

Summary of Action Plan Outcomes

The Action Plan was a multifaceted project that touched on every part of the organization and fundamentally changed the structure and function of the College of Dental Surgeons of BC to better serve and protect the public.

Action Item 1	Amended CDSBC Bylaw Part 2 (College Board)
	Established a new Board with 8-12 members and 50% public members
	Developed and implemented competency-based board election process and eligibility requirements
	Developed and implemented new election process and eligibility requirements for the Board Chair
	Ceased activities that reinforce concept of 'membership' and volunteerism (i.e. Awards Program) and revised Remuneration and Expense Policy
Action Item 2	Created eligibility requirements to promote independence/separation from professional influence
Action Item 3 Action Item 4	Created eligibility requirements so individuals with complaints cannot be elected to the Board or appointed to committees
	Created eligibility requirements so individuals with complaints cannot sit on the board or committees
Action Item 5	Amended Bylaw Part 4 (College Committees)
	Established and implemented new committee structure
Action Item 6	Established an improved process for tracking and storing board/committee decisions and motions
Action Item 7	Established an enterprise risk management process



	Developed a formal risk register to manage organizational risks
Action Item 8	Established new public Q&A session at board meetings and AGM
	Created Declaration of Interest Form and published register of interests
	Developed new board meeting policy to increase transparency and public engagement
Action Item 9	Procured an independent financial auditor to support the Audit and Risk Committee when identifying areas of risk and a process for internal audits
Action Item 10	Conducted board governance workshop and established review process
	Improved culture at the college for better board and staff relationship
Action Item 11	Conducted an assessment and established processes and systems to collect data and measure college performance
	Established a Policy, Projects and Performance Department to oversee and improve performance
	Created a board dashboard to ensure strategic objectives are being delivered and to measure whether college performance is improving or declining
Action Item 12	Conducted an inventory of CDSBC standards, guidance and supporting material
	Developed a new standards and guidance structure
Action Item 13	Created an autonomous complaint process with no undue influence from the Board
Action Item 14	Established the Strategy and Engagement Department to appropriately staff the communications and engagement functions at CDSBC
	Conducted stakeholder mapping
	Engaged the public and patients through consultations and BCHR Advisory Network



	Continued engagement with stakeholders, including other health regulators
	Developed a comprehensive Engagement and Communication Strategy including prioritizing cultural safety and humility
Action Item 15	Enhanced information collected during complaint investigations and expanded data collection to include the Voice of Patient Program to hear from patients and the public
Action Item 16	Developed and implemented the <i>Public and Registrant Participation at CDSBC Board Meetings and AGMs Policy</i>
Action Item 17	Recalibrated relationship with BCDA and other representative organizations
Action Item 18	Encouraged participation of dental therapists and CDAs in college activities and decision-making roles, including board and committee compositions
Action Item 19	Continued collaboration with the oral health colleges as the colleges move towards amalgamation
Action Item 20	Provided a clear breakdown of registrant fees to clarify the fees collected and provided to the BCDA
Action Item 21	Developed a timeline to discontinue collection of fees for BCDA
Action Item 22	Established a Standards and Guidance Committee and Patient Relations Committee to develop, maintain and review standards of practice and professional ethics
Action Item 23	Established a new standards and guidance development process
	Established the Policy, Projects and Performance and Professional Practice departments, which will oversee and manage standards and guidance development
Action Item 24	Developed new standards and guidance structure, format and terminology
	Developed a style guide for CDSBC



Action Item 25	Established a risk assessment framework for complaints
Action Item 26	Provided training to the Inquiry Committee to increase independence
	Integrated monitoring and health into the complaints department
	Established panels for the Inquiry Committee to increase efficiency
	Increased data collection for remedial approach to inform performance measures
Action Item 27	Established target times for complaints process
	Restructured complaints department and added more resources
Action Item 28	Minutes and memos for complaints meetings include clearly recorded reasons and decisions
Action Item 29	Developed a Risk Register
	Established a risk register review process for identifying, assessing, escalating and managing organizational risks
Action Item 30	Developed a new briefing note template for board reports and a board dashboard to report out on strategic objectives
	Discontinued use of executive limitation reports
Action Item 31	Established performance measures and began collecting data to determine CDSBC's impact on outcomes for patients and the public, including the Voice of Patient Program
Action Item 32	The Board succeeded in refining its role, reforming its committees, and addressing its relationship with its representative bodies and has taken steps to rebuild trust among registrants.