

# *Articulator*

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## **We Have Moved**

The office of the College of Denturists of BC has moved.

We are now located at:  
101-309 Sixth Street  
New Westminster, BC  
V3L 3A7

Our telephone and fax numbers remain the same  
Telephone (604)515-0533  
Fax (604)515-0534

***Please update all of your records!***

## **Message from the Chair**

I recently found myself reflecting on conversations I'd had with other members of our profession at the Denturist Association's Convention in Sun Peaks earlier this summer. I enjoy attending the Association's annual meeting for many reasons; none more important than tapping into the 'peer network'.

It is an opportunity to share thoughts with other denturists who I'm not routinely in contact with, yet who have a common interest in our profession. These conversations are almost always enlightening. I hate to qualify that statement with 'almost', but from time to time some of the questions do get repetitive. In the most part, those conversations are a good means of sharing information and ideas as I shoulder my responsibility of sharing the College's perspective on various issues. One theme that I consistently encounter in a number of these conversations is the air of caution that was felt necessary when dealing with the College.

In some respects I can see where this sentiment spawns. I take some solace in the fact that all regulatory bodies experience this to some degree. The problem is that the underlying source of caution, in most cases, is based more on a lack of understanding than anything else. This lack of understanding is found in both what the College's responsibilities are, and how it carries them out. Overcoming this persistent lack of understanding relies largely on communication. The College implemented a communications plan in the past. My conversations tell me that we need to redouble our efforts and continue to focus on explaining the role of the College.

There's an irony in the coincidence of how things fall into place just when we need them. At the first meeting of the 2005 College Board in April of this year two documents were introduced; *Best Practices Guidelines* and *Appointment Guidelines*. Both are products of the Premier's office and are substantial documents encompassing virtually all aspects of Board governance, structure and responsibility. These documents will guide the development and advancement of all health regulators in the province.

One area, outlined in *Best Practices*, is communication. The recommendation is that any communication process include all stakeholders in the profession; the public, registrants, educators, and other regulators. The process should facilitate the identification and understanding of respective roles and responsibilities in guiding the profession through future stages of development. The Board of the College fully embraces this recommendation and has scheduled meetings in the early fall to initiate this process.

As individuals and organizations, we often channel our focus on our immediate responsibilities. This ultimately becomes a daily routine and, in effect, we lose or limit our ability to perceive the larger picture. This is an opportunity to pause and reflect; to look towards the future. To view our involvement from a broader perspective often provides the understanding necessary to make our roles more effective. To gain an understanding that the responsibility for professional regulation is not 'ours' or 'theirs'; but rather everyone's is the goal. The more understanding we have, the better we can expect things will work.

Communication is the key, it also requires two parties. The College and stakeholders need to communicate more effectively. On October 1, 2005 I'll be at the Annual General Meeting. I invite you to come and communicate with your College.

-Doug Hengel  
Chair of the Board

## Continuing Education Opportunity

### Dental Records Management: Collecting the Information and Knowing What To Do With It!

The College of Denturists is offering a **Dental Records Management Course** to all Registrants. The course will take place after the Annual General Meeting. This session is sponsored by the Quality Assurance Committee and is offered free to all registrants of the College.

#### **Pre-registration is mandatory**

Time - 1:00 - 4:00 pm

Ballroom

Holiday Inn Metrotown

October 1, 2005

Registrants who pre-register will receive 3 direct continuing education credits in addition to valuable information about patient record keeping and new privacy legislation. Please see insert for more information.

Please return the enclosed form if you wish to attend this course and receive credit . Only Registrants who pre-register will be eligible for 3 direct continuing education credits.

## Board Meeting Dates

The Board of the College will be meeting on the following dates;

September 30, 2005 -  
Strategy Planning Session

October 1, 2005, 9:30am - AGM  
Holiday Inn Metrotown – Ballroom

December 1, 2005, 9:30am  
College of Denturists Office

Meetings of the College Board are open to the public and registrants. Please notify the College office if you are interested in attending so that an agenda and information package can be prepared.

## **College Election 2005: Results**

The Board of the College would like to offer a warm welcome to Peter Barker and Gary Stewart, the successful candidates in the 2005 Election. Each position is a three year term. This is Mr. Barker's initial term with the Board. Mr. Stewart has served on the Board since 1995. Congratulations and welcome to both! The Board of the College would also like to take the opportunity to thank all of the candidates who allowed their name to stand in the election and all Registrants who took the time to vote. It is very much appreciated.

### **Election of Chair and Vice Chair**

At the first meeting of each fiscal year, the members of the Board elect a member to the position of Chair and Vice Chair. We are pleased to report that Mr. Doug Hengel was re-elected as chair of the Board and Ms. Geri Hinton was elected as the vice chair of the board.

### **Committee Appointments**

The following committee chairs were appointed:

Mr. Gary Stewart: Discipline & Registration  
Mr. Rod Hughes: Inquiry  
Ms. Geri Hinton: Quality Assurance  
Mr. Doug Hengel: Executive  
Ms. Tricia Thobaben: Patient Relations  
Mr. Peter Barker: Nominations Panel.

### **Annual General Meeting**

The Board of the College of Denturists will convene the Annual General Meeting on October 1, 2005. This year, the meeting is to be held at the Holiday Inn at Metrotown. The Call to Order is scheduled for 9:30 am.

### **QAC session in the afternoon**

### **Get involved!**

The College of Denturists is encouraging Registrants to get involved! There are a number of opportunities. Your opinions, expertise, and suggestions offer a great deal to the College of Denturists and your fellow Registrants. Registrants have always been welcome and are encouraged to attend Board Meetings of the College. The Board would like to further extend an invitation as Registrants might enjoy the chance to work *with* a specific committee or on a specific issue. This opportunity would allow a Registrant to contribute to an area of importance within the College. This is not only a way to get involved with the College but it also offers Registrants an opportunity to better understand what the College of Denturists is all about.

Members of various Committees will be seeking out Registrants to participate on Committees and panels. There are immediate openings on the Registration and Inquiry Committees, and the Nominations Panel. Let us know if you are interested in joining one or more. Other opportunities also exist. Please contact the office if you are interested .

### **Registration Renewal**

Thank you to all Registrants who submitted their Registration Renewal applications on time. It was much appreciated!

This year we had 204 Active Denturists renew their licenses in the province of BC. We also had 13 Inactive Registrants and 19 Student Registrants renew their licenses. Good luck to everyone!

## **Of Anniversaries and Changes!**

December 6, 2005 will be the 10th anniversary of the designation of the College of Denturists. Denturists were the third profession to be designated under the then new Health Professions Act. The years immediately following designation were busy to say the least. The Board implemented the bylaws, and wrote the Handbook for Registrants. That was just the beginning. There were the changes to the dentist regulation allowing the expanded scope of practice and more recently amendments to the Health Professions Act. Then there is always the Freedom of Information/Protection of Privacy Act, Personal Information Protection and Electronic Documents Act, Personal Information Protection Act, and the Business Corporations Act. Some of these pieces of legislation have a direct and somewhat more immediate impact on the College and you as a registrant. Others may not have the immediacy but could potentially negatively affect the College and/or registrants. One thing is certain, change is the only constant.

The College is moving into a secondary transitional phase and will undergo numerous changes in the next years. New opportunities exist for registrants to become involved. The College is actively seeking a quality assurance/practice advisor. This is a part-time contract position with the College.

The Board of the College adopted a new format along with other changes at the April meeting. The Board now requires detailed briefing notes setting out issues, legislation and potential policy implications for discussion points with the assignment of task responsibility to committees of panels. For example, the Executive Committee has taken on the responsibility of human resources planning and development, strategic planning, and succession planning. The Patient Relations Committee will develop policy and procedures for Board and Committee assessment. The administration will develop a comprehensive orientation and professional development system for Board members. The Board also created a panel to oversee the development and nomination of registrants to the Board Panel.

## **Discipline and Inquiry Reports**

A Discipline and Inquiry Report has been enclosed in this Newsletter. It is a summary of all Consent Orders and Agreed Statements of Fact that have been issued by the College from the period of November 2002 – April 2005.

The College chooses to publish all consent orders and decisions of the Discipline Committee to reduce or eliminate the perception of bias in relation to which consent order and decisions are published.

Section 59(4)(b) states

*Where a registrant has duly agreed to and signed a consent order, a summary of the agreement shall be set out in the college's newsletter.*

The College has acted under this Bylaw since its inception and will continue to do so.

## **Surveys**

The Quality Assurance Committee conducted a survey early in 2005. The results, posted on-line, are providing the Committee with a great deal of information. The results report is highly recommended reading. The College intends to conduct further surveys of registrants while developing the new Quality Assurance Program. We would like to conduct these surveys electronically in order to facilitate both data collection and reporting.

An email response insert is included with this newsletter. Please complete the form and return it to the College office, even if you do not currently have email. Your address is personal information and will not be shared with anyone or organization. The information is being collected solely for the purpose of communicating regulatory and College matters to registrants. Communicating with registrants by email reduces the operating costs of the College.

## **Annual Report**

The College of Denturists Annual Report is now available on our Website.

[www.cd.bc.ca](http://www.cd.bc.ca)

### **Financial Statements**

The annual audit for the fiscal year April 2004 – March 2005 is now complete. The auditor deemed our financial statements to be unqualified, which is the highest possible ranking. If any Registrant would like a copy of the audited financial statements, please contact the College office, and a copy can be provided to you.

### **Examinations**

#### **Theory Exam**

The Board and Staff of the College would like to congratulate those students who passed their theory exam in June. Eight students wrote this exam and we are happy to report that all eight students passed. Congratulations!

#### **Clinical Exam**

This year's Clinical Exam was held from July 4 – 7, 2005. It took place at UBC in the Faculty of Dentistry building. Seven students challenged the Complete Denture Exam and six students challenged the OSCE Exam. Overall, four students passed both of the exams and will soon be entering into the field as Registered Denturists. Congratulations and best of luck in the future!

The College would also like to sincerely thank all of the Registrants who volunteered their time to act as examiners. It is much appreciated. Thank you!

### **Don't Publish My Name**

There has recently been a level of discourse regarding the College's practice of publishing the names of registrants in Inquiry and Discipline Reports and on the College's Website in particular. The discussion was particularly active at the Association's AGM in Sun Peaks. Regrettably, the main proponents did not attend the Board's meeting.

The Health Professions Act establishes the process for inquiry and discipline matters, and the requirement for open and full public disclosure. This process meets the legislative intent of Freedom of Information and health regulation enactments, as well as the openness and disclosure practices of the Courts. The Board of the College adopted the practice in 1996 and clearly set out the provisions in the Handbook for Registrants.

The only time that the College publishes the name of a registrant occurs under two circumstances; 1) If a registrant agrees that a violation or misconduct has occurred and voluntarily enters into an agreement for remedial action with consent (section 34 of the Act) or, 2) when a panel of the discipline committee makes a decision finding that a registrant has contravened the Act, Regulation, or Bylaws or otherwise misconducted themselves. To summarize, a registrant's name will be published if they agree that they have violated some aspect of legislation or a three person panel, after hearing the evidence from all parties, finds that the registrant violated some aspect of legislation. Some argue that the College should not publish all of the names, but rather just those with egregious violations. The problem is defining what deserves public notice, making the process objective and transparent and above all ensuring that the process meets the tests and legal requirements established both in common law and by relevant legislation. To date the practice is that all names from remedial action with consent and discipline orders are published. The members of the Board would be interested in hearing directly from registrants on this issue.

## Patient Records

Patient records continue to be the greatest source of difficulty for many registrants and the cause of many inquiry and disciplinary actions. The requirements are the same whether a practice uses paper based or electronic records.

Please consider the following:

Patient records are legal documents

Records are rightfully owned by the patient

Records must be made contemporaneous

Any information within a record can only be used for the purpose for which the information was collected.

For paper based records entries should be made in pen. Never use white out. An incorrect entry should be crossed out with a single line so that the text is still legible and the new entry should be made at the next available space within the document.

An entry to an electronic record should never be altered. The same procedure for correcting an entry on a paper based form should be used. Every entry must be dated, and dates must be chronological.

If in doubt - keep better records than you think you might require.

The College will ALWAYS request a copy of a patient's record if there is a complaint.

The College will ALWAYS request a copy of your record if you give a patient a second opinion.

Here is an example: *The following is a reproduction of all treatment entries on the patient's record. The actual fee amount is not shown but is represented by \$\$\$\$*

Date	Description	Fee
	FULL	\$\$\$\$
	redid lowers	
	M	

In addition to requesting the records, registrants fill out a questionnaire, a part of which asks for a list of appointments. Following is a reproduction from the same registrant's questionnaire:

March 25	Preliminary Impressions
March 22	Final Impression
March 30	Bite Registration
April 5	Try in
April 13	Insertion
May 10	Adjustment
June 15	Adjustment
June 22	Adjustment
July 26	Reline Lower Denture
July 27	Adj
	Patient obtained second opinion Practitioner assured her dentures were fine

The Committee also requested a copy of the record from the registrant who provided the second opinion. The relevant part of that record said:

Oct 5 Examination of dentures - called practitioner and recommended redo of at least the lower denture.

The Bylaws say that a registrant must have a record for any date on which the patient was seen. The records fail to meet the requirements of the Bylaws.

The registrant who provided the second opinion properly recorded the visit and notes that they called the original provider. The original provider not only fails to make a note of the call in the patient record but in responding to the Committee indicates that the 'practitioner assured the patient her dentures were fine'.

This does, of course, raise questions for the members of the Committee and will result in further action. Good records protect you! Don't take chances with your good name.

## **Executive Committee**

The Executive Committee is currently in the process of developing a Strategic Plan for the College. It has been a number of years since we have entertained this approach to future development and we feel that in light of the changes that have taken place and continue to take place in the regulatory world around us, this is a good time to re-examine our view of the future.

The Plan will identify short and long term objectives and opportunities to the College. It will also identify the resources necessary in achieving them as well as prioritizing them in order to create the most effective pattern of development. This information can then be taken by the Board and it's committees and used in establishing future programs and policies.

Because of the size and complexity that this undertaking can become, the College will be engaging the services of Gwen Anholt, a Strategic Planning coordinator, to facilitate the planning process. The College has scheduled a meeting with Ms. Anholt to take place prior to our AGM in October. A strategy will be put in place as soon as possible after that.

Doug Hengel, Geri Hinton, Hari Varshney

## **Quality Assurance Committee**

The Committee would like to thank all registrants for their efforts to improve the quality of information supporting course request forms. The committee reviewed a total of 59 courses in 2004 and approved 42 for either direct or indirect credits. The Handbook for Registrants is a valuable tool for registrants. The *Continuing Competency Through Mandatory Continuing Education* policy sets out all of the topic areas for both direct and indirect credits. Registrants are encouraged to consult the table to determine course eligibility prior to submitting a request for approval.

Last year, the College AGM included a session with two consultants. The Board engaged the consultants to assist the College with the transition to the proposed QA requirements in the amended Health Professions Act. The Board felt that the amendments to the Act required the renewal and enhancement of the College's approach to Continuing Education and the Quality Assurance program. After the AGM, the members of the Board considered the direction and recommendations of the consultants and agreed that the recommended package was not acceptable as it was too complex for our purpose. The Board continues to strongly supports the renewal and enhancement of the QA program.

In continuing with the process of review and redevelopment the QA committee surveyed all registrants. The survey results provided excellent information and continue to assist us in clarifying what the essential components of a renewed program should be. The Committee will continue to provide registrants with a voice in the process through additional surveys.

The Committee and Board agree that an enhanced Quality Assurance Program should be self-directed, based on approved standards of practice, including elements of time efficiency, and accountability. To effectively capture these objectives, the College will conduct a review of the current Standards of Practice, renew the College's Strategic Plan, and develop a sound policy framework for all standing Committees of the Board.

Respectfully submitted,  
Quality Assurance Committee  
Geri Hinton, Robb McInnis, Tricia Thobaben

## Patient Relations Committee

Greetings from the Patient Relations Committee.

I was elected as chair this year and share the responsibility with two other board members, Geri Hinton and Rod Hughes. The committee's main objective is to provide measures to prevent and deal with professional misconduct of a sexual nature. This includes two things: 1) establishing and monitoring the conduct of registrants with their patients, and 2) providing information to the public regarding the responsibilities of registrants and the college's complaint and disciplinary process. Since the committee is, unfortunately, not very active with these issues, it was decided at the April board meeting to add to our duties. As for our next teleconference (scheduled for October 4) we will be undertaking the task of board, director, and committee performance reviews.

I hope everyone has an enjoyable summer!

Tricia Thobaben

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## In Closing

Recently we have received a number of calls enquiring about code of ethics issues. In particular, registrants who criticize another registrant's work or advertise in an unduly aggressive manner. All registrants need to be cognizant of the fact that there are standards of conduct set out in the bylaws. In the event that the College receives a complaint, it will be investigated and action may be taken.

The best advice is to treat others like you wish to be treated. You don't gain market share by standing on another registrant's back, you gain a bad reputation.

This profession was built on a foundation of respect, camaraderie and learning. Let's build on that foundation.

## Nominations Panel

The Nominations Panel is a new entity within the College that has been established as the result of recommendations in the *Appointment Guidelines*. Its primary function is to partner with the Board Resourcing and Development Office of the Provincial Government and related Ministries to identify individuals with the skills, knowledge and background most suitable for appointment, as public members, to our Board.

The identification and selection process is very comprehensive. It involves a review of the existing Board composition and assessment of its needs to determine a profile of the individual or individuals most suitably skilled for the position. While the guidelines are intended for use in appointment of public members to our Board, we believe that they will also provide valuable criteria in profiling elected positions as well. There are many considerations to be taken into account with regards to our organization of limited size and the resources that are within it. At this early stage, we are only beginning to identify the needs of our organization. From that point, we will be working toward what we see as the most effective Board structure to meet them.

Peter Barker

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The Articulator is the newsletter of the College of Denturists of British Columbia. It is meant to provide information to registrants, members of the public, and other organizations. In the event of a disagreement between information in this newsletter and the *Health Professions Act*, Denturist Regulation, Bylaws, or policies of the College, the wording of the Act, Regulation, Bylaws and policies take precedence. Letters and articles are welcome. The Board reserves the right to edit submissions for length or to refuse to publish any letter or article. Copyright August 2005.

Write to  
***The Articulator***  
College of Denturists of British Columbia  
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