



Management Report for Open Portion September/October 2017

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FALL LISTENING SESSIONS

Listening sessions support the College’s engagement policy development process. There are three sessions being held this fall and all are facilitated by Dr. Chris Hacker, Deputy Registrar and Director of Professional Practice, with board members, committee member and senior staff serving as discussion hosts. The three discussion topics at the fall 2017 listening sessions are:

- The decline of public trust (ethics)
- CDSBC Bylaw Part 2 – College Board
- The business of dentistry and corporate structures



FALL LISTENING SESSIONS VANCOUVER AND KELOWNA



Vancouver listening session: 25 September

- **Presenters:** Dr. Don Anderson, Mr. Rick Lemon, Registrar/CEO Jerome Marburg
- **Discussion hosts:** Dr. Don Anderson (with Dr. Meredith Moores), Mr. Oleh Ilnyckyj, Mr. Rick Lemon, Dr. Mike Flunkert (with Leslie Riva), Registrar/CEO Jerome Marburg and Dr. Susan Chow

This event was held at the Fairmont Pacific Rim in conjunction with a Vancouver and District Dental Society continuing education event. The session began earlier than the others did, but we chose this date and time in an attempt to capture an existing audience (there were 100 people expected to attend the VDDS event). However, the final attendance numbers were not as strong as we would have liked. We also received feedback from some registrants who could not accommodate the earlier start time and asked that we hold the next Vancouver listening session later in the evening.



Twenty participants completed the evaluation form:

- 95% agreed (75% strongly agreed) that they had adequate opportunity to express their views.
- 100% agreed (25% strongly agreed) that there was adequate opportunity for participants to exchange views and learn from each other
- 95% agreed (90% strongly agreed) that CDSBC demonstrated a commitment to listening

The full report, including all participant comments and the evaluation results, is published on the listening sessions page of the website.

Kelowna listening session: 19 October

- **Presenters:** Dr. Don Anderson, Dr. Mark Spitz, Dr. Susan Chow
- **Discussion hosts:** Dr. Don Anderson (with Dr. Meredith Moores), Dr. Mark Spitz (with Leslie Riva) Dr. Susan Chow (with Roisin O'Neill)
- **Other board members:** Dr. Deborah Battrum

This event was held on the first evening of the Thompson Okanagan Dental Society (TODS) meeting (more below). Despite the fact that there are about 1,200 attendees registered for the meeting, there were a number of social and continuing education events taking place at the same time. The conference organizers advised us to expect about 20 attendees; however, the final number was about 10.

Because only seven participants completed the evaluation form, numbers (not percentages) are used below:

- 6 strongly agreed/1 agreed that they had adequate opportunity to express their views.
- 5 strongly agreed/1 agreed /1 slightly disagreed that there was adequate opportunity for participants to exchange views and learn from each other
- 7 strongly agreed that CDSBC demonstrated a commitment to listening



Prince George listening session

Our seventh listening session, and the last one of 2017, will be held in Prince George on 15 November.

THOMPSON OKANAGAN DENTAL SOCIETY MEETING

19-21 October

This is the second largest dental conference in B.C., with 1,500 dental professionals attending. The Thompson Okanagan Dental Society represents the geographical region east to Revelstoke, west to Ashcroft, south to Osoyoos and north to Sicamous. At this year's conference we hosted a booth in the exhibit hall and a listening session on the first evening of the conference (see above). The attendance at our listening session was not as strong as we expected, and this is likely because there were a number of social and educational events taking place at the same time, and because listening sessions are not eligible for CE credit.

College representatives at TODS were board officers Dr. Don Anderson and Dr. Susan Chow; board members Dr. Deborah Battrum and Dr. Mark Spitz; and senior staff members Dr. Chris Hacker, Dr. Meredith Moores, Ms. Roisin O'Neill, Ms. Leslie Riva and Ms. Anita Wilks.

The College is grateful for the continuing support of TODS meeting organizers Ms. Lane Shupe, CDA, and Ms. Alison Hall, CDA.

FOCUS ON ETHICS

The ethical practice of dentistry is one of the strategic priorities for the current year. This topic has come up repeatedly in the context of corporate dentistry models, and through participant feedback at the listening sessions. In addition to being a discussion topic at the listening sessions, there were two other activities in support of this topic:

- **President's Blog: "The decline of public trust" (18 September)**

Dr. Anderson published his thoughts on why the public perception of dentists has slipped over the years. We distributed this blog as an email blast to all registrants and used it as an invitation to the fall listening sessions.



- **Ethics course at the Pacific Dental Conference in 2018**

This fall, we have confirmed the three ethics presenters that will lead the College's workshop in March 2018. Short bios are provided below.

Dr. Don Patthoff has been a general dentist in government, non-profit, and private practice settings since 1971. He has served in leadership roles within organized dentistry at all levels, and in national and international ethics organizations. He has written and lectured extensively on the topic of ethics, and is the ethics chair of the Berkeley Medical Center in Martinsburg, West Virginia.

Dr. David Ozar is Emeritus Professor (1972-2015) in the Department of Philosophy at Loyola University Chicago, where he also taught the professional dental ethics course for over a decade. He was founding president of the American Society for Dental Ethics and founding editor of *Issues in Dental Ethics*. He is a frequent speaker and has published extensively on the topic of ethics.

Dr. Carlos Quiñonez is a dental public health specialist and researcher. He is an Associate Professor and Director of the Specialty Training Program in Dental Public Health at the Faculty of Dentistry, University of Toronto. His research program centres on the politics and economics of dentistry, with a specific focus on health and social equity.

The College has accepted the recommendation of the presenters that we take the unusual step of making this a **dentist-only event**. The presenters felt that the types of issues discussed are not the same for different members of the dental team and that this would allow them to create space for the conversation that needs to happen, including a workshop discussion. In recognition of the fact that dental therapists and certified dental assistants could also benefit from ethics content tailored to them, the College should consider pursuing that in future.

EXECUTIVE DIRECTORS AND REGISTRARS LUNCHEON

September was CDSBC's turn to host the lunch-and-learn event for this voluntary group made up of senior staff from a variety of professional associations and regulators. The 19 September presentation was called "Better Decision Making with Stakeholder



Engagement” by civic engagement specialist Susanna Haas Lyons. For those who don’t know her, Susanna is the consultant we worked with on the engagement policy development process; she also advised on the design of the listening sessions. More recently, Susanna is supporting the College’s engagement efforts on the revised Quality Assurance Program. The strong attendance figures at the luncheon showed that the topic of stakeholder engagement is relevant.

CLEAR CONFERENCE

Submitted by Leslie Riva, Senior Manager: CDA Certification and Quality Assurance

In September, I was fortunate to have the opportunity to attend the Council on Licensure, Enforcement & Regulation conference (CLEAR) in Denver. This conference hosts over 600 attendees from around the world (a large portion of which came from Canada). There were 49 presentations of which 27 were from Canada.

My purpose for attending was to learn what other regulators are doing with regard to their quality assurance programs, the directions they are taking and specifically, if and how they are assessing competency of their registrants.

During my two-day stay I attended seven sessions and with the exception of one, all were outstanding. Three of the sessions were directly related to Quality Assurance. My take-aways for consideration:

- We are not the only regulator looking for ways to assess competency. Others are looking to do this either through exercises or examinations (online, OSCE type).
- Assessing soft skills (communication) goes a long way to benefitting both the practitioner and the patient.
- Situational Judgment Tests (SJT) and exercises are being developed. These exercises test knowledge, recall, skills application and critical thinking. Candidates are accepting of the SJT tool because they are realistic and job related. SJTs can be used throughout a career cycle.
- CORU – Health and Social Care Professionals Council shared their lessons from changing their process. They did not get it all right the first time - is still a work in progress.



I attended a keynote presentation in which the presenter shared the story of her son's experience as a patient. She spoke of the importance of informed consent and shared decision making that can improve outcomes for patients and reduce liability. This experience challenged her to spearhead legislation with regard to requirements for obtaining consent and making the public aware of complaint issues against practitioners in Colorado.

I also attended two sessions related to board member responsibilities, self-regulation and the role of the public in professional regulation.

My take-aways for consideration:

- Once you become a board member you go from being a private citizen to a public servant;
- You can't take off your board member hat. "What happens in Vegas may not stay in Vegas" if you are representing an organization;
- Select the board rather than elect as it is hard to take off the professional hat and as such may not act in the best interests of the public but rather the profession.
- Have a policy process in place that is fair and valid in case of bad behavior; and
- The public needs to be consulted/engaged when setting the standards for the profession.

In closing, this conference was a terrific opportunity to engage with fellow regulators to share ideas and thoughts on the direction of regulation. I hope to attend another CLEAR conference either as an attendee (as there is always more to learn) or as a part of a presentation (our new and improved Quality Assurance program)

https://www.clearhq.org/2017Conference_Handouts

BC HEALTH REGULATORS FALL SYMPOSIUM: FIRST NATIONS HEALTH AUTHORITY

The BC Health Regulators (BCHR) co-hosted with the First Nations Health Authority (FNHA) a symposium at the Hyatt Regency Hotel in Vancouver on 13 October 2017. The event built upon the historical signing of **the Declaration of Cultural Safety and**



Humility that had occurred earlier this year, when the FNHA and the BCHR had committed to becoming wellness partners. The goal of the symposium was to enhance understanding of the challenges, and to explore the individual capacities of regulators to advance cultural safety and humility.

The symposium was ably led by Ms. Cynthia Johansen, CEO the College of Registered Nurses of BC, and Mr. Joe Gallagher, CEO of the FNHA. From the opening, and the delivery of a prayer of dedication by an elder from the Squamish Nation, the imperative for a maturation in the approach of regulators in dealing with the healthcare issues faced by First Nations (FN) peoples pervaded the room. While the presentations by First Nations individuals illuminated the cultural differences that significantly affect the interactions between Health Authorities, healthcare workers and their First Nations clients, there were workshop opportunities designed to assist in the identification of behaviours that will assist in overcoming the barriers and challenges that currently exist.

The presentation by Chief Coroner Lisa Lapointe vividly illustrated the adaptations of process that the Coroners Service has undertaken to accommodate the spiritual practices of First Nations people. Her obvious sensitivity in bringing her colleagues through these necessary changes was impressive. Similarly, Dr. Charlotte Loppie from the University of Victoria delivered a fascinating treatise on “Racism as Social Determinant of Health for Indigenous Peoples.” Her account of the effects of colonization demonstrated convincingly how quickly social and cultural interactions can be destroyed, and how, in the face of the ingrained resentment of such change, it can take generations to rebuild relationships and behaviours. Perpetuating the behaviours of the past can only delay the process.

The symposium was well received, and concluded with the presentation of a ceremonial paddle to the BCHR, a symbol that we are all now paddling in the same canoe!

CHAIRS AND VICE-CHAIRS LUNCHEON

On 29 September President Don Anderson and Registrar/CEO Jerome Marburg hosted an informal lunch meeting with the chairs and vice-chairs of CDSBC’s committees and working groups. Mr. Marburg initiated this annual event several years ago to provide an opportunity for those who are leading committees to promote communication between the committees and between committees and the Board. The meeting includes a high level overview of the key activities for each committee/working group, a discussion of any challenges, and time for questions.



PUBLIC NOTICE: DR. YOUNG HEE LEE

Dr. Lee, a general dentist in Surrey, signed an agreement acknowledging CDSBC's serious concerns regarding ethics, billing and recordkeeping, as well as continuing concerns with diagnosis and treatment planning, periodontal diagnosis, fixed prosthodontics and radiographic interpretation. The agreement includes a two-month suspension, a fine, course work (recordkeeping, billing, tough topics, radiographic interpretation and ethics), mentorship, and a chart review.

Dr. Lee's name was originally withheld when the notice was originally published in on 25 September. The notice was updated with his name on 27 October.

PUBLIC NOTICE: DR. STEVEN KRIEGER

A discipline hearing for general dentist Dr. Krieger of Surrey was cancelled when he made admissions and proposed a resolution, which was approved by the Inquiry Committee. The Inquiry Committee ordered a reprimand, a fine, a one-year suspension, and a multi-step remediation program and examination process to be successfully completed if he intends to return to practice. Once the remediation program and exam process is completed, he may return to practice subject to limits and conditions. The notice was published 31 October.