

**COLLEGE OF DENTAL SURGEONS
OF
BRITISH COLUMBIA**

ANNUAL REPORT

March 1, 2004 to February 28, 2005

COLLEGE MANDATE:

- To protect the public interest in matters relating to dentistry
- To administer the *Dentists Act*

COLLEGE OF DENTAL SURGEONS OF BRITISH COLUMBIA

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PRESIDENT'S REPORT

It has been a privilege and an honour to serve as President this past year. I thank all of Council and College staff for their advice, patience, and cooperation. Particular highlights from this year include:

- *Health Professions Act (HPA)*

No doubt due to provincial elections, the urgency of government to include our profession under this legislation has diminished. Taking advantage of this hiatus, we seek to include the principles and structure of our current *Dentists Act* and Rules into new HPA bylaws and to avoid the pitfall of including time-dated material in an ever-evolving profession.

- *Quality Assurance*

Government's concern with self-regulation is summed up in two words "quality assurance." Presently, we are defining goals and the potential framework for quality assurance programs beyond our present continuing education requirements.

- *Audit Committee*

An Audit Committee, independent of the Elected Officers and the Registrar, has been appointed to annually monitor the College's financial operations. This year, we continued to enjoy a balanced budget, a double payment on our building loan and a surplus.

- *Council Participation*

In the past, the College relied on a smaller Executive Committee of Council to direct College affairs. This year, all 21 members of Council received all information on Council matters. Greater participation and adherence to our governance model have facilitated debate and have better focused our Council meetings in making policy decisions.

- *Certified Dental Assistants (CDAs)*

The College recognizes the right of certified dental assistants to seek self-regulation; however, until such time as government decides otherwise, the College continues to regulate CDAs. Presently, the CDA Council Member Election Working Group is reviewing alternatives on a democratic process that will provide Council with a certified dental assistant member. Another group, the CDA Bylaws Working Group, will be drafting proposals for a transition from the current Rules, in areas pertaining to CDAs, to Bylaws under the HPA.

- *Transparent Review Process*

While specific complaints remain private and confidential, the peer review process does not. As recommended by the Regulatory Review Task Force, the Practice Standards Committee and Professional Conduct Committee are now in place. All members of these committees have received training in legal process.

I recently had the opportunity to review the minutes of the first professional dental meeting in British Columbia. The meeting was held in the office of Dr. T. Jones of Victoria in 1876. The minutes were written in quill ink. Quill ink — 129 years — incredible!

From the time of Dr. Jones, the College has shared a continuing responsibility to preserve and enhance dentistry's service to the public. It is a sacred trust and responsibility our profession continues to honour and fulfill.

Dr. Dan Stoneman

REGISTRAR'S REPORT

The efforts of our dedicated staff, combined with the volunteer contributions of dentists, certified dental assistants and public Council and committee members, have made it possible for the College to accomplish a great deal in its 2004 – 2005 fiscal year. Following are highlights from key initiatives, as well as complaints and registration statistics.

Health Professions Act

The College has continued to prepare for regulation under the *Health Professions Act* (HPA), and efforts will be ongoing to convert the current Rules under the *Dentists Act* into Bylaws under the HPA.

Financial Management

As a result of sound financial management, the College was able to achieve a surplus for 2004 – 2005, which was used to further reduce the College's debt. Our business planning process and the creation of an Audit Committee, contribute to responsible management of the College's financial resources.

Complaints

Two years ago, a new complaints process was put in place for the College with amendments to Article 16 of the Rules under the *Dentists Act*. This change resulted in the establishment of a Practice Standards Committee (PSC) and a Professional Conduct Committee (PCC). Last year, we designed and initiated the provision of customized training programs for our deputy registrars and for the PSC and PCC in the areas of investigation, due process and dispute resolution. Members of the Inquiry Committee were also provided with individualized training by a lawyer hired to advise that committee. By providing ongoing education, the College ensures that complaints are investigated carefully, and registrants and complainants are treated reasonably and fairly.

Our ability to respond to and resolve complaints was further enhanced with the appointment of Dr. Patricia Hunter as a part-time deputy registrar.

Quality Assurance

Our Quality Assurance Committee has been actively working to review its quality assurance and continuing competency programs to ensure they meet the needs of practitioners and reflect the overall trend toward evidence-based dentistry. A strategic planning session held in February was an important step in identifying the College's priorities in the development of a progressive and modern quality assurance program.

Certified Dental Assistants

The College continues to regulate certified dental assistants (CDAs), involving them in the regulation of dentistry and in the affairs of our organization. Our inclusive approach includes CDA representation on most College committees, including our Council and peer review committees. This structure is an important mechanism for direct involvement of CDAs in decision-making and policy-setting with respect to regulation.

The establishment of a new CDA Advisory Committee provides a valuable new forum for monitoring and addressing CDA regulatory issues.

Internationally Trained Dental Specialists

Responding to a national concern that access to licensure be facilitated for internationally trained dentists, while at the same time ensuring that all licensed dentists meet the standards of

practice in British Columbia, a working group has been formed to recommend a process to address registration and licensing of dental specialists.

Information Systems

Our Manager of Information Systems, Mr. Dean Pearson, has been continually updating the College's computer and database systems. This has facilitated data processing for staff while safeguarding registrants' information under the *Freedom of Information and Protection of Privacy Act* (FOIPPA).

Communications

In October 2004, the College welcomed a new Communications Manager, Ms. Margot White. Her priorities have included: developing a communications plan for the College to identify the tools and infrastructure requirements needed in this area, creating a crisis communications plan, providing ongoing support to the Quality Assurance Committee, managing our *Sentinel* newsletter and *Contact* fax/email bulletin and liaising with registrants, College committees, and external groups and organizations.

Pacific Dental Conference

Honouring the 1997 recommendation of the Task Force for the Future Structure of Organized Dentistry in BC, the College Council will transfer ownership of the PDC to the British Columbia Dental Association on March 1, 2005.

Council Size

Membership in our governing Council was successfully reduced from 27 to 21. For the 2005 election, Council voted to reinstate the position of Vice President as an Elected Officer, along with the President and Treasurer. This was accomplished without increasing the size of Council by amalgamating the Thompson/Okanagan and Kootenay Districts.

Conclusion

Once again, I would like to recognize the dedication of the College staff for the day-to-day support they provide for me and to all the committee volunteers without whose efforts the College could not function.

My sincere appreciation is extended to Council for its support and to the elected officers, Dr. Stoneman, President, and Dr. Lobb, Treasurer, for the time they have contributed, plus their invaluable assistance and wise counsel. The year ahead promises more interesting challenges, as the College continues to prepare for regulation under the *Health Professions Act*.

Heather J. Laing

College Staff:

Ms. Paula Bohan	Complaint Officer
Dr. Brian Casey	Deputy Registrar
Ms. Dianna Edwards	Complaint Assistant
Ms. Karen England	Licensing Officer
Ms. Jane Faulafer	Dental Clinic Coordinator
Ms. Doris Gagne	Executive Assistant
Ms. Myra Golab	Licensing Coordinator, CDAs
Dr. Patricia Hunter	Deputy Registrar
Ms. Monica Jimenez	Freedom of Information Officer
Ms. Janet Khong	Meeting Coordinator
Ms. Heather J. Laing	Registrar
Ms. Betty Larsen	Director, Operations and CDA Affairs
Ms. Yukiko McKinnon	Accountant
Ms. Liz Milne	Receptionist
Ms. Aureen Nair	Licensing Coordinator, Dentists
Ms. Raschel Nittritz	Temporary Assistant
Ms. Tory Norgren	Complaint Officer
Mr. Dean Pearson	Manager of Information Systems
Dr. Alex Penner	Deputy Registrar
Ms. Debbie Preissl	Educational Coordinator
Ms. Linda Spouler	Operations Coordinator, Assessment/Examination Coordinator
Ms. Margot White	Manager of Communications
Ms. Betty Wiebe	Administrative Assistant

The Annual Report serves as an overview of what has transpired in the 2004/2005 fiscal year. The statistics on complaints, registrations and licensing, and the committee information which follow, reflect some of the College activities this past year.

Complaints:

Complaints received from March 1, 2004 to February 28, 2005 (with previous year in brackets):

Telephone calls	2363	(2632)
Miscellaneous letters	168	(177)
Written complaints	119	(142)

The following is a breakdown of the issues raised by complainants in complaint letters received from March 1, 2004 to February 28, 2005. (A letter from a complainant may include more than one issue.)

Access to records	2
Billing	43
Diagnosis and treatment planning	30
Endodontics	19
Implants – prosthodontics	4
Implants - surgery	3
Informed consent	25
Licensing	0
Miscellaneous	16
Misdelegation	0
Operative	28
Orthodontics	6
Patient relations	32
Periodontics	9
Pharmacology	2
Prosthodontics - fixed	28
Prosthodontics - complete - removable	3
Prosthodontics - partial - removable	4
Record keeping	2
Staff relations	2
Surgery - odontogenic	8
Surgery - orthognathic	0

Registration and Licensing:

New Registrations (with previous year in brackets):

Between March 1, 2004 and February 28, 2005:

Dentists 114 (110) Certified Dental Assistants 341 (310)

Registration Appeals:

Between March 1, 2004 and February 28, 2005, there were 8 dentist registration appeals and 8 certified dental assistant registration appeals.

Licences Issued (with previous year in brackets):

Dentists	Specialists		Non-Practising (dentists)
2556 (2465)	Endodontics	33 (34)	169 (135)
	OMFS	38 (38)	
	Oral Medicine	5 (5)	
	Oral Pathology	2 (2)	
	Oral Radiology	0 (1)	
	Orthodontics	122 (116)	
	Pediatrics	31 (29)	
	Periodontics	43 (38)	
	Prosthodontics	29 (29)	

Certified Dental Assistants

Practising Non-Practising

5047 (4929) 741 (578)

Registration and Licensing Telephone Statistics:

Between March 1, 2004 and February 28, 2005 (with previous year in brackets):

These figures include dentists and certified dental assistants.

March 2004	855 (676)	Sept. 2004	542 (451)
April 2004	549 (511)	Oct. 2004	451 (434)
May 2004	628 (606)	Nov. 2004	429 (460)
June 2004	727 (495)	Dec. 2004	370 (500)
July 2004	489 (499)	Jan. 2005	512 (762)
Aug. 2004	471 (406)	Feb. 2005	673 (973)

PUBLIC MEMBER'S REPORT

Serving on the Council of the College of Dental Surgeons of British Columbia is a stimulating and satisfying experience. Having served on many boards over the years, the College takes the blue ribbon.

The governance model that was just being put in place when I became a public member has set a very high standard of how boards should function. This model, based on the Carver Model, has clearly defined the roles of Council and staff. It has brought clarity of purpose and enhanced effectiveness in the operation of the College. The transition did not come about without a lot of work on the part of both the Council and staff. And while the transition is substantially complete, the governance project is still ongoing.

The roles of the public members and the registrant members are the same. The protection of the public is the primary task of all Council members. The registrant members bring their diverse professional experience which is blended with the public members' business and professional experience. The outcome is a very positive synergy. There is no division between the registrant elected Council member and the public members. All Council members are treated with respect and equality.

Many improvements to the functionality of Council have occurred as more effective committees are developed. The decision to give training to the volunteers who serve on the key committees is a very positive one. Clarity of the role and the process of the committees assist the committees to arrive at better decisions and, therefore, a more effective use of the volunteer time invested.

The steady improvement in meeting preparation has made Council meetings more productive. The completeness of information provided by staff is applauded. It makes it much easier to deal with Council business when information is clear and complete. There will always be challenges, but Council members will always make better decisions when they have all the information.

From a personal perspective, which I am sure is shared by all Council members, we have the privilege of associating with a group of sincere individuals that always work diligently to carry out the College mandate.

Respectfully submitted,
Victor Bowman

COLLEGE OF DENTAL SURGEONS OF BRITISH COLUMBIA – ORGANIZATION

The CDSBC is the regulatory body which protects the public and registers and licenses all dentists and certified dental assistants in BC.

The CDSBC **Council**, which meets four times per year, is the policy-making authority under the *Dentists Act*. It is currently comprised of 21 members: two elected officers (President and Treasurer); nine dental electoral district representatives; one representative from each of the Faculty of Dentistry and the Dental Specialists Society; and one certified dental assistant. Also included are seven public member positions which are appointed by the Lieutenant Governor in Council.

At its first meeting following its elections, Council appoints from its members an **Executive Committee**. It meets as often as required to conduct College business. It is empowered to take action on matters delegated by Council or which require immediate action between Council meetings. It does not have the authority to alter, repeal or suspend any of the Rules made under the *Dentists Act*.

COMMITTEES

The Registrar is an advisory member of all committees. The Deputy Registrars and Director, Operations and CDA Affairs, are assigned to specific committees as staff support.

The following committee lists do not include those staff support individuals who are recording secretaries for the various committees.

Accreditation Committee

The Accreditation Committee is a College committee whose responsibility it is to carry out Article 20 (Conscious Sedation and General Anaesthetic Services) of the Rules made under the *Dentists Act*. In addition to this responsibility, the Committee also monitors the requirements of the standards for all aspects of sedation and general anaesthetic services in dentistry, independent of hospital facilities. The consolidated and integrated standards are available in three documents – *General Anaesthetic Services*, *Deep Sedation Services* and *Moderate and Minimal Sedation Services*. The two important requirements of the standards are registration of qualifications with the College if providing general anaesthesia, deep sedation or moderate sedation; and authorization for provision of general anaesthetic and/or deep sedation services in non-hospital facilities.

The Accreditation Committee and/or the Accreditation Inspection Team inspect dental facilities offering general anaesthetic services in dentistry (non-hospital facilities) on a tri-annual basis. This past year, eight dental facilities providing general anaesthetic services were inspected. All eight facilities were granted full authorization. Currently, there are 14 fully authorized non-hospital dental facilities offering general anaesthetic services. In addition, all dental facilities offering deep sedation services in dentistry (non-hospital facilities) are now required to be inspected. Last year, three dental facilities providing deep sedation services were inspected. To date, 12 facilities have notified the College that they are providing deep sedation. Inspections of the remaining facilities will be carried out in the coming year.

In the coming year, the Committee plans to contact every member registered with the College to notify them of their responsibility to inform the College if they are providing general

anaesthesia, deep sedation or moderate sedation, or if their facility is providing general anaesthetic and/or deep sedation services in non-hospital facilities.

The Committee met five times (three face-to-face meetings and two teleconferences) during this past year.

Chair: Dr. Murray Fain
Members: Dr. Brian Chanpong, Dr. Brad Forster, Dr. Curtis Gill, Dr. John Gould, Dr. Michael Henry, Dr. George Maryniak, Dr. John McGaw & Mr. Gordon McConnell
Inspection Team: Dr. Martin Braverman, Dr. Patrick Butler, Dr. Andreas Conradi, Dr. Darren Dahlman, Mr. Terry Dickert, Dr. Brian Draper, Mr. Dan Driedger, Mr. Dan Hansen, Dr. Elizabeth Johnstone, Dr. Russell Naito, Dr. Kerim Ozcan, Dr. Brian Saunders, Dr. Robert Sorochan & Dr. J. Duncan Wray
Staff: Dr. Brian Casey

Appointments Committee

This is the first year that the College has used an Appointments Committee to gather and recommend names of volunteers to Council for appointment to College committees and working groups.

The terms of reference for the Appointments Committee are based on the "Ad Hoc Task Force to Review Committee Tenure" report adopted by Council on May 12, 2004, which recommends that committee appointments be made on a random basis with term limits so as to ensure rotation of new people on to committees.

The Appointments Committee has also set out to review the terms of reference of all College committees and make recommendations to Council to ensure that committees operate with a business plan and measurable objectives and outcomes. In addition, the Appointments Committee will arrange for committee chairs to report to Council on at least an annual basis. Finally, the Committee is working with the Registrar to ensure that committees get appropriate training and support so as to better fulfill their mandates.

Chair: Dr. Peter Lobb
Members: Dr. Rand Barker, Dr. Richard Busse, Ms. Christine Elliott, public member & Ms. Janice van Veen, certified dental assistant
Staff: Ms. Heather J. Laing

Audit Committee

The Audit Committee was formed in June 2004. It consists of two dentists and one public member. The public member and one of the dentists have a financial background.

Terms of Reference

1. The role of the Audit Committee is to assist Council in its oversight of the integrity and credibility of financial statements and other disclosures of the College of Dental Surgeons of BC.

2. To attend at least two private meetings with the external auditors of the College for the purpose of reviewing:
 - i) the adequacy of the financial internal controls in existence at the College;
 - ii) the scope of the annual audit;
 - iii) the extent, if any, that the College's financial reporting is at variance with Canadian Generally Accepted Accounting Principles;
 - iv) the draft audited financial statements;
 - v) matters identified in the annual management letter from the auditors;
 - vi) the appropriateness of the skill level of the College's staff;
 - vii) the audit fee; and
 - viii) any additional matter of concern to Council or the Committee.
3. To attend meetings with the Treasurer and College staff as necessary, but not less than twice annually to review:
 - i) the Registrar's plans to rectify deficiencies noted in the external auditor's management letter and identified during the meetings;
 - ii) the draft audited financial statements;
 - iii) the annual Treasurer's report;
 - iv) the suitability of the interim reporting to Council; and
 - v) the adequacy of insurance coverage.
4. To engage independent advice on any matter of concern to the Committee, provided that such concerns have been fully communicated to Council, and that Council has been given an adequate opportunity to address the situation.
5. Notwithstanding clause 2 of GP 9 (College Governance Policy Manual), the Committee may meet privately with any staff member or groups of staff members, with or without the presence of the Registrar or other supervisory personnel.
6. To recommend the audit firm to be appointed for the ensuing year.

B. Reporting

The Committee will report to Council at least once per fiscal year following its meeting with the external auditors, Treasurer and staff. The Committee shall be entitled to convene a meeting with any subgroup of Council with or without the presence of staff. The Committee Chair shall report annually to the membership, and he or she, or a designated Committee member, shall attend the Annual General Meeting and assist the President, Treasurer, and Registrar to answer questions.

Chair: Mr. Mehmud Kamali
Members: Dr. Bill Catalano & Dr. Sieg Vogt

CDA (Certified Dental Assistant) Advisory Committee

The CDA Advisory Committee was approved by Council in December 2004. The terms of reference for this committee are as follows:

- Address CDA regulatory issues
- Receive information, monitor and provide updates to Council on matters relating to CDAs
- Liaise with the CDABC (Certified Dental Assistants of British Columbia)

Since its formation, the Committee has struck two working groups, the CDA Bylaws Working Group and the CDA Council Member Election Working Group, which will be active in the coming year.

The role of the CDA Bylaws Working Group is to draft proposals for a transition from the current Rules under the *Dentists Act* to bylaws under the *Health Professions Act*, and to incorporate any proposed and/or desired changes to the Rules as pertain to certified dental assistants (e.g., Article 10).

The CDA Council Member Election Working Group was struck to review alternatives and make recommendations on a democratic process that will provide Council with a certified dental assistant member.

The findings of these working groups will be presented to the CDA Advisory Committee for further review.

Chair: Ms. Kathy Boyd, certified dental assistant
Members: Ms. Margaret Dennett, certified dental assistant, Ms. Maureen Leech, public member, Dr. Peter Lobb, Ms. Barbara Steer, certified dental assistant, Dr. Dan Stoneman & Ms. Janice van Veen, certified dental assistant
Staff: Ms. Betty Larsen

Certified Dental Assistant Examination Committee

The CDA Examination Committee met face to face three times in 2004, and submitted votes twice during the year to consider recommendations from the Qualifications Review Subcommittee about educational assessments.

Twenty assessment recommendations from the subcommittee were reviewed. Assessments included requests for radiography training, the recognition of out-of-province orthodontic and prosthodontic training, and to sit the CDA Examination for a third time; and international graduates seeking eligibility to sit the BC Certified Dental Assistant Examination.

Recommendations from examining teams from both 2003 CDA examination sessions were reviewed and approved at the January 2004 meeting, and implemented for the 2004 sessions.

A joint meeting of the CDA Examination Committee and the Qualifications Review Subcommittee was held to compare the BC Certified Dental Assistant Examination and the NDAEB Clinical Examination. The committees considered NDAEB motions that international candidates and candidates from both Canadian and US non-accredited dental assisting programs, complete the NDAEB written examination and Clinical Practice Evaluation (CPE).

A recommendation to recognize the NDAEB CPE in BC, based on the testing of all nine CORE skills, was forwarded to Council and approved.

With the recommendation to recognize the NDAEB CPE, the Committee proposed that a working group be struck to develop a new Part B Examination.

The Committee will continue to review the examination results of failed applicants who apply under Article 10.07. The College's legal counsel, Davis & Company, was asked to redraft the procedures to reflect a new reassessment process. This process was adopted at the January 2004 meeting.

With the number of private facilities offering Level II dental assisting programs, the Committee reviewed several requests for extraordinary sessions and has accommodated these programs by increasing the number of examination sessions in 2005.

Additional names of CDA Examiners were forwarded to Council to be appointed to the Pool of Examiners. Ms. Kathy Boyd, Ms. Rochelle Feniak, Ms. Francis Kirkpatrick, Ms. Lynn Johnston, Ms. Karen Manary and Ms. Betty Neetz were subsequently appointed by Council, and later observed examination sessions.

The results of the two examination sessions of the BC Certified Dental Assistant Examination are as follows:

	Written			Clinical		
	#	Fail	Pass	#	Fail	Pass
May/June 2004	12	3	9	18	1	17
Oct/Nov 2004	11	2	9	24	3	21
Totals	23	5	18	42	4	38

No appeals were received for the spring or fall examination sessions.

CDA Examination Committee

Chair: Ms. Margaret Dennett, certified dental assistant
 Members: Ms. Maureen Chaddock, certified dental assistant, Dr. Heather Chisholm, Mr. Robbie Moore, public member, & Ms. Michele Rosko, certified dental assistant
 Staff: Ms. Betty Larsen

Qualifications Review Subcommittee

Chair: Ms. Diana Hiebert, certified dental assistant
 Members: Ms. Rosie Friesen, certified dental assistant, Dr. Keith Milton & Ms. Janice van Veen, certified dental assistant
 Staff: Ms. Betty Larsen

Elections & Awards Committee

The Elections & Awards Committee had two meetings to determine candidates deserving of awards. In all, 19 candidates were chosen to receive awards which were presented on March 10, 2005 during the Pacific Dental Conference.

The Past President, Dr. Robert Rosenstock, was acknowledged during the Awards Ceremony.

Certificate of Appreciation

Mr. Neal R. Russell
Ms. Patti Schom-Moffatt

Certificate of Merit

Ms. Margaret J. Dennett
Dr. Ronald W. Komm
Ms. Rosie Friesen
Dr. Ken A. Neuman
Dr. John S. Garforth
Dr. John N. Nasedkin
Dr. R.E. (Rick) Hallett
Dr. Edward J. Penner
Dr. Peter Kearney
Dr. Bud Sipko
Dr. Eric B. Kjekstad

Distinguished Service Award

Dr. John G. Fraser
Ms. Suzette C. Jestin
Dr. Alan G. Hannam
Dr. Gordon M. Jinks

Honoured Member

Dr. Neil Basaraba
Dr. Ted Ramage

Chair: Dr. Robert Rosenstock
Members: Dr. Jim Brass, Ms. Christine Elliott, public member, Dr. Myrna Halpenny, Ms. Cia Harms, certified dental assistant, Dr. Hank Klein & Dr. Dan Stoneman

Ethics Committee

The Ethics Committee is a College committee whose responsibility is to review Article 5 (Code of Ethics) and Article 15 (Promotional Activities) of the Rules under the *Dentists Act* and recommend amendments to Council.

Concerns pertaining to promotional activities continue to come to the attention of the College, and the Committee has been very active in dealing with these concerns in the most appropriate fashion. Many of these concerns were dealt with at the four meetings the Committee held this past year. As societal values change with respect to promotional activity and law courts support some of these changes, the Committee is constantly evaluating and modifying its

guidelines to allow our members the greatest latitude, yet always bearing in mind the mandate of the College with respect to regulatory authority.

Chair: Dr. Ashok Varma
Members: Ms. Bethan Everett, public member, Dr. Rick Hallett, Dr. Daniel How, Dr. Graham Matheson, Mr. Bill Phillips, public member, Ms. Galina Pischanskaya, certified dental assistant, Dr. Mel Sawyer and Dr. Elisa Yu
Staff: Dr. Alex Penner

Inquiry Committee

The Inquiry Committee carries out Article 16C of the Rules and conducts hearings to determine whether a registrant has contravened the *Dentists Act* or the Rules under that Act.

A workshop was conducted in November 2004 for all members of the Inquiry Committee on the process and conduct of a hearing.

Between March 1, 2004 and February 28, 2005, there was one charge against a dentist (based on nine files) before an Inquiry panel, and one charge against a dentist (based on three files) before an Inquiry panel.

There are 24 members on the Inquiry Committee, comprised of 17 dentists, three certified dental assistants and four public members.

Chair: Dr. Don V. Anderson
Members: 23

Practice Standards Committee

The Practice Standards Committee carries out the powers, functions and duties delegated to it under Article 16A of the Rules made under the *Dentists Act*. There are currently seven dentists, four certified dental assistants and two public members on the Practice Standards Committee.

Between March 1, 2004 and February 28, 2005, one complaint was reviewed by a subcommittee of the Practice Standards Committee.

Chair: Dr. John J. Carpendale
Members: 13
Staff: Ms. Heather J. Laing

Professional Conduct Committee

The Professional Conduct Committee carries out the powers, functions and duties delegated to it under Article 16B of the Rules made under the *Dentists Act*. There are currently eight dentists, four certified dental assistants and two public members on the Professional Conduct Committee.

Between March 1, 2004 and February 28, 2005, two complaints were reviewed by subcommittees of the Professional Conduct Committee.

Chair: Dr. A.L. (Art) Ross
Vice Chair: Dr. John R. Gercsak
Members: 15
Staff: Ms. Heather J. Laing

Quality Assurance Committee

The Quality Assurance Committee investigates, and recommends for implementation, programs designed to establish and maintain standards of knowledge, skills and attitudes of registrants necessary for the delivery of competent oral health care.

In addition to recommending programs and policy statements on standards for oral health care, the Quality Assurance Committee monitors the mandatory continuing education program as set out in Article 17 and in the College *Guidelines for Mandatory Continuing Education*. After a review of Article 17, a proposed draft revision was completed in the past year. The proposed revision was done to reflect contemporary thinking on continuing competency and mandatory continuing education, and will be rewritten as a bylaw when the new *Health Professions Act* takes effect. The revision of the *Guidelines for Mandatory Continuing Education* is nearing completion, and it is hoped that this document will make it easier for a registrant to determine whether a course is eligible for continuing education credits.

On February 26, 2005, the Quality Assurance Committee and Council representatives met to conduct a strategic planning session on the College's ongoing Quality Assurance program. The discussion was facilitated by Ms. Patti Schom-Moffat of Karyo Communications. A framework for the strategic plan was developed, and the "action plan" will be implemented in the coming year.

In the previous year, a subcommittee was formed to review continuing education courses submitted for eligibility that do not readily fit into an existing area of the current requirements for continuing education, as stipulated in the Guidelines, and to approve study club applications. This process proved to be very effective, and the subcommittee again has dealt with all the continuing education issues. This past year was the third year of the new program requiring all registered study clubs to reapply to the College every three years. All study clubs presently registered with the College have now completed this process one time.

The Committee held seven meetings last year. The subcommittee met an additional three times. As Committee Chair, I wish to thank the Committee members for the time and effort they have devoted to College work. The dental profession and public have benefited tremendously from the dedicated and enthusiastic participation shown. The Committee also wishes to thank the College staff who supported our efforts during the past year.

Chair: Dr. Kevin Doyle
Members: Ms. Lynn Carter, public member, Mr. Paul Durose, public member, Dr. Allan Hovan, Dr. Leetty Huang, Ms. Suzette Jestin, certified dental assistant, Ms. Maureen Leech, public member, Dr. William Liang, Dr. David Prokopetz, Dr. David Tobias & Ms. Jane Wong, UBC representative
Staff: Ms. Heather J. Laing

Registration Committee

The Registration Committee consists of general dentists, specialists, certified dental assistants and public members. The Committee deals with issues of reinstatement of members, or registration of potential members, that do not meet the usual criteria for membership in the College as set out in Articles 4, 7, 9 and 10 of the Rules under the *Dentists Act*, and applications to extend the time for payment of fees under Article 11.08.

The Committee had three meetings during the 2004/2005 fiscal year and dealt with the following issues:

- Applications for registration from dentists (4);
- Applications for reinstatement from dentists (2);
- Applications for registration from certified dental assistants (1);
- Applications for reinstatement from certified dental assistants (8);
- Late payment penalty appeals from dentists (8);
- Late payment penalty appeals from certified dental assistants (5);

The Committee was fortunate to have hardworking and experienced members.

Chair:	Dr. Alex Lieblich
Members:	Dr. Bruce Blasberg, Dr. Suman Chand, Miss Elli Cox, certified dental assistant, Ms. Bev Davis, certified dental assistant, Dr. Brian Henry, Ms. Maureen Kent, public member, Ms. Memi Lam, certified dental assistant, Dr. Susan Maduke, Mr. Robbie Moore, public member & Dr. Michael Rockwell
Staff:	Ms. Heather J. Laing

DECEASED REGISTRANTS

It is with regret that the College reports the following deaths:

Dr. Samuel Scott Banford
Dr. Donald Oliver Braden
Dr. William James Fleming
Dr. Edwin Kengo Fukushima
Dr. Paul Sakae Kumagai
Dr. Walter J. Pilutik
Dr. Paul Tabakman
Dr. Ronald Leslie Ulinder
Dr. Garry Norman Winters

Mrs. Leslie Douglas, CDA
Ms. Donna Lee, CDA

ANNUAL GENERAL MEETING

Thursday, March 4, 2004

The Fairmont Waterfront

Mackenzie Ballroom

900 Canada Place Way

Vancouver, British Columbia

MINUTES

The meeting commenced at 8:35 am.

Elected Officers in Attendance

Dr. Robert Rosenstock, President
Dr. Dan Stoneman, Vice President
Dr. Peter Lobb, Treasurer

Guests

Mr. Bill Cox, Auditor, BDO Dunwoody

Staff in Attendance

Ms. Heather Laing, Registrar
Ms. Betty Larsen, Manager of Operations
Ms. Terry Smolar, Manager of Communications
Ms. Jane Faulafer, Dental Clinic Coordinator
Ms. Janet Khong, Meeting Coordinator

1. CALL TO ORDER

The President called the meeting to order and welcomed those present.

2. INTRODUCTIONS

The President introduced members at the head table:

Dr. Dan Stoneman, Vice President
Dr. Peter Lobb, Treasurer
Ms. Heather Laing, Registrar

Dr. Rosenstock introduced members of Council who were present. Other introductions included Mr. Bill Cox of BDO Dunwoody, Mr. Frank Borowicz and Mr. Allen Soltan of Davis & Company.

3. AGENDA AND TIME FRAME

A brief outline was given of the morning events. No new items were added to the agenda.

4. ADOPTION OF AGENDA

Motion: Rondeau/Goldstein

That the agenda for the March 4, 2004 Annual General Meeting be approved.

Carried

5. RULES OF ORDER

The President informed members that the rules of order were in the meeting package and reminded members who wished to speak to identify themselves first.

6. APPROVAL OF MINUTES

Motion: McNiece/Varma

That the minutes of the Annual General Meeting of March 6, 2003 be approved.

Carried

7. PRESIDENT'S REPORT

Dr. Rosenstock informed that the College made good progress in the past year. He complimented Davis & Company for the work on the submissions to the government on behalf of the College in regards to the *Health Professions Act*. He stated that although the HPA had received the Royal Assent in October 2003, there were some areas that needed to be defined, such as the scope of practice and overlaps with other professions. He mentioned that one of the major new programs under the HPA was the Quality Assurance Program which will enable members to keep their skills updated with changes in the profession.

He reported that the Council was going forward with policy governance, where Council will set policies, and College will figure out the best way to implement them. The complaints process is now more peer driven. The Professional Conduct and Practice Standards Committees were formed on the recommendation of the Regulatory Review Task Force. Members on these committees received training and orientation from the College's legal firm, Davis & Company.

Dr. Rosenstock also informed members that the Strategic Planning Workshop was scheduled for June 25, 2004 to plan where the College should be headed in the next 3-4 years.

8. VICE PRESIDENT'S REPORT

Dr. Stoneman informed members that with the profession in transition from the *Dentists Act* to the *Health Professions Act*, Council approved reducing Council to 21 members from the present 27, effective September 2004. Further discussions will be held to bring the number to 15 when the HPA is fully implemented. Some members raised concerns regarding the proposed elimination of a UBC representative on a Council of 15 members. It was requested that Council revisit the matter with further dialogue between the parties involved. Concerns were also raised regarding one certified dental assistant representative on Council effective September 2004.

In discussion following Dr. Stoneman's report, concern was raised regarding high tuition fees for UBC dental students. Dr. Rosenstock advised that it will be discussed at the next Executive Committee meeting.

9. TREASURER'S REPORT

Dr. Lobb informed members that one of the responsibilities of a treasurer was to have the Audited Financial Statements approved at the AGM. As the College's fiscal year ends in February, and the audited statements are available at the end of April, the possibility of moving the AGM to an earlier date was being looked at. This is so the audited statements can be presented within a month or two of their completion.

He mentioned that this was the first year that the College did not go into a line of credit, there was no operating debt, and a surplus was projected at year end. He reported that the College's only debt was \$1.125 million on the College building and that he is hopeful that it will be paid off in the next 5 to 10 years at the latest. He reiterated that the College owns the building along with the College of Pharmacists under the entity of '1765 West 8th Avenue,' and not the registrants.

9.1 Approval of the Audited Financial Statement

Motion: Lobb/Lowe

That the Audited Financial Statement for the year ended February 28, 2003 be received.

Carried

9.2 Appointment of Auditor for 2004-2005

Motion: Lobb/Nikolai

That BDO Dunwoody be appointed as auditor for the year 2004-2005.

Carried

10. REGISTRAR'S REPORT

Appendix I

Ms. Laing highlighted a few of the issues that were mentioned in her written report.

11.

NON-BINDING MOTIONS

11.1 Proposed by Dr. Cheng Lun Wang

Motion: Lowe/Varma

That the CDSBC Council be requested to maintain a seat on Council for a UBC representative.

Carried

11.2 Proposed by Dr. William Croft

Motion: Stoneman/Rondeau

Resolved, as an ordinary motion, that the CDSBC Council be requested to develop sedation items for the fee guide and communicate with 3rd parties (including BC government) that this should be an insurable benefit.

Amendment to Table: Kaburda/Goldstein

Carried

Main Motion Tabled

12. ADJOURNMENT

Motion: Rondeau/Vanry

That the March 4, 2004 Annual General Meeting be hereby adjourned.

Carried

The meeting adjourned at 10:30 am.

**March 4, 2004
Registrar's Report**

It is a pleasure to address you at this my first Annual General Meeting of the College of Dental Surgeons of BC.

As many of you know, I have been Registrar of the College since September 2003. I am pleased to say that the job is interesting and challenging, and the staff I work with are exceptional.

This morning I would like to update you about the progress on issues since last year's AGM, as well as new initiatives the College is currently pursuing.

Regulatory Review Task Force

Last year, the recommendations of the Regulatory Review Task Force (RRTF) were incorporated into amendments to Rules under the *Dentists Act* and presented to government for approval. The amendments were approved by government in July 2003.

Amendment to Rules under the *Dentists Act*

Article 16:

With the Rule amendments approved, there have been extensive changes to Article 16 which deals with complaints. A new structure was established for the College's professional conduct review and discipline process. The former Review Committee was eliminated, as was the previous authority of the Registrar's office to make a decision to refer a complaint to the College's Inquiry Committee for a hearing which could result in disciplinary action against a registrant. Instead, that authority was shifted to committees of peers.

As a result, two new committees were created. A Practice Standards Committee was formed to work cooperatively with registrants to assist them in addressing situations where remedial or corrective measures may be required to ensure appropriate patient care. As well, a Professional Conduct Committee was established. It has the power to dismiss a complaint, require further investigation, request a registrant to agree to a reprimand, request a registrant to agree to terms or conditions of practice, or refer the complaint to the Inquiry Committee for a hearing. These changes allow greater opportunities for complaints to be resolved informally and expeditiously or, alternatively, referred to mediation.

In October of 2003, the College's legal counsel, Davis & Co., held a training workshop for the committee members to guide them in this new process. Future training is planned to further familiarize the committee members with their new role.

Article 5:

The Rule amendments also brought about changes to Article 5, the Code of Ethics. Members are now required to report a registrant's conduct or practice which "raises a substantial question as to a violation of the Code of Ethics, or as to whether the registrant has provided, is providing, or will provide competent, safe and appropriate dental care to patients."

With the latest revisions, the obligation of members to transfer a patient's dental records to a colleague has now been strengthened. As well, provisions of the Code of Ethics have been eliminated which previously prohibited members from charging a reduced fee to an uninsured patient and lending their names or written testimonials to products offered to the public, as long as members abide by the provisions in Article 15, "Promotional Activities."

The revised Rules can be found on our website www.cdsbc.org or, if you prefer, you can call the College (604 736-3621; toll free 800 663-9169) and have a hard copy mailed to you.

Health Professions Act

In preparation for the *Health Professions Act* (HPA) under which all health professions in BC will be regulated, the College is focussing on many issues pertaining to the scope of practice for dentistry. As a result, the College has met with the College of Physicians and Surgeons to try to come to a mutual agreement concerning the overlapping roles of the oral and maxillofacial surgeons and the plastic surgeons. There will be more of these meetings in the future.

In addition, our legal counsel, Davis & Co., has been reviewing the processes which will be required to change the Rules under the *Dentists Act* to Bylaws under the *Health Professions Act*. This will be an exhaustive and time-consuming task for our legal counsel and for the College.

Board Policy Governance

This past year, under the leadership of Ms. Caroline Oliver, policy governance facilitator, the College conducted more workshops for Council and staff to refine its draft Governance Policy Manual, making it a more workable and effective document. Council and staff have been very positive about adopting a policy governance model, as clearer definitions of roles and limitations will assist both the Council and staff in accomplishing their goals. A working draft of this manual was approved at the November 2003 Council meeting with the understanding that further refinements would be required before it could be completely adopted. This manual will be a living document with Council altering it, as it sees fit.

Quality Assurance

In addition to recommending policy statements on standards for oral health care, the Quality Assurance Committee monitors the mandatory continuing education program, as set out in Article 17 of the Rules and in the College *Guidelines for Mandatory Continuing Education*.

In the past year, an evidence-based approach to standards of practice was adopted, and protocols established for the determination of clinical practice guidelines. With the new *Health Professions Act* pending, a review of Article 17 is being completed to reflect contemporary thinking on continuing competency and mandatory continuing education.

A strategic plan has been developed for the year ahead. It will be a four-step process that will develop recommendations on alternative quality assurance programs for consideration. The process will involve an examination of quality assurance and continuing competency within the unique context, culture, and resources of the CDSBC.

Registration/Licensing

Our Registration/Licensing Team is always very busy at this time of the year. Some of the statistics from this past fiscal year, March 1, 2003 to February 29, 2004, are as follows:

New registrants:

Dentists:	110
Certified dental assistants	310

Licences:

General dentists:	2465
Specialists:	292
Certified dental assistants	4929

Non-practising:

Dentists:	135
Certified dental assistants	578

Examinations

Certified dental assistants:

There were 28 candidates for written examinations. Of these, 20 were successful.
There were 38 candidates for clinical examinations, and 32 were successful.

Complaints

In the same time period, 142 complaints were received, and 155 complaint files were closed.

Communications

The College has recently hired a part time Manager of Communications, Ms. Terri Smolar. She will assist the College to develop a communication strategy and will be initiating both external and internal public relations programs. Ms. Smolar will be interacting with members of Council, committees, task forces, related professions, certified dental assistants, dentists, the media, government, community groups and legal counsel. In particular, the College is looking forward to new approaches in communicating with its registrants.

Staff Organizational Culture

In October 2003, the College staff held a full day workshop to assess the College's Organizational Culture Index (OCI). OCI is a means of determining an organization's style by measuring the shared beliefs, job satisfaction, communication effectiveness, values and expectations of the employees. Its broad objective is the attainment of organizational goals through the development of people.

The workshop was facilitated by Mr. Steve Lynch and his associate who had facilitated the previous workshop of January 2002. Comparisons of the Organizational Culture Index from the two sessions indicated a significant improvement since 2002. Staff were very pleased with the day and the progress they had attained since the previous workshop.

Systems Management

As mentioned last year, the College now has a Manager of Information Systems, and this has resulted in much needed improvements to its computer system. Upgrades were also made to the College's database.

New College Website

The College has a completely new website. There is a "Registrant's Only" section which is convenient for registrants, as it enables you to access your Continuing Education credits. We will be including new content as the year progresses, and we are open to any suggestions about making the site more useful and relevant to all registrants.

Deputy Registrar Search

This past November, the College commenced its search for a deputy registrar. The position was advertised locally, as well as nationally. The deadline for applications was January 15, 2004. After reviewing applicants' submissions and conducting interviews, the College selected a new Deputy Registrar, Dr. Brian Casey, and the Registrar will be asking Council to approve Dr. Casey's appointment. Dr. Casey's arrival is very welcome at the College, and we look forward to working with him.

The Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act (PIPA)

As a public body in BC, the College of Dental Surgeons is bound by the *Freedom of Information and Protection of Privacy Act*.

In April 2000, the federal government introduced its privacy legislation, the *Personal Information Protection and Electronic Documents Act* (PIPEDA). However, BC has legislated a provincial act, the

Personal Information Protection Act (PIPA) which came into effect in January 2004. This legislation will affect all dental offices, and the Association of Dental Surgeons of BC has distributed an informational booklet to dental offices advising them how to comply with the new legislation.

Statute of Limitations

The legislation reducing the length of time that dental records must be kept from 30 to 10 years is not yet in effect; therefore, dental offices must still retain their dental records for 30 years. The College will inform its registrants as soon as the reduction in the limitation period is in effect.

Committees, Working Groups and Focus Groups

In addition to the two new committees mentioned earlier (Practice Standards and Professional Conduct), a number of focus groups were formed this past year to address specific issues. Some of these are:

Focus Group on Per Diems:

A Focus Group on Per Diems was formed to review per diems for all members of Council.

Focus Group on Foreign-Trained Specialists:

A Focus Group on Foreign-Trained Specialists has been formed to consider the feasibility of UBC developing a program to remediate gaps in competencies of foreign-trained specialists and how that might be funded.

Focus Group on Unconventional Dentistry:

This Focus Group was formed to identify whether the College has received complaints about Unconventional Dentistry; whether such complaints have been adequately addressed by the present Rules and Policies of the College; and, if not, recommend a suitable course of action to deal with future complaints about dentists practising unconventional (including alternative or holistic) dentistry.

Focus Group on Committee Tenure:

A Focus Group on Committee Tenure was established to look into committee membership, selection process and terms served. The College wants to give registrants the opportunity to sit on various committees by putting time limits on the years one can serve.

This concludes my summary of College activities for the past year, and I thank you for your attention. Enjoy the convention.