



Royal College of Dental Surgeons of Ontario

Ensuring Continued Trust

How to Build a Better Regulator: Listen and Learn

Professional Standards Authority What is it to be a good regulator?

Friday, March 8, 2019

Cumberland Lodge, Windsor Great Park

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

(Certified as a Specialist by the Law Society of Ontario in Health Law)

Mandate

- Statutory authority
- *Regulated Health Professions Act, 1991* (RHPA) and the *Health Professions Procedural Code* (“Code”)
- Acting only in the public’s interest
- Putting patients first
- Do not advocate for the profession

Research Idea

Methodology

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

What is the public trying to tell us?

Potential Outcomes

- Communication
- Information
- Education
- Phase 2
 - Inpertise
 - Expertise
- Further mining of data
- Data analyst

Public Consultation Group

Transparency

Pollara Survey

Key Findings

Public wants to know:

- Criminal Convictions
- Status of Licence
- Complaints resulting in Discipline and Education Action

Website

Questions

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