about the change. If the outgoing dentist is unable to do so, it becomes the responsibility of the incoming dentist to notify patients that he or she is in possession of their records.

One of the questions we are frequently asked is who owns patient charts. Under common law, and in the absence of an agreement to the contrary, the owner of the dental practice owns all patient charts. However, where there is a written partnership or employment agreement in place, the terms of that contract should specify the ownership of patient records. If the dentists are independent contractors, they each own the charts of their respective patients.

More information about transfer of records and related topics can be found in the Code of Ethics (Article 5 of the Rules under the *Dentists Act*). The BCDA member services staff can provide dentists with information about principal-associate agreements, which are also available through www.bcdental.org.





Welcome New Registrants

We are pleased to welcome 114 dentists and 402 certified dental assistants as new registrants of our College.

Since January, we have registered and licensed practitioners who graduated from programs in the following locations:

	Dentists	CDAs
Canada	87	392
U.S.	12	2
International	15*	8

** have completed a two-year qualifying or degree completion program from a Canadian or American accredited dental school*

Of these new registrants, the following were previously licensed in other jurisdictions:

	Canada	U.S.	Int'l
Dentists	29	5	15
CDAs	26	2	8

Mark Your Calendars

CDA and Dental Component Society Visits

Representatives from the College, including elected officers, the Registrar and our CDA Council members will be travelling across B.C. to speak at the invitation of dental and CDA component societies. We have yet to finalize all dates and locations but are pleased to confirm the following meetings.



Dental Societies:

Victoria District – November 14

Vancouver District – December 14

CDA Societies:

Skyline Ortho Society
(North Vancouver) – November 13

Community Health
(teleconference) – November 28

Central Okanagan
(Kelowna) – December 11th

Port Alberni – May 26

If your component society is interested in booking a presentation, please contact the College.

Regulating dentists and certified dental assistants in the public interest.

The Sentinel is published by the:

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Readers' questions, comments and content suggestions for *The Sentinel* are welcome and may be forwarded to the Editor, c/o the College.

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The Sentinel and other communications circulated by 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.