

Entry to Practice Review

Timeliness of Decisions

Executive Summary

This review was conducted primarily by Evelyn Waters, Deputy Registrar, who oversees the registration process at the College of Dental Hygienists of Ontario (CDHO). Feedback was provided by other staff members involved in the process. For example, Fran Richardson, Registrar, who oversees the implementation of the Clinical Competency Evaluation (CCE) provided input into the timeliness of the decisions handed down with respect to the administration of the CCE. There were no recommendations to change the timelines of decision making as a result of this review. However, it was agreed that this was an issue that should be reviewed on an annual basis.

Objective and scope

The objective of the review was to determine if decisions were made in a reasonable time. The review also included timelines relating to responding to and registering applicants. Do the timelines impose undue hardship for applicants? How consistently does the CDHO follow its published timelines for decision making? How does the CDHO monitor its timelines to ensure that they are met? Could certain timelines be reduced? A summary analysis rather than an in-depth analysis was conducted as some of the issues relating to timelines had already been addressed in the Office of the Fairness Commissioner (OFC) audit report.

Methodology and Background information

Each timeline was reviewed separately to determine whether it was reasonable. Information obtained during the OFC audit process was used to assist in determining whether the timelines were being met.

In 2009, the OFC required the CDHO to undergo a compliance audit to ensure that its registration practices were transparent, objective, impartial and fair. No major recommendations were made or areas of concern identified. However, one of the recommendations from the audit was that, once every six months, files be reviewed at random to ensure the published timelines are met. This recommendation was implemented in January 2010.

As part of the audit process, the auditors surveyed 95 recent registrants, randomly selected, and asked a number of questions related to their application experience. Two questions related to the applicants' awareness of timelines. At the end of these questions, there was space for any additional comments the registrant/applicant wanted to make related to these questions. 42 completed surveys were returned and no comments were made with respect to timelines.

The review also relied on information gathered during the random selection of registrants' files conducted in January 2010, July 2010 and in January 2011.

The Registration Committee always strives to hand down decisions as soon as reasonably possible. This review looked at the published timelines, what it takes to render a particular decision, e.g. information gathering, face-to-face or teleconference meetings and whether the timelines were being met.

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Recommendations

At the end of the review, it was determined that the timelines were reasonable. However, it was agreed that all published timelines should be reviewed annually in conjunction with the Registration Committee's review of its policies. It was also agreed that the process of randomly selecting 10 new registrants every six months for review to ensure that the published timelines have been met be expanded to include all applicants who were referred to the Registration Committee.

Implementation Plan

On an annual basis, the Registration Committee conducts a review of its policies which include timelines, to identify issues relating to decisions. In addition, the administrative staff involved in the application process reviews the timelines relating to the processing of applications and reports its findings to the Registration Committee.

Statement of Approval

Once the review was completed, it was circulated to a Panel of the 2010 Registration Committee for approval. The result of this review will be reported to Council at its May 2011 meeting for information.

I, Evelyn Waters, certify that the information presented with respect to this review is accurate.



Evelyn Waters, B.A.
Deputy Registrar