

Board Highlights 15 September 2012

CDABC Request for Support

Nicole Wardstrom, President of the Certified Dental Assistants of BC (CDABC), presented to the Board concerning CDABC's current situation. The association is looking for ways to collaborate with partners to ensure that it can continue to offer services to the CDAs of this province. She explained that CDABC works to promote the safety of CDAs and provides services to help them advance their careers. Ms. Wardstrom asked for the College's support in their efforts and to consider a range of business options.

After discussion, the Board passed a motion to refer this issue to the CDA Advisory Committee.

Update on Governance Project

The Governance Manual will define the role of the Board, CDSBC Committees and the Registrar, and will set out how the Board carries out its work. The Governance Working Group expects to put the final product before the Board in December for approval.

Patient Relations "Boundaries, Ethics and Professionalism" Workshop

The Board attended a Boundaries, Ethics and Professionalism workshop on September 14. Participants included members of the CDSBC's Ethics Committee and representatives from the BC Dental Association and Certified Dental Assistants of BC. The workshop was led by experts in the areas of professionalism and ethics, Drs. Glen Gabbard and Maureen Piercey.

The College published a statement on the treatment of spouses earlier in 2012, but there remains a need to educate registrants about boundary issues, objectivity, and issues of consent that arise when treating family and friends. The Board asked the Registrar/CEO to provide the Ethics Committee with a summary of outcomes from the workshop, with a request that the Committee develop Patient Relations guidelines for dentists and CDAs.



Strategic Plan

Registrar/CEO Jerome Marburg presented the proposed strategic objectives for CDSBC's Strategic Plan. Four themes were discussed:

Registration: Effective, Efficient, Electronic Routes of Entry

- CDSBC leads regulators through transparent, fair, effective and defensible registration classes, processes/procedures
- CDSBC develops, maintains and publishes clear/relevant registration pathways and requirements

Complaints Reduction and Resolution

- CDSBC is – and is recognized for – its transparent, fair, effective and defensible complaint resolution process and procedures
- CDSBC takes active steps to help registrants enhance the standard of care they provide
- CDSBC takes active steps to promote/enhance ethical understanding and behaviour amongst its registrants

Professional Practice

- CDSBC nurtures, develops and delivers a transparent, fair, effective and defensible sedation/general anaesthetic registration and inspection program
- CDSBC promotes access to dental services/care

Governance and Operations: Doing It Right

- CDSBC maintains fair, transparent and defensible fee structures that (wherever possible) recover costs
- Board, committees, registrants and staff understand the role and limitations of the College with respect to regulatory vs. advocacy functions
- CDSBC is an effective voice and decision influencer/maker at the provincial level
- CDSBC is an effective voice and decision influencer/maker at the national level on matters of accreditation/certification/qualification standards, as well as assessment for entry or recognition
- The Board and staff communicate effectively with registrants, the public and role-players/stakeholders
- CDSBC has robust systems and processes in place to support organizational needs



- Board and staff promote and enhance understanding of, and adhesion to, best practices for governance and Board/committee effectiveness
- CDSBC is a desirable workplace that attracts, retains and develops talented and creative individuals on staff, committees and the Board
- CDSBC's assets, including College Place, are well-planned and managed
- The College is a prudent steward of financial resources
- Board and staff act (and are encouraged/empowered to act) in a socially responsible manner

Mr. Marburg explained the strategies that are planned for each theme over the next three years. The Board approved the objectives as presented, allowing for minor editorial changes as required.

Expense Policy and Honorariums

The Board approved minor changes to the Expense Policy.

A comprehensive review of Board compensation will be undertaken by the Governance Working Group well in advance of the 2014/15 budget year.

Committee Reports

President Peter Stevenson-Moore and Registrar/CEO Jerome Marburg hosted a meeting of CDSBC committee chairs on August 24. This was the first time in recent memory that a meeting of this type took place. Each of the chairs provided a report about their recent and planned activities, and shared their perspectives and experience with each other.

As part of the new governance process, the committee chairs will provide a written report of their activities to be tabled at each Board meeting.

Registrar's Update

Registrar/CEO Jerome Marburg gave an overview of the College's progress since joining the College in mid-July, including:

- **Individual staff meetings:** Mr. Marburg has met with each CDSBC support staff member to learn about them as individuals, the work they do, and their perspectives on opportunities for growth and improvement. Their input has been invaluable, including key contributions to the strategic planning process.
- **UBC Faculty of Dentistry:** The College has had a significant presence at the dental school in August and September, including presentations to first- and third-



year DMD students and grad students. Complaint Investigator Dr. Garry Sutton had significant involvement in the orientation week programs for first-year dental and medical students. Dr. Eli Whitney, who is CDSBC's Board member at UBC, is the coordinator for the Professionalism and Community Service (PACS) curriculum. He advised there may be further opportunities for CDSBC to speak to dentistry students.

- **Sleep Apnea Guidelines:** Three experts in sleep dentistry have authored a paper on the dentist's role in treating sleep disorders, and sleep apnea in particular. The College is honoured that Drs. Fernanda Almeida and Alan Lowe from UBC and Dr. Luc Gauthier from the Université de Montréal have donated intellectual property rights to the College for the benefit of the profession. The College will convert the paper to guidelines that will be tabled at the December Board meeting. Special thanks to Dr. David Tobias for liaising with the College and UBC Dentistry on this initiative.
- **Publication policy:** A working group will be created to develop a policy on public notification of complaints and discipline outcomes. It will address such questions as when, what, where and how long to publish information about complaints and discipline matters.
- **Minimal and Moderate Sedation Guidelines:** A working group of the Sedation and General Anaesthetic Services Committee has been working diligently on revising the guidelines for minimal and moderate sedation. The group has made significant progress this year and draft guidelines are scheduled to go to the Board for approval in December, after which the guidelines will be posted for consultation.
- **CBC Marketplace:** This investigative consumer program is developing an episode on dentistry that is expected to air on October 19. CBC research staff contacted CDSBC for background information on how the profession is regulated and about why there may be a variation in treatment plans – and associated costs – between one dentist and another. CDSBC explained that there is a wide range of factors and circumstances that can be brought to bear when a patient presents to a dentist. A range of treatment options exists, all of which are professional, ethical and appropriate.
- **Organizational design:** Mr. Marburg provided highlights of organizational design changes to align staff resources with strategic and operational priorities.



Policy Development Working Group

A working group of staff and Board members will be created to do groundwork and analysis on policy development for the College. President Peter Stevenson-Moore invited Board members who have an interest in this area to join the working group.