



College of
Dental Hygienists
of Ontario

Protecting your health and your smile

Quality Assurance Regulation and Registrants' Policies & Procedures Manual

Section A

College of Dental Hygienists of Ontario

Quality Assurance Program

Table of Contents

Section A – Quality Assurance Regulation and Registrants’ Policies & Procedures Manual

Quality Assurance Regulation -A-1-

Introduction..... -A-4-

Confidentiality -A-4-

1. Self-Assessment, Continuing Education and Professional Development..... -A-4-

 a) Professional Portfolio and Continuing Quality Improvement Activity Requirement
 for Renewal of Certificate of Registration..... -A-5-

2. Peer and Practice Assessment -A-5-

 a) Selection for the Professional Portfolio/Practice Review -A-5-

 b) Peer Professional Portfolio/Practice Review Process -A-6-

 c) Practice Enhancement / Remediation / Imposition of Terms, Conditions or
 Limitations to the Certificate of Registration..... -A-7-

3. Ongoing Support..... -A-7-

Appendices

 Appendix 2: Assessment Guidelines for a Professional Portfolio/Practice Review -A-8-

 Appendix 3: Assessment Guidelines for a Professional Portfolio/Practice Review (On-Site) ... -A-9-

 Appendix 4: Flowchart: Assessment Administrative Process –
 Professional Portfolio and Practice Review (PPPR) – Section 20 -A-11-

ONTARIO REGULATION 167/11

made under the

DENTAL HYGIENE ACT, 1991

Made: March 30, 2011

Approved: May 17, 2011

Filed: May 18, 2011

Published on e-Laws: May 20, 2011

Printed in *The Ontario Gazette*: June 4, 2011

Amending O. Reg. 218/94

(General)

Note: Ontario Regulation 218/94 has previously been amended. For the legislative history of the Regulation, see the Table of Consolidated Regulations – Detailed Legislative History at www.e-laws.gov.on.ca.

1. Part VI of Ontario Regulation 218/94 is revoked and the following substituted:

PART VI QUALITY ASSURANCE

GENERAL

16. In this Part,

“assessor” means a person appointed under section 81 of the Health Professions Procedural Code;

“Committee” means the Quality Assurance Committee required by subsection 10 (1) of the Health Professions Procedural Code and includes a panel of that Committee;

“program” means the quality assurance program required by section 80 of the Health Professions Procedural Code;

“stratified random sampling” means a sampling where groups of members are,

- (a) removed from the pool of members to be sampled, or
- (b) weighted to increase or decrease the likelihood of their being selected.

17. (1) The Committee shall administer the program.

(2) The program shall include the following components:

- 1. Continuing education or professional development designed to,
 - i. promote continuing competence and quality improvement among the members,
 - ii. address changes to practice environments, and

iii. incorporate standards of practice, advances in technology, changes made to entry to practice competencies and other relevant issues in the discretion of the Council.

2. Self, peer and practice assessments.

3. A mechanism for the College to monitor members' participation in and compliance with the program.

(3) All members shall participate in the program.

18. (1) A panel of the Committee shall be composed of at least three persons, at least one of whom shall be a member of the Council appointed by the Lieutenant Governor in Council.

(2) Two members of a panel of the Committee constitute a quorum if at least one of the two members is a member of the Council appointed by the Lieutenant Governor in Council.

SELF-ASSESSMENT, CONTINUING EDUCATION AND PROFESSIONAL DEVELOPMENT

19. (1) Each year, members shall participate in self-assessment, continuing education and professional development activities in order to maintain the knowledge, skills and judgment required to practise the profession in accordance with the standards of practice and ethics set by the College.

(2) Members shall keep records of their participation in self-assessment, continuing education and professional development activities in the form and manner approved by the Committee and for the period of time specified by the Committee.

(3) At the request of the Committee, an assessor or an employee of the College, a member shall provide to the Committee accurate information about the member's participation in self-assessment, continuing education and professional development activities and the member's records described in subsection (2).

PEER AND PRACTICE ASSESSMENT

20. (1) Each year, the Committee shall select members to undergo a peer and practice assessment in order to assess the members' knowledge, skills and judgment.

(2) A member may be selected by the Committee to undergo a peer and practice assessment,

(a) at random, including by stratified random sampling;

(b) if a request is made under subsection 19 (3) and the member does not provide accurate information or the member's records do not demonstrate that the member has engaged in adequate self-assessment, continuing education or professional development activities; or

(c) on the basis of criteria specified by the Committee and published on the College's website at least three months before the member is selected on the basis of that criteria.

(3) A peer and practice assessment shall be carried out by an assessor.

(4) A peer and practice assessment may include but is not limited to the following:

1. Reviewing the member's records required by subsection 19 (2).

2. Inspecting the premises where the member practises.

3. Inspecting the member's records of the care of patients.

4. Requiring the member to provide information in respect of the care of patients or in respect of the records of the care of patients.

5. Conferring with the member about the member's practice.

6. Using an evaluation tool designed to help assess the member's knowledge, skills and judgment, if requested by the Committee.

(5) The assessor shall prepare a written report about a peer and practice assessment and shall provide the report to the Committee.

(6) If, after considering the assessor's report and any other relevant information, the Committee is of the opinion that the member's knowledge, skills or judgment are not satisfactory, the Committee shall provide to the member,

(a) notice of the Committee's opinion;

(b) a copy of the assessor's report;

(c) notice of the member's right to make written submissions to the Committee within 14 days of receiving notice of the Committee's opinion or within such longer time period as may be specified by the Committee; and

(d) any other relevant information the Committee used to form its opinion.

(7) After receiving notice of the Committee's opinion under subsection (6), the member shall have 14 days or such longer time period as may be specified by the Committee to make written submissions to the Committee.

(8) If, after considering any written submissions made by the member, the Committee is still of the opinion that the member's knowledge, skills or judgment are not satisfactory, the Committee may exercise any of the powers listed in section 80.2 of the Health Professions Procedural Code.

(9) Regardless of whether the Committee provides notice of its opinion to the member under subsection (6), the Committee shall advise the member of the results of the peer and practice assessment.

2. This Regulation comes into force on the day it is filed.

Made by:

COUNCIL OF COLLEGE OF DENTAL HYGIENISTS OF ONTARIO:

LINDA JAMIESON
President

FRAN RICHARDSON
Registrar

Date made: March 30, 2011.

College of Dental Hygienists of Ontario

Registrants' Policies and Procedures Manual

Introduction

The Quality Assurance Program focuses on excellence rather than on minimum standards. The design of the Quality Assurance Program is based on the belief that dental hygienists are competent professionals whose goals include maintaining and improving their level of competence. The philosophy of the program is to facilitate and encourage rather than to discipline. For this reason, provisions are in place to safeguard the confidentiality of information gained within the Quality Assurance Program, from other parts of the College. The Quality Assurance Program must comply with the *Regulated Health Professions Act* and ministerial guidelines; consequently, there may be some intrusive and mandatory aspects within the Quality Assurance Program.

Confidentiality

Like all other parts of the College, the Quality Assurance Committee must keep all information that it learns through the quality assurance process confidential and, further, the Quality Assurance Committee and staff must keep most of the quality assurance information confidential from other parts of the College. This confidentiality provides dental hygienists with the assurance that their cooperation with the Quality Assurance Program will not normally result in disciplinary action. This provision is intended to foster cooperation with the Quality Assurance Program and to emphasize its non-punitive nature. **The contents of the Professional Portfolio are confidential and only authorized personnel will have access to the dental hygienist's document.**

1. Self-Assessment, Continuing Education and Professional Development

The CDHO Quality Assurance Program supports self-directed learning. Under this program, dental hygienists are valued participants in their own learning and are entrusted to identify their own learning gaps and solve their own learning needs. The Professional Portfolio provides structure while empowering dental hygienists to assume responsibility for providing a record of their continuing quality improvement activities during their professional career. The *CDHO Self-Assessment Tool*, *Standards of Practice* and *Code of Ethics*, assist the dental hygienist in self-reflective practice, to identify areas of practice that require enhancement/improvement, and to customize continuing quality improvement activities that match personal situations and resources. The Professional Portfolio provides an opportunity for dental hygienists to demonstrate the direct connection between learning activities and the application of new knowledge to their dental hygiene practice.

The Professional Portfolio includes the following forms: **Form 1 – Personal Data**; **Form 2 – Education Profile**; **Form 3 – Employment Profile**; **Form 4 – A Typical Day In My Dental Hygiene Practice**; **Form 5 – Professional Reading**; **Form 6 – Continuing Quality Improvement (CQI) Activity Plan**; **Form 7 – Continuing Quality Improvement (CQI) Activities Evaluation**; **Form 8 – Additional Continuing Quality Improvement (CQI) Activities**; **Form 9 – Professional Recognition**.

It is **imperative** that all sections remain current.

a) Professional Portfolio and Continuing Quality Improvement Activity Requirement for Renewal of Certificate of Registration

The Quality Assurance Regulation Section 19(2) requires that every registered dental hygienist shall develop and maintain a Professional Portfolio in accordance with the Quality Assurance Committee's specifications. Every dental hygienist shall, during every year, participate in continuing quality improvement activities sufficient to indicate that she/he continues to have and to apply in his or her dental hygiene practice the knowledge, skills, judgment and attitudes required to practise dental hygiene. Every dental hygienist shall practise in a manner consistent with the College's Standards of Practice and Code of Ethics and Section 19(1) of the Quality Assurance Regulation. **Every dental hygienist must provide the College with sufficient evidence of maintaining their portfolio and participation in continuing quality improvement activities when renewing their general/specialty certificate of registration.**

The Registrar will direct dental hygienists who do not provide the College with sufficient evidence of maintaining a professional portfolio, to the Quality Assurance Committee. The Committee may/may not appoint an assessor to assess the dental hygienist's Professional Portfolio and Continuing Quality Improvement (CQI) activities. After considering the assessor's report (if an assessment is conducted) and the dental hygienist's subsequent submission, the Committee may do one or more of the following:

- grant the dental hygienist an extension for a specified period of time to achieve specified continuing quality improvement goals;
- grant the dental hygienist an exemption for some or all of the requirements for the year in question;
- direct the dental hygienist to complete specified continuing education within a specified time;
- direct a Professional Portfolio/Practice Review of the dental hygienist's practice and/or;
- take no further action.

2. Peer and Practice Assessment

a) Selection for the Professional Portfolio/Practice Review

The Quality Assurance Committee will conduct a Professional Portfolio Review annually. A member may be selected to submit their Professional Portfolio:

- at random, including by stratified random sampling
- if a request is made of the registrant to provide the Committee with information on their participation in continuing quality improvement, and the registrant does not provide accurate information or their records do not demonstrate that they have engaged in adequate self-assessment, continuing education or professional development activities
- on the basis of criteria specified by the Committee and published on the College's website at least three months before the registrant is selected on the basis of that criteria.

This review will monitor registrant participation in continuing quality improvement activities, the effectiveness and relationship of these activities to the quality of their dental hygiene practice, the effective maintenance of the Professional Portfolio and the knowledge, skills, attitudes and judgment of the dental hygienist.

When a Professional Portfolio/Practice Review is requested, the submission should include only the years requested. However, you must keep all professional portfolio records for seven years including supporting documentation. Supporting documentation need not be sent with the Professional

Portfolio. If the Quality Assurance Committee requires supporting documentation they will request it separately.

A review of a dental hygienist's Professional Portfolio/Practice may also be triggered by any direct contact from a member of the public and/or professional regarding the professional conduct of a dental hygienist and may constitute just cause for a Professional Portfolio/Practice Review.

Failure to cooperate with a review, including failing to produce a Professional Portfolio, constitutes professional misconduct.

b) Peer Professional Portfolio/Practice Review Process

Initially, the review process will commence with a review of the Professional Portfolio (see Appendix #2). Where the Professional Portfolio provides satisfactory evidence of the dental hygienist's Continuing Quality Improvement (CQI) activities and practice, further steps may not be required in the review. Where additional information is required, the assessment could continue with requests for further information and/or telephone inquiries. Where the Professional Portfolio/Practice Review requires further clarification an On-site Practice Review may occur. (see Appendix #3).

If the assessor's report of both the Professional Portfolio and the On-site Practice Review indicates deficiencies, the dental hygienist will be given a copy of the report and 30 days to make any submissions she/he wishes to make to the Quality Assurance Committee. After considering any submissions, the Quality Assurance Committee may do one or more of the following:

Extension: The Quality Assurance Committee may grant the dental hygienist an extension for a specified period of time to complete specific continuing quality improvement goals. This relates primarily to deficiencies with the Professional Portfolio rather than deficiencies in the dental hygiene practice.

Exemption: The Quality Assurance Committee may grant the dental hygienist an exemption for some or all of the requirements for the year in question. This relates primarily to deficiencies with the Professional Portfolio rather than deficiencies in the dental hygiene practice.

Recommend Specific Continuing Education Courses: The assessor must give a report to the Quality Assurance Committee and the dental hygienist if deficiencies are noted. The dental hygienist has 30 days to make a submission to the Quality Assurance Committee. When the Professional Portfolio/Practice Review indicates deficiencies in the dental hygiene practice, the Quality Assurance Committee may return the Professional Portfolio to the dental hygienist with requirements for specific continuing education programs.

The dental hygienist must complete the specified continuing education programs as indicated by the Committee and provide documentation, including receipts, and a description of the activities and evidence of successful completion. Upon review of the submission, the Quality Assurance Committee will provide feedback to the dental hygienist.

Deficiencies Noted: If the Professional Portfolio/Practice Review indicates deficiencies in the dental hygiene practice, the assessor must give a report to the Quality Assurance Committee and the registrant. The dental hygienist has 30 days to make a submission to the Quality Assurance Committee.

c) Practice Enhancement / Remediation / Imposition of Terms, Conditions or Limitations to the Certificate of Registration

The Quality Assurance Committee may require the dental hygienist to successfully complete a remedial program within a specific time. The registrant must then show proof that corrective action has taken place and that it has made a difference in her/his dental hygiene practice.

If the dental hygienist's knowledge, skill and judgment have been assessed and reassessed under section 82 and have found to be unsatisfactory, or if the remediation program has not been completed successfully, or the Quality Assurance Committee further believes that remediation alone is inadequate to address the deficiencies, the Committee must give the dental hygienist written notice of its intention to impose terms, conditions or limitations to the certificate of registration. The dental hygienist is given at least 14 days to make a written submission, a copy of all written records and documentation and the reason for the decision. The Quality Assurance Committee may then direct the Registrar to impose and to record on the Register the terms, conditions, or limitations on the dental hygienist's certificate of registration.

These terms, conditions or limitations are directed by the Registrar for a specified period to be determined by the Committee on the certificate of registration of a member, or until the dental hygienist provides the Registrar with satisfactory evidence of having fulfilled the Quality Assurance requirements. The Quality Assurance Committee may appoint an assessor for a follow-up assessment.

3. Ongoing Support

The CDHO has made available tools and guides to assist dental hygienists in fulfilling their QA requirements. Among others, these include the Portfolio Guide, Professional Portfolio Forms Tutorial, the Guidelines for Continuing Competency, and the Self-Assessment Package. Articles regularly appear in *Milestones* with suggested areas for learning. Two full-time practice advisors are also available by phone or email to assist registrants. The Quality Assurance Committee also recommends remediation programs and oversees the review and approval of remedial courses as well as facilitating mentoring programs.

Appendices

Appendices are for information purposes only, NOT for submission to the College.

The Quality Assurance Program is transparent; for example, Appendix 2 contains the criteria used by the assessor in completing a portfolio review and is a duplicate of the report received following a portfolio review. Appendix 3 is the form that the assessors use in the onsite review of a dental hygiene practice. These appendices may be helpful in the completion of your Professional Portfolio. The flowchart in Appendix 4 shows the complete administrative process in the completion of the annual peer portfolio and practice review.

12/07/2011

Quality Assurance Program
Professional Portfolio Review Report

Year Assessment Pertains to: 2011

Registration ID: '999999'

Question Classifications

- [1] - Meets Assessment Guidelines
- [2] - Additional Information Required
- [3] - Practice Review Recommended
- [4] - Deficiencies Noted

Name

Martha Vineyard

1234 Android St W
Carleton ON M4M 4M4
613-321-4567

Portfolio Review Completed

Grad Year: 2007

Authorized for Self Initiation

Practice Setting

<p>1. Documentation</p> <p>a) Complete / Accurate [1]</p> <p>b) Succinct / Legible [1]</p> <hr/> <p>2. Environment / Quality of Care</p> <p>a) Standards of Practice [1]</p> <p>b) Regulations, Guidelines & Bylaws [1]</p> <p>c) Code of Ethics [1]</p> <hr/> <p>3. Established Learning Goals</p> <p>a) Number of Learning Goals 4-6</p> <p>b) Type of Learning Goals Therapeutic Services</p> <p>c) Number of Achieved Goals 4-6</p> <hr/> <p>4. Topic Areas for CQI Activities</p> <p>a) Health and Safety</p> <p>b) Basic Dental Sciences</p> <p>c) Social Sciences / Humanities</p> <p>d) Dental Hygiene Process</p> <p>e) Therapeutic Services [1]</p> <p>f) Ethics / Jurisprudence</p> <p>g) Other Topics</p>	<p>5. Other Types of CQI Activities</p> <p>a) Continuing Education [1]</p> <p>b) Self Study [1]</p> <p>c) Professional Journals / Articles [1]</p> <p>d) Professional Activities</p> <p>e) Interaction With Peers [1]</p> <p>f) Other Activities</p> <hr/> <p>6. Acquired Knowledge/Skills/Attitudes</p> <p>a) Explained what learning has occurred [1]</p> <p>b) Explained how learning was related to practice [1]</p> <hr/> <p>7. Evaluation of CQI Goals and Activities</p> <p>a) Goals have been achieved [1]</p> <p>b) Positive changes have been made to practice and/or clients outcomes have improved [1]</p>
---	---

Charmaine M R Crocker (Assessor)

12/07/2011

Your professional portfolio has met the assessment guidelines. The Professional Portfolio/Practice Review is now complete:



Assessment Guidelines for Professional Portfolio / Practice Review (On-Site)

Registrant's Name: _____ Reg. N°: _____

Practice Address: _____

Date of Assessment: _____

Assessor's Name: _____

Work Environment

Assessment Guidelines for Identified Deficiencies	Standard	Yes	No	N/A	Comments
1. The office has a written policy for the collection and maintenance of client information.	#1				
2. Current scientifically accepted infection control procedures are in place.	#10				
3. Emergency protocol, emergency supplies, equipment and oxygen are in place.	#10				
4. Registrant has proof of current CPR certification.	#10				
5. Exposing and processing of radiographs and radiation hygiene are consistent with the Healing Arts Radiation Protection Act.	#6				
6. Equipment is current and in good repair.	#11				
7. Instruments are sharp and the original design has been maintained.	#11				

Assessment Guidelines for Identified Deficiencies	Standard	Yes	No	N/A	Comments
8. Equipment, instruments and supplies are sufficient to support the selection and implementation of appropriate dental hygiene services.	#7 #11				

Chart Audit

Assessment Guideline for Identified Deficiencies	Standard	Yes	No	N/A	Comments
9. An initial medical history and updates are in client record.	#8				
10. The clinical assessment is complete* and supports the dental hygiene diagnosis. *client interviews, health, dental and pharmacological history, clinical and radiographic examination.	#8				
11. An individual dental hygiene treatment plan has been established and includes: a) goals/objectives b) sequence of activities c) client participation	#7 #9				
12. The client's informed consent for treatment has been obtained.	#9				
13. The date and particulars of each professional contact with the client is documented in accordance with the CDHO record keeping regulation.	#5 #13				
14. A clinical re-assessment is performed and the dental hygiene treatment plan is reviewed and modified as required.	#7 #13 #14				
15. The client has received appropriate recommendations and instructions in oral self-care.	#12				
16. The registrant consults and/or refers to other health professionals as required.	#6				
17. Other					

Assessor's Signature: _____

Date: _____

Appendix 4

Assessment Administrative Process
Professional Portfolio and Practice Review (PPPR) – Section 20

