Upholding Standards:
The Quality Assurance Program of the
Royal College of Dental Surgeons of Ontario

Assessing the Impact of Regulation
Professional Standards Authority for Health and Social Care

March 13, 2015
Cumberland Lodge, Windsor Great Park
United Kingdom

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Why Quality Assurance Anyway?
Infections control lapses at clinical ‘broadranging’, Levy says
New rules to police cosmetic surgery

Ontario doctor loses licence in liposuction death

Anesthesiologist Bruce Liberman is found incompetent, dishonest and lacking in judgment in his treatment of Krista Stryland.
B.C. College of Teachers is no more
In the teeth of controversy: Denture allegations

Tom Blackwell, National Post  •  Thursday, Mar. 10, 2011

After months of recrimination, unprecedented legal action and bitter feuding, the Ontario government is taking the “very, very rare” step of assigning an outside reviewer to investigate a startling array of allegations against one of the dozens of agencies that regulate Canada’s health professions.
College of Denturists of Ontario

March 26, 2012

NOTICE

Supervisor Appointed For College of Denturists of Ontario
Pressures:
Media

**STAR INVESTIGATION**

Doctors, dentists, pharmacists: The mistakes you can’t know about

Want to find out if your health-care provider has a caution-free record? You’re out of luck. The warnings issued to them are kept secret by their regulatory colleges because they aren’t required to tell you about them.
Pressures:
Media

Hospital’s top MD cautioned secretly after patient’s death
Pressures:
Media

Slow progress on standards, secrecy
Pressures:
Sometimes the Media gets it wrong

Meeting on open meetings is closed
Pressures:
Sometimes the Media gets it wrong
Pressures:
Sometimes the Media gets it wrong

Marijuana issue sent to a joint committee

_The Toronto Star_ 06/14/96
Pressures:
Sometimes the Media gets it wrong

Parents keep kids home to protest school closure
Pressures:
Sometimes the Media gets it wrong

Hospitals resort to hiring doctors

Physician shortage prompting move, administrators say
Pressures:
Sometimes the Media gets it wrong

Homicide victims rarely talk to police
Question

• What does it mean to be a self-regulated profession?
Answer

1. Accountability
2. Regulating in the public interest
3. Improving patient outcome
Why is the College doing this?

• Government expects **all** health regulatory colleges to take a proactive role in monitoring its members’ knowledge, skill and judgment.

• The “new” legislation requires **all** health regulatory colleges to have a Quality Assurance (QA) program.
Under the legislation, a Quality Assurance Program shall include:

1. Continuing education or professional development.
2. Self, peer and practice assessments.
3. A mechanism for a College to monitor its members’ participation and compliance with the Quality Assurance program.
Two Key Components:

1. Continuing Education
2. Practice Enhancement Tool
Our College’s Philosophy

• There should not be a direct link to the discipline process.
• It should move beyond older, traditional Quality Assurance programs that require office visits.
• It should be meaningful, nurturing and non-punitive.
Our College’s Solution -
A Quality Assurance program that:

• Recognizes that the overwhelming majority of members are competent practitioners, who continuously upgrade their knowledge and skills.

• Meets the demands of changing practice environments and patient needs.

• Ensures members can and do demonstrate their continued competence.
The Three Continuing Education (CE) Categories:

- CATEGORY 1: CORE COURSES 15 POINTS
- CATEGORY 2: APPROVED SPONSOR COURSES 45 POINTS
- CATEGORY 3: OTHER COURSES

90 points
Category 1: Core Courses
15 CE points minimum per cycle

• Courses must be relevant to the practice of the profession and designed to promote members’ continuing competence and maintenance of professional standards.
• Courses must be reviewed and approved by the Quality Assurance Committee.
Category 1: Core Courses
Criteria for approval

• Content is broadly relevant to the practice of the profession by all members
• Content is applicable to the practice of the profession in Ontario
• Course is presented in association with an Approved Sponsor
• Course providers are recognized experts on the subject
• Quality of the presentation and the delivery mode
• Includes references and/or links to supportive educational materials
• Absence of any commercial bias
• Includes an independent assessment component
• Accessible by all members of the College
1. PRACTICE ENHANCEMENT TOOL
2. PRACTICE ENHANCEMENT CONSULTANT
3. e-PORTFOLIO
4. ANNUAL DECLARATION

QUALITY ASSURANCE PROGRAM
1. Practice Enhancement Tool (PET)

- Self-administered, computer-based assessment program, also known as the “PET”
- Allows members to evaluate their practice, knowledge, skill and judgment based peer-derived standards
- Developed in conjunction with the National Dental Examining Board of Canada (NDEB) and the University of Toronto, Faculty of Education, Wilson Centre
1. Practice Enhancement Tool (PET)

- Easily accessible from any computer with an internet connection
- Assessment contains 200 multiple choice and case study questions covering 6 different areas of practice
- Questions are based on a knowledge foundation that is required of all dentists
- Experiences from Complaints/Discipline
- Experiences from Professional Liability Program
Features of PET

• Evaluate and assess your practice, knowledge, skill and judgment
• Based on peer-derived standards
• 30 days to complete
• Login/Log off
• Save answers
• Go back and change answers
1. Practice Enhancement Tool

Sample Question

The most common medical emergency in the dental office is a/an:
A 55 year-old male had tooth 1.6 extracted three weeks ago. An envelope soft tissue flap, removal of bone and sectioning of the roots was performed. He is still having pain and a bad taste from the extraction site. The radiograph shows evidence of:
1. Practice Enhancement Tool
Case Study Question
1. Practice Enhancement Tool

Case Study Question
2. Practice Enhancement Consultant

Dentist on staff who is available to assist members at any time:

- Interpreting or discussing the results of their assessment
- Identifying appropriate continuing activities to address any areas of weakness
- Suggesting resources that may support and complement professional development
How does the self-assessment work?

The assessment consists of 200 multiple choice and case study questions that are based on a foundation of knowledge that is required of all dentists. Initially, the questions will cover six different areas of practice, including:

1. Pharmacology
2. Oral Medicine and Pathology
3. Radiology
4. Diagnosis and management of caries
5. Diagnosis and management of endodontics
6. Diagnosis and management of periodontics
“Overall, the PET appears to be a reliable innovative tool that allows RCDSO members to evaluate their knowledge relevant to the broad practice of dentistry. Furthermore, the PET does not appear to disfavour members based on their domain of practice or their geographical location of practice.”

Dr. Vicki Leblanc, University of Toronto Faculty of Education, Wilson Centre
“Overall, the question selection process and the question selectors in particular have produced a very useful and reliable tool.”

Dr. Jack Gerrow, Registrar
National Dental Examining Board of Canada
“When searching for information, don’t forget about libraries.”
3. e-Portfolio

Every member has secure access to their own online continuing education portfolio or “e-Portfolio”:

• Easily accessible from any computer with an internet connection
• Enter and keep track of your CE points in each of the 3 categories
• No more paper forms to fill out
4. Annual Declaration

• Members are entrusted with the responsibility of completing a section on their registration renewal form to self-declare whether they are in compliance with the Quality Assurance program requirements.
Random Verification by the College
Questions?
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Ensuring Continued Trust