

Board Meeting  
24 September 2021  
Agenda Item 10A.1.

**BOARD MEETING**  
**Friday, 11 June 2021**  
**12:30 p.m. – 2:30 p.m.**

**Virtual meeting held via Webex**

**DRAFT**

**MINUTES**

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The open meeting commenced at 12:32 p.m.

**In Attendance**

Mr. Carl Roy, Chair

Dr. Heather Davidson, PhD

Ms. Dianne Doyle

Ms. Barb Hambly

Dr. Alexander Hird

Ms. Cathy Larson

Ms. Sabina Reitzik

Ms. Shirley Ross

Dr. Lynn Stevenson, PhD

Ms. Kim Trottier

**Regrets**

Dr. Mike Melo

Dr. Richard Wilczek

**Staff in Attendance**

Dr. Chris Hacker, Registrar and Chief Executive Officer (CEO)

Ms. Bethany Benoit-Kelly, Manager of Communications

Ms. Nancy Crosby, Manager of CEO's Office

Ms. Joyce Johner, General Counsel

Ms. Renee Mok, Policy Coordinator

Dr. Meredith Moores, Director of Professional Practice

Ms. Róisín O'Neill, Director of Registration

Ms. Leslie Riva, Sr. Mgr. CDA Certification and QA

Ms. Anita Wilks, Director of Strategy and Engagement

Mr. Dan Zeng, Director of Finance and Administration

**Invited Guests**

Ms. Jessica DeVries, Pivotal Research (from 1:18 p.m. to 1:49 p.m.)

Mr. Jihad Melhem, Pivotal Research (from 1:18 p.m. to 1:49 p.m.)

Ms. Stephanie Nicholls, Business Analyst, CDSBC (from 1:18 p.m. to 2:12 p.m.)

**Preparation of Minutes:**

Ms. Kelsey Guenette, Raincoast Ventures Ltd.



## 12. Public Questions or Comments

No public questions were received prior to the meeting.

**Action:** *It was requested that staff develop a format to present questions/comments received from the public over intervals of Board meetings rather than only considering questions posed during meetings.*

## 13. Consent Agenda

### a. Approval of 26 February 2021 Open Minutes *(minutes and action log attached)*

#### **RESOLUTION:**

#### **It was MOVED (Trottier) and SECONDED (Hird)**

That the minutes from the open portion of the 26 February 2021 Board meeting be approved.

**CARRIED**

### b. Reports from Committees *(attachments)*

- Audit & Risk
- Discipline
- HR & Remuneration
- Inquiry
- Patient Relations
- Quality Assurance
- Registration
- Sedation & General Anaesthesia
- Standards & Guidance

### c. Financial Statements for the Period Ending February 28, 2021 *(attachments)*

#### **RESOLUTION:**

#### **It was MOVED (Hambly) and SECONDED (Doyle)**

That the items on the open Consent Agenda for the 11 June 2021 College of Dental Surgeons of British Columbia Board meeting be approved.

**CARRIED**

During discussion on the Reports from Committees, comments were offered regarding:

- Strategies/processes put in place to mitigate the number and length of complaints
- Effects of COVID-19 on registrants practicing hours and examinations.



#### 14. Committee Appointments *(attachments)*

Ms. Sabina Reitzik, Chair of the Appointments Committee, in reference to the briefing note titled, "Committee Memberships" included in the meeting materials, informed that the Appointments Committee (AC) uses a competency-based approach to determine the knowledge, skills, expertise, and diversity required on CDSBC's committees. The AC oversaw the process for committee appointments, which included reappointment for committee members with one-year terms, self-evaluations of all committee members, using roster from last year, and an updated Guide and Application form for new applicants not on the roster.

The AC identified a lack of Certified Dental Assistants (CDA) applicants and contacted the CDAs who ran in the 2021 election but were not successful, to apply for committee positions. One CDA applied and was added to a committee. Additionally, an applicant for the Quality Assurance Committee reconsidered her appointment and no longer wishes to be on a committee so her name will be removed from the list of candidates the Board is being asked to consider.

Upon approval of appointments, staff will send thank you letters to those leaving committees, and welcome letters and orientation processes to those entering. Population of three working groups will begin in June/July 2021.

In response to questions, the following comments were provided:

- The application process does not include personal information in terms of the individual's characteristics; it may be helpful to collect that data to answer future questions about committee composition/representation
- The chair of each committee is selected by its members during the first meeting of the Committee after July 1<sup>st</sup>. The Board will approve the Chairs for the Audit and Risk and Patient Relations committees.

#### RESOLUTION:

##### It was MOVED (Reitzik) and SECONDED (Hambly)

The Board resolves to accept the recommendations of the Appointments Committee for 29 Committee re-appointments and 14 for appointments for terms beginning July 1, 2021.

CARRIED

#### RESOLUTION:

##### It was MOVED (Reitzik) and SECONDED (Larson)

The Board approves the reappointment of the six Board Members to their Committees for a further one-year term.

CARRIED  
(Hird abstained)



#### **15. Stakeholder Communications and Engagement Strategy** (*attachments*)

Ms. Anita Wilks, Director of Strategy and Engagement, provided an on-screen presentation titled “Communications and Engagement Strategy”, which outlined communications and engagement objectives and strategies for those the College serves, regulates, and has mutual interests with, and for those who have authority over the College. The Strategy provides a framework for effectively working with external stakeholders as CDSBC navigates through current and future changes in BC’s regulatory environment.

During discussion, comments were offered regarding:

- How the strategy compares to previous approaches
- Socialization/distribution of the strategy internally and externally.

#### **RESOLUTION:**

#### **It was MOVED (Ross) and SECONDED (Doyle)**

That the draft Stakeholder Engagement and Communications Strategy is approved by the Board as the foundational document to inform CDSBC’s communications and engagement activities.

**CARRIED**

#### **16. Voice of Patient: Preliminary Results of Public Research** (*attachments*)

Mr. Jihad Milhem and Ms. Jessica DeVries, Pivotal Research, provided an on-screen presentation, which reviewed preliminary results of an online survey administered to 2,000 BC residents. The survey collected perspectives on dental care experience and determined understanding and awareness of dental care regulation.

Key takeaways from the survey were highlighted:

- A large portion of BC residents have barriers to access dental care services (e.g., insurance coverage, treatment costs)
- Good dental care, friendly service, and focus on retaining patients with the dental office encourage dental care visits
- The ongoing pandemic has not been a significant barrier for obtaining dental care
- There is a high level of satisfaction with dental care in BC among various segments of the general population
- Patient’s perceived value of services does not align with the cost
- Dental patients value respect, informed choice, safety, and comfort
- One in five dental patients were not satisfied that they had enough information to make an informed choice, or with providing their consent
- One in four dental patients were not satisfied with the explanation of costs given by their dental care provider



- Patients perceive the quality of the dental care they receive to be higher than the quality of dental care in the province as a whole
- While patients are more likely than non-patients to access dental care services, affordability is a shared concern
- A significant number of non-patients do not feel that they have adequate access to dental care information and resources
- Awareness and perceptions of CDSBC and dental care regulation are higher among patients
- Although there is a general awareness of a regulatory body, many patients and non-patients are unaware of CDSBC
- Patients perceive CDSBC to be more effective in delivering on the four aspects of its mandate compared to non-patients
- CDSBC's management of complaints about dental professionals receive lower agreement among patients and non-patients.

A final comprehensive report will be developed for the Board's review in the coming weeks. Smaller quarterly surveys will also be circulated to measure progress and provide information for specific segments of the population.

During discussion, comments were offered regarding:

- How the public defines quality of dental care, and why there was a difference between attenders and non-attenders
- Concerns that the affordability/value for money aspect is not within CDSBC's purview/jurisdiction
  - The final report will include specifics on what cost means from a quality of care perspective
- Suggestion to use inclusive language regarding dentists (i.e., dental/oral health providers as opposed to dentists specifically).

#### **17. Board Dashboard Update** ([attachments](#))

Ms. Stephanie Nicholls, Business Analyst, CDSBC, provided an on-screen presentation on the Board Dashboard, and noted that the addition of all research components had been completed. The next quarter will focus on building in operational reporting, providing metrics that drive performance and service levels, confirming data definitions, and workshops that will be used to start designing factors and input for the registrant risk assessment. A full Dashboard report will be included in the next Board package, and a summary report with key insights will be presented at the September 2021 Board meeting. Additionally, a management summary will be made available on the website.



During discussion, comments were offered regarding:

- Highlights and lowlights of the staff engagement study
- Suggestion to include a review/presentation on the Board Dashboard at the special strategic planning Board meeting before the September meeting.

**18. BC Public Advisory Network Update** ([attachments](#))

Ms. Wilks provided an on-screen presentation titled, “BC-PAN 2021-2021 Synopsis”, noting that it was initiated to promote meaningful public engagement in the work of health care regulators. The BC-PAN includes 16 public advisors who were selected to reflect the diversity of BC residents. Meeting topics considered include virtual care, discrimination in health care, ethical and professional use of social media by health care practitioners, complaints processes, codes of ethics, and public registers. Participant feedback from public advisors and college partners showing average responses after each meeting is also collected.

In response to a question, it was noted that the College can bring specific questions to the BC-PAN.

**This concludes the open portion of the meeting – 2:26 p.m.**

**The Board briefly met in-camera.**