



Royal College of Dental Surgeons of Ontario

Ensuring Continued Trust

What is the Public Trying to Tell Us by Filing a Complaint?

**Professional Standards Authority
2018 Academic and Research Conference
Fitness to Practise**

March 9, 2018

Windsor, UK

**Irwin Fefergrad, C.S., B.A., B.C.L., LL.B
Registrar, RCDSO**

*(Certified as a Specialist by the Law Society of
Upper Canada in Health Law)*



Mandate

- Acting only in the public's interest
- Putting patients first
- Do not advocate for the profession

Research Idea

Taxonomy Tracks

1. Clinical Care and Treatment

- Quality
- Clinical Outcomes, Errors and Safety

2. Management and Access

- Practice Processes
- Practice Environment
- Accessing Care

3. Relationships and Conduct

- Patient Interaction and Interpersonal Skills
- Patient Rights

Methodology

- Independent of College
- Anonymize and random
- Content analysis
- Literature review
- Scientific, ethical standards and approvals
- Publication

A Content Analysis of Complaints Made by the Public to the Royal College of Dental Surgeons of Ontario: A Pilot Study

Figure 1. Overview of Complaints, by Domain

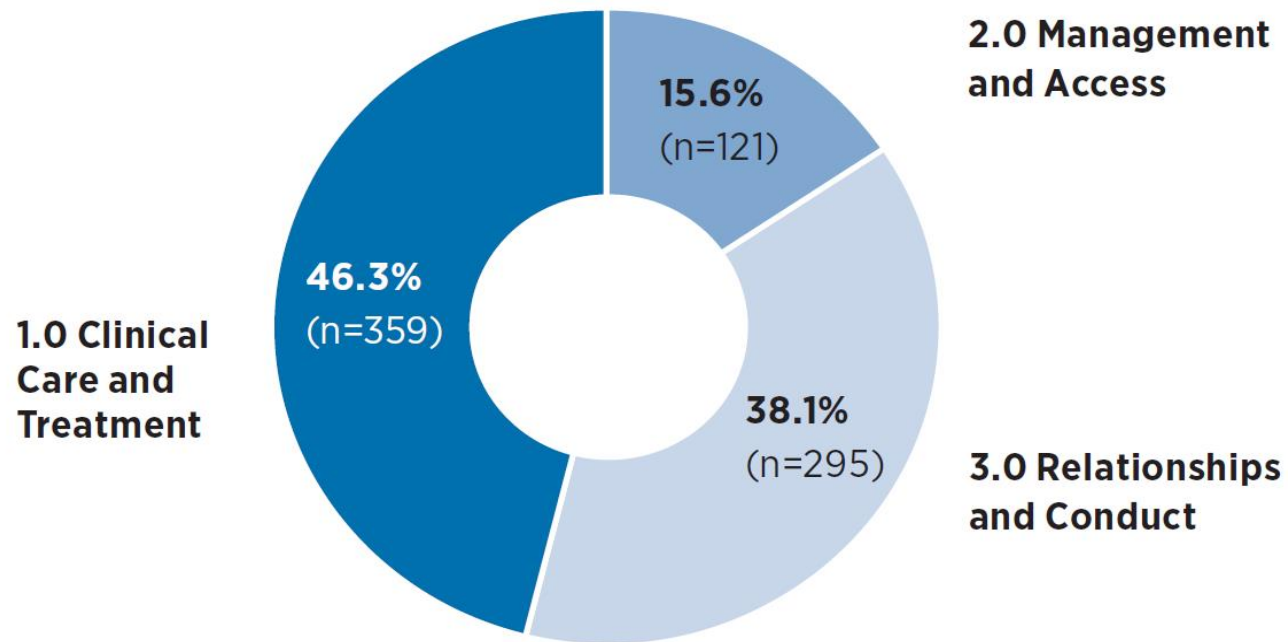
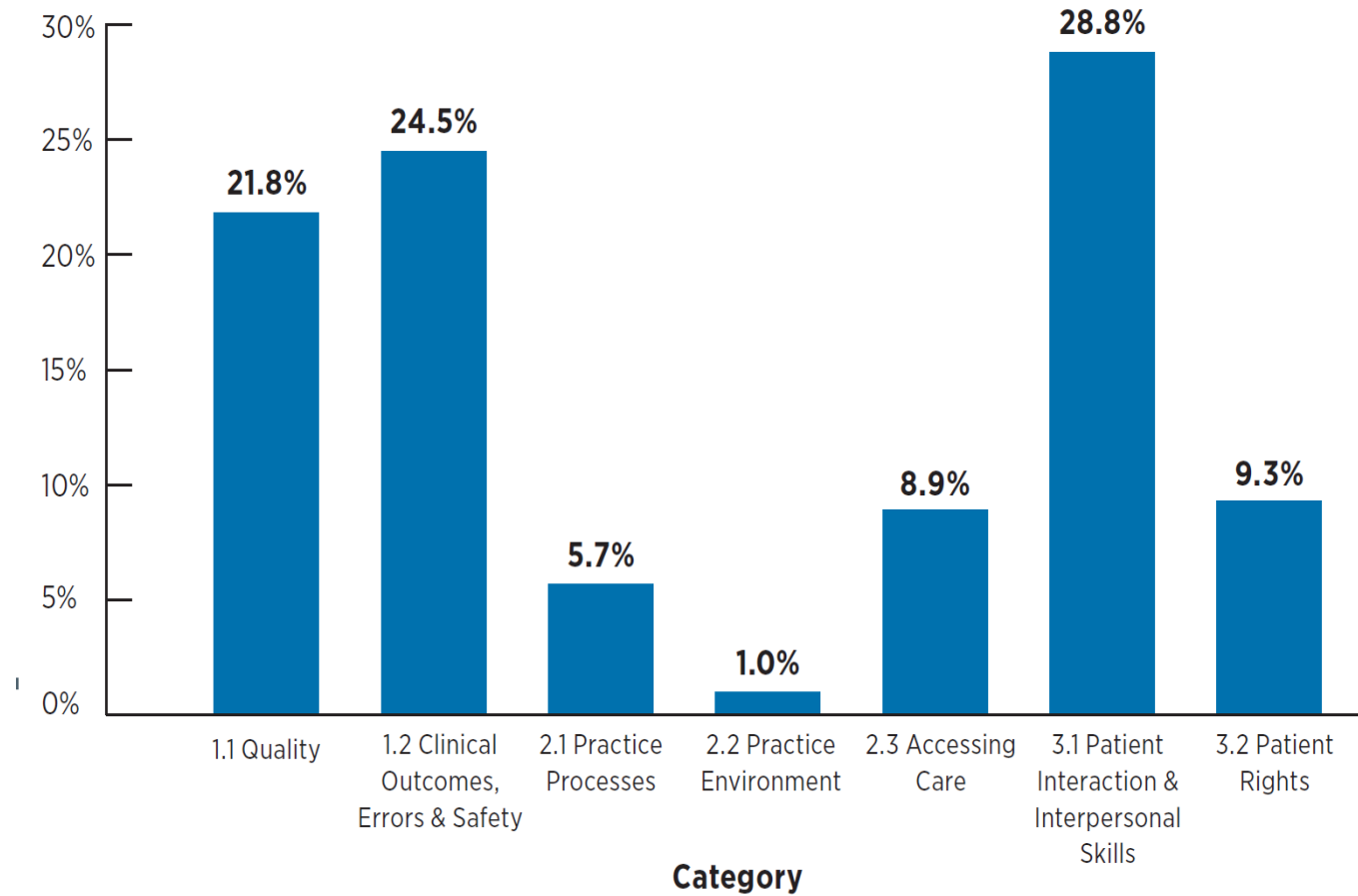


Figure 2. Overview of Complaints, by Category



Potential Outcomes

What is the public trying to tell us?

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