

Section 8

Quality Assurance

This section describes the Quality Assurance Program of the College of Denturists.

Quality Assurance

Quality assurance is the fundamental responsibility for a regulatory body. The College of Denturists of B.C., established under the *Health Professions Act*, is accountable to the public to define, monitor and improve the quality of denturism practice in British Columbia.

The College defines quality in terms of:

- the competence of its registrants, including entry level competence and continued competence;
- the appropriate conduct of its registrants, including legal and ethical behaviour.

Elements of the College quality assurance program are shown below, followed by an overview of the program.

Elements of the Quality Assurance Program

Entry Level Competence	Continued Competence	Appropriate Conduct
Standards of Practice	Standards of Practice	Guidelines for Appropriate Conduct
Educational Requirements	Inquiry and Discipline Process	Inquiry and Discipline Process
Credentialing Process	Mandatory Continuing Education	Credentialing Process
	Reminders (Mentors)	Mandatory Continuing Education

Element	Definition	Description	Monitor/Measure
Standards of Practice	Minimum level of knowledge and skills required for licensure for which practitioners and the regulatory body are accountable.	<ul style="list-style-type: none"> • College of Denturist of BC Standards of Practice • College Baseline Competencies for training based on the National Baseline Educational Standard • Additions to scope of practice: Partial Denture Regulation; Oral Health Certificate Policy 	<ul style="list-style-type: none"> • Approval from Ministry of Health • Credentialing process for new applicants • Mandatory CE requirements for registrants • Audits • Quality indicators relating to complaints, CE status
Educational Requirements <ul style="list-style-type: none"> • Training • Internship • Registration Exams 	Minimum learning attainments required before licensure is considered.	<ul style="list-style-type: none"> • Successful completion of study at an approved educational institution • Achievement of learning outcomes for work experience • Pass grade in Board examination 	<ul style="list-style-type: none"> • Accreditation review by Registration Committee • Quality indicators relating to achievement
Credentialing Process	Procedures to verify qualifications of applicants to the College for licensure	<ul style="list-style-type: none"> • Preliminary review of applicants by Registration Committee • In-depth review of applicants by International Credential Evaluation Service through OLA • Criminal records check • Adjudication of records check by Ministry of the Attorney General 	<ul style="list-style-type: none"> • Report to Board by Registration Committee • Quality indicators relating to achievement

<p>Inquiry and Discipline Process</p>	<p>Regulatory body's formal system of notification and review of complaints regarding registrants.</p> <p>Modeled after the judicial system.</p>	<ul style="list-style-type: none"> • Preliminary review of complaints by Registrar • In-depth review of complaints by Inquiry Committee • Referral to Discipline Committee • Bylaws to govern conduct of Inquiry and Discipline Committees 	<ul style="list-style-type: none"> • Report to Board by Committees • Right of appeal to BC Court of Appeal • Quality indicators relating to inquiry and discipline • Quality indicators relating to improvement after discipline • Consumer follow-up
<p>Mandatory Continuing Education</p> <ul style="list-style-type: none"> • Courses and Seminars • Study Clubs • Independent Study 	<p>Condition of maintaining registration which defines minimum ongoing learning</p> <p>Includes that which is required for all registrants and that which is prescribed as a result of a practice review or discipline finding</p>	<ul style="list-style-type: none"> • Continuing Competency Program (includes study clubs and independent study. Tools include case studies, course content, self-assessment, i.e., "reflective practice") • Available resources noted in Newsletter 	<ul style="list-style-type: none"> • Learning materials and process as well as qualifications of instructors/leaders reviewed by Quality Assurance Committee • Continuing Education Records kept • Quality indicators relating to participation
<p>Reminders</p>	<p>Short communication informing registrants of important aspects of practice.</p>	<ul style="list-style-type: none"> • Includes regulation changes, legal situations, and the like. • Printed in Newsletter. 	<ul style="list-style-type: none"> • Highlighted section in Newsletter • Quality indicators relating to complaints
<p>Mentors</p>	<p>Qualified practitioner assigned to guide and assist practitioner with learning needs.</p>	<ul style="list-style-type: none"> • List of qualified mentors classified by type of assistance that can be offered • Can be part of internship, as part of a discipline process, or upon request of a registrant/prospective registrant 	<ul style="list-style-type: none"> • Use of mentors • Satisfaction

Guidelines for Appropriate Conduct	Expected behaviour for members of a group	<ul style="list-style-type: none"> • Code of Ethics • Sexual Misconduct Policy 	<ul style="list-style-type: none"> • Quality indicators relating to complaints • Quality indicators relating to improvement
Issue Resolution	Mechanisms to identify and deal with non-patient related issues (e.g., interprofessional, regulatory body/registrant)	<ul style="list-style-type: none"> • Registrar and Board members identify issues • Task groups 	<ul style="list-style-type: none"> • Resolution of issue