

## INQUIRY COMMITTEE RECORD OF DECISION

**File Reference:** DH1808

---

### ***ELEMENTS OF COMPLAINT***

On November 27, 2018, the Quality Assurance Committee of the College of Dental Hygienists of British Columbia (the "College") referred a Registrant to the Inquiry Committee under s. 26.2(3) of the *Health Professions Act*, RSBC 1996, c. 183 (the "Act") because it considered that action was necessary to protect the public from professional incompetence demonstrated by the Registrant who failed to comply with his/her QAP requirements and complete remedial learning to address areas of deficiency.

The CDHBC Inquiry Committee initiated an investigation under s. 33(1) of the Act to investigate the concerns identified by the Quality Assurance Committee and appointed an inspector.

On December 20, 2018, the CDHBC Registrar notified the Registrant of the investigation and an interview and inspection of his/her place of business were scheduled. The Registrant was invited to submit a response in accordance with s. 33(5) of the Act.

On February 26, 2019, the College received a copy of the Inspector's Report, a copy of which was provided to the Registrant for response. The Registrant acknowledged receipt of the Inspector's Report but did not provide a response to it.

### ***COMMITTEE DECISION***

---

At the conclusion of the investigation, the Inquiry Committee was concerned that the Registrant posed a risk to the public because s/he was not responsive to the Quality Assurance Committee's recommendations and: (a) failed to adequately assess the client's needs by performing adequate periodontal probing in accordance with para 3 of the CDHBC Practice Standards; (b) failed to complete proper charting in accordance with para. 8 of the CDHBC Practice Standards; and (c) failed to demonstrate adequate skills in periodontal probing.

In accordance with section 33(6)(c) of the Act, the Inquiry Committee determined that this would be an appropriate case to seek a consent agreement under s. 36 of the Act because the Registrant acknowledged concerns and indicated a willingness to undertake remedial work.

Under terms of the Consent Order, the Registrant undertakes:

- not to repeat the conduct of contravening the CDHBC infection prevention and control guidelines;
- not to repeat the conduct failing to complete proper charting in accordance with para. 8 of the CDHBC Practice Standards;
- not to repeat the conduct failing to assess the clients need in accordance with para. 3 of the CDHBC Practice Standards;
- not to repeat the conduct failing to analyze the assessment information and make a dental hygiene diagnosis in accordance with para. 4 of the CDHBC Practice Standards;
- not to repeat the conduct failing to plan for the dental hygiene care to be provided, based on the assessment data and dental hygiene diagnosis in accordance with para. 5 of the CDHBC Practice Standards; and
- not to repeat the conduct failing to evaluate the dental hygiene care being provided to determine if the desired outcome has been achieved in accordance with para 7 of the CDHBC Practice Standards.

- undertakes to report any changes with respect to his/her employment status and place of employment in writing to the College within five (5) days of any change and to ensure that the College is aware at all times of his/her current place of employment as a dental hygienist.
- to comply with the requirements of his/her Quality Assurance Program as set out in his/her directed learning plan established by the Quality Assurance Committee and such other recommendations and directions issued from time to time.
- to review the College's Practice Standards and Documentation webinar located on the College's Practice Standards section of their website (<http://www.cdhbc.com/Practice-Resources/Practice-Standards.aspx>) within thirty (30) days of the date of the Consent Order.
- to review the College's Infection Control and Prevention Guidelines (<http://www.cdhbc.com/Documents/Infection-Prevention.aspx>) within thirty days of the Consent Order.
- After reviewing the College's Practice Standards and Documentation webinar and the College's Infection Control and Prevention Guidelines, the Registrant consents and undertakes to write a reflective essay, using the ORID Focused Conversation Model, of not less than 1200 words, exclusive of references, outlining how s/he will implement his/her learning in his/her dental hygiene practice, and to submit a draft of the reflective essay for approval to the Inquiry Committee within 180 days of the date of the Consent Order, and to make such changes to the reflective essay on the terms directed by the Inquiry Committee if it is not satisfactory.
- to establish a mentorship relationship with a full registrant at his/her cost, such mentor to be approved in advance by the Registrar, and to communicate on not less than a bi-weekly basis with the mentor regarding practice issues for a period of not less than three years from the date that s/he returns to practice as a full registrant. The Registrant undertakes to provide the Registrar with the name and contact information for his/her mentor and authorizes his/her mentor to provide periodic updates to the Registrar on his/her progress, whether there are any perceived areas of deficiency and the steps taken to address those areas of perceived deficiency.
- to cooperate with random site-based audits by a College-appointed inspector at any time for a period of three years from the date that s/he returns to practice as a full registrant. The Registrant acknowledges that the frequency and timing of the random audits is at the sole discretion of the Inquiry Committee. The Registrant undertakes to provide the inspector with immediate and unrestricted access to all clinical and related records relating to his/her practice of dental hygiene for audit purposes. The Registrant acknowledges that s/he will be solely responsible for all audit costs (including the inspector fees and disbursements) and that the requirement to pay such costs forthwith upon receipt of invoices from the College constitutes a term of the Consent Order.
- In the event that any areas of deficiency are identified by the mentor or during the random chart audits, the Registrant undertakes and consents to take such further remedial activities at his/her cost as directed by the Inquiry Committee on such terms as it directs.

**RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS**

Act, section 13; 33(4); 33(5); 33(6)(c)

---

**STATUS**

Closed.