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Patient Relations Committee Terms of Reference



CDSBC

College of Dental Surgeons
of British Columbia

Patient Relations Committee

Terms of Reference

Mandate

The Patient Relations Committee establishes a patient relations program to seek to prevent professional misconduct, reviews standards and guidance from the patient perspective, and develops and oversees public interest initiatives.

Composition

The committee is composed of at least 6 members and must include at least:

- 3 registrants or certified dental assistants
- 3 public members

A public member must be designated as the Chair of the committee and at least 50 percent of the total membership must consist of public members. CDSBC board members cannot be members of the Patient Relations Committee.

Composition Matrix

In addition to the core competencies for all committee members, the college will aim to appoint individuals with the following competencies to join the Patient Relations Committee:

Lived experience Lived experience accommodating or navigating a spectrum of physical, mental health, or cognitive abilities, the knowledge of which can enhance relevant, thoughtful decisions that protect the public.	Standards/Scope of Practice Understand the standards and scopes of practice that guide dental practice in British Columbia and be able to determine where a breach or potential breach might occur.
Lived healthcare experience Significant personal experience or experience caring for someone with health challenges or maneuvering through the health care system	Traumatic Experience Awareness Experience in, understanding of, and sensitivity to the effects or stress or potential stress on individuals involved in a complaint process, and experience in creating safe spaces and trust-building processes.
Professional Standards and Professional Ethics Knowledge and experience of the standards of practice and standards of professional ethics at regional, provincial, national and international levels.	Writing/Editing Experience in professional and academic writing and editing

Authority

The authority of this committee derives from the *Health Professions Act* (HPA) and the CDSBC Bylaws (Part 4 and section 13.03).

Duties and Responsibilities

In accordance with bylaw 4.11, the committee:

- (a) establishes a patient relations program to seek to prevent professional misconduct, including professional misconduct of a sexual nature;
- (b) monitors and periodically evaluates the operation of the patient relations program and procedures;
- (c) reviews and assesses standards and guidance relevant to patient relations and makes recommendations to the standards and guidance committee for amendment of same;
- (d) collaborates with other health colleges for the purpose of developing standards and guidance relevant to patient relations under paragraph (c); and
- (e) at least every 2 years, reviews and assesses the committee's terms of reference and makes recommendations to the board for amendment of same.

In addition to the bylaws, the committee:

- (f) may direct the development of patient and public resources;
- (g) oversees strategic initiatives regarding patient and public engagement; and
- (h) establishes and oversees any other programs and initiatives it determines necessary for the public such as a cultural safety and humility program;

Current Activities:

In addition to the duties and responsibilities above, the Patient Relations Committee will be working on the following during the next committee term:

- developing a patient relations program

Meetings and expectations

The Patient Relations Committee meets approximately 4 times per year, but may meet more often if necessary.

Committee meetings are usually 3-4 hours and members are required to review meeting materials and be prepared for meetings. Schedule and meeting length are dependent on member availability and committee workload.

Expectations:

In addition to the expectations for all committee members, members of the Patient Relations Committee are expected to:

- Each committee member has a personal responsibility to be aware of real or perceived conflict of interest they may have and to declare any conflicts of interest during meetings. Committee members must recuse themselves from any discussions or decision in which they have a conflict. (Refer to Part 5 of the Guide for Applicants)