

Mark your Calendar!

- ✓ 2020 CDHM AGM October 17th, 2020 via Zoom! AGM RSVP by October 15th, 2020
- ✓ 2021 Registration Renewal opens November 1st, 2020-New Alternative Payment Option Available...See inside for more details!
- ✓ Annual deadline for renewing your Journal or Study Club is October 31st, 2020
- ✓ Follow us on Twitter & Facebook for the latest CDHM updates!

Fall 2020

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Council Chair Report

October 2020

And with one giant leap.....we have shifted from Spring to Fall- surrounded by, immersed in, coping with, and enduring COVID 19!

Everyone has been impacted- work has changed, home life has changed, friends are remote, and numerous questions remain.

How much longer? How many more lives will be impacted? No one has these answers.

What we do know, is what lies ahead for CDHM....at both the governance and operational levels.

For Council, our efforts will remain on open, frequent, and transparent communication with our membership province wide. We will accomplish this through the virtual AGM upcoming on Oct. 17, through our next 2 Council meetings where we will review our ENDS or GOALS policy, continue the work of our legislated and non-legislated committees, review monitoring reports, continue the preparations for our RHPA submission, advance our ad hoc work around orientation for Council, and continue to educate Council on good governance, to name but a few areas. Work undertaken in partnership will continue with the Manitoba Alliance of Health regulatory Colleges (MAHRC), The Federation of Dental Hygiene Regulators of Canada (FDHRC), Manitoba Dental Hygienists Association (MDHA), and many others.

Fall is a season for renewal- looking ahead, revisiting goals, planning projects, and moving forward! For each of us serving on the CDHM Council, it is the same- advance: carefully, consciously, respectfully.

And we are on our way!

Sincerely,

Carol Hiscock, CDHM Council Chair



Carol Hiscock

From the Desk of the Registrar

- ✚ **NEW! Ethics & Jurisprudence Module**
- ✚ **CCP Reviewers Needed**
- ✚ **NEW! Graduate Registrants- COVID 2020 Mentorship Program**
- ✚ **BOA Search Results**
- ✚ **NEW! EFT (Debit) option for Registration Renewal**
- ✚ **Transfer Fee Waived**



Happy Fall everyone!

First, I sincerely hope all of you and your families are well and you have been able to find a way to navigate through the last 6 months of disruption in your work and personal lives. CDHM will continue to provide you with regulatory updates as the landscape of COVID changes. We appreciate your inquiries and hope we have been a welcome resource for your questions.

While COVID has re-focused a lot of our work at CDHM, we have endeavored to continue the other important work of the College, as we are committed to meeting our longer-term strategic goals. Some of those goals have been realized, such as online CCP, Criminal Record Checks for registrants, recognizing you as primary healthcare providers, and the creation of an RHPA Committee which is working towards achieving legislative change and improving access to dental hygiene care for all Manitobans.

NEW! Ethics & Jurisprudence Module

The next strategic goal for CDHM is the implementation of an Ethics and Jurisprudence model for all registrants. An integral component of registration as a health care professional, is the completion of an Ethics & Jurisprudence (E & J) exam or module. A general understanding of our legislation, the Dental Hygienist's Act and Regulations, and the ethical responsibilities of a health professional is the responsibility of the registered dental hygienist. This module will be a requirement for 2021 registration renewal, but **completion is not required until April 1st 2021**. The Module will be accessed by logging in to your Profile page and clicking on the sidebar. Complete details will be provided in a separate email in November.

CCP Reviewers Needed

CDHM is losing three of our long-time Reviewers, they have served the College for many years and the College thanks them for their service to the profession. Soon we will be posting a call-out for these positions. If you are interested in serving the College in this capacity and would like more information please contact deputy registrar, Valerie Olivier at the College office. Watch your email for the upcoming notice.

NEW! Graduate Registrants- COVID 2020 Mentorship Program

The transition to practice for new registrants in any year is challenging, but transition during a pandemic creates another level of complexity. In order to support new registrants during this time, we have created a program to provide mentorship by registrant dental hygienists. We collaborated with the U of M School of Dental Hygiene to assist us in developing this pilot mentorship program, many thanks to the mentorship team at the U!

Board of Assessor (BOA) Search Results

Congratulations go to Melanie Peters and Johanna Grant who are the successful new BOA members! They will be mentored into their roles in the coming weeks.

NEW! Electronic Funds Transfer (Debit) Payment Option

There is a new way to pay your 2021 registration renewal fee, you will be able to use your debit card. Registrants who choose this payment option for their 2021 renewal will be placed in a draw for a \$100.00 gift card to Indigo. Watch your email for details on how this payment option will be rolled out.

Transfer Fee Waived

Understanding the financial impact of COVID, we have temporarily waived the non-practicing to practicing transfer fee for registrants during the months of June to January 14th, 2021. Additionally, going forward the transfer fee will be reduced from \$150.00 to \$50.00; this reflects the HR savings realized from the upgraded online registration system.

I look forward to providing future updates on the visionary work of the College, which is enhanced by the many dedicated dental hygienists that volunteer their time in support of their profession.

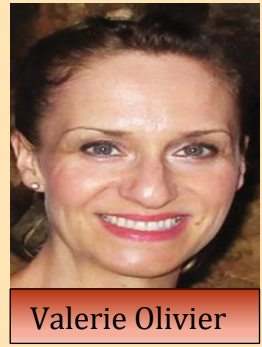
Respectfully submitted:
Arlynn Brodie
Registrar, Executive Director

CDHM, COVID & YOU

We now know the pandemic will be with us for an undeterminable length of time. We need to continue to be diligent, as health care providers, using ethical and professional judgment when treating our patients; this includes making treatment decisions based on demonstrated health benefits that outweigh the risks to the patient. CDHM will continue to monitor changes in science and notifications from Manitoba Health and Shared Health which may inform future changes in CDHM IPC Guidelines. A reminder that these Guidelines have been put in place to keep your patients, you, and your colleagues safe.

In health,
Arlynn
Registrar, Executive Director

Continuing Competency Program (CCP) – You’ve been asking & we are listening...



Online vs paper

Implementing change, like an online submission process for the CCP, can cause difficulty and anxiety, especially for those who are not readily familiar with working online. Some registrants have also reported difficulties accessing internet or computers, and in some cases, some simply prefer paper. To this end, there is now a 'Blank Template' (to print off or download), available on the CDHM website. The information will still need to be added to your online account for submission, but your work can be completed 'offline'.

Is there a clinical component for CCP?

Currently, there is no clinical practice evaluation component for the CDHM CCP.

Who evaluates the CCP's?

The Continuing Competency (CC) Committee is a CDHM Council appointed committee. It is made up of 5 Manitoba dental hygienists – peers – who are on the practicing roster. The committee members are tasked with all of the reviewing functions, including the newly implemented screening function.

How are CCPs evaluated?

CCP evaluation includes the following:

- self-reflection on practice needs
- a SMART goal
- using the best evidence to support the goal
- documentation and examples of what was learned
- the amount of time spent on activities¹
- self-evaluation on learning
- when PAR is selected, evidence of professional engagement.

Ideally, all practicing registrants should receive feedback on their submission each year, but that is not feasible at this time. The CCP development is ongoing and this may be possible in the future.

This year, since every practicing registrant submitted a CCP, a 'screening' was added. (Webster's Dictionary definition of screening: to pass through a filter). The screening process was based on the following:

- SMART goal format
- sufficient hours spent
- sufficient documentation of learning

When a submission is received, it is screened for these basic, but fundamental requirements (i.e. every submission gets a 'one touch'). If a submission is approved after screening, this can be interpreted as feedback that basic criteria have been met.

If any of these criteria are missing, or unclear, the submission is reviewed and may receive feedback or guidance on meeting the requirements.

¹ The 10-15 hours recommended per goal is specifically to be spent on the 'learning'. The knowledge gained on the topic is what can lead to practice change which is what leads to improved patient outcomes. The time spent searching/filtering is not included in the CCP 'hours requirement'.

In the next month, in order to assist you with your 2021 submissions a rubric will be posted on the website with the criteria for screening and reviewing, as well as examples of submissions that meet or exceed the criteria.

Clarification regarding random selection vs screening

When the CCP began in 2009, a percentage of practicing registrants (example, 10%) were randomly selected each year to submit their CCP for review. The Continuing Competency Committee would then need to review 2-3 past years of submissions for each registrant selected that year. The CC Committee would provide feedback on work done several years prior. This left some registrants without a review or feedback for several years at a time.

For the 2018/2019 CCP year, there was a 100% (n=778) review undertaken by the CC Committee, to 'catch up' on those registrants who had not had a review in several years. Although many registrants and committee members reported this as a beneficial evaluation/feedback method, it required a significant amount of extra time from the committee members and extended the process over several months. Unfortunately, this is not a feasible method of evaluation going forward.

Registrants have always been required to complete their CCP every year, but only submitted their work if randomly selected. With the new online submission process, practicing hygienists now submit a CCP to the CDHM every year. Initially, the intent was to retain the randomized selection process from previous years, but if the submissions are received, CDHM agreed there should be some kind of evaluation/feedback process.

A screening process was implemented (noted above). After the screening process was completed, a random percentage was again going to be used to select a portion of that group for review. However, from a regulatory perspective, it would have been irresponsible to knowingly approve submissions that potentially required some feedback. So, all submissions screened as potentially not meeting basic requirements were reviewed.

The screening process is one that other regulatory colleges with similar CC models use with positive results. *There is no longer a need for a random selection process.*

The 2019/2020 CCP year is not yet complete due to an extension being granted, but early data shows the number of submissions that required some revision last year with a 100% review was 100, and this year using a screening/review process (and considerably less committee hours), 104 submissions required some revision.

A Final Note

The Continuing Competency Program is a professional development program designed to use the best evidence to support the implementation of change to practice, which in turn can lead to improved patient outcomes. To this end, it is a formalized process to assist and provide guidance for registrants in creating a record of meeting (and exceeding) Dental Hygiene Practice Standards.

The Continuing Competency Program is not a punitive process, it is not a pass/fail evaluation, and it is not a practice audit.

The Winter CDHM News will provide examples for how to go about evaluating what is 'best evidence' and what is not.

Submitted by:

Valerie Olivier
Deputy Registrar

CDHM Council Spotlight on a Public Representative



Lucie Boutet
CDHM Council Public Representative

Lucie Boutet is a retired public school teacher with 30 years of teaching experience in rural settings Emerson, Dominion City, Niverville and Steinbach. She taught all grades and various subjects at some time in her career.

She presently lives in Winnipeg with her husband. She enjoys paper crafting, traveling (pre-COVID) and especially spending as much time as possible with her three grand-children and their parents. Lucie is presently co-chairperson of the Ownership Linkage Committee and a member of the Complaints Committee.

"I am so honored to have the opportunity to sit on this Council as a Public Representative. I am working with incredibly wonderful and dedicated people who are working to ensure competent oral health care for all Manitobans."*Lucie Boutet*



Administrative Office News

- ❖ In response to the financial uncertainties of the pandemic the Fees, usually charged when moving from the non-practicing to the practicing register, have been waived from June 1st, 2020-January 14th, 2021.
- ❖ Starting January 15th, 2021, the fee charged for moving from the non-practicing to the practicing register will be reduced to \$50.00 from \$150.00.
- ❖ Registration Renewal opens November 1st and closes on midnight December 31st. The fees for 2021 remain at the 2020 fee of \$530.00.
- ❖ Valid CPR is required for registration renewal, we have implemented a 30-day grace period for registrants to complete their re-certification, but all cards must be valid when you renew your registration.
- ❖ The Continuing Competency portal is open for your uploads, the deadline for CCP is April 30th, 2021.

Council Meeting Highlights



September 25th & 26th, 2020-Via Zoom

Friday September 25th, 2020

CCP- The CCP used to use 10% random selection per year leaving registrants without a review for several years at a time. The new online submission process enables each submission to have a minimum 'one-touch' to verify objective criteria have been met. This is a process that other regulatory bodies with self-reflective models for continuing competency use. Those not meeting the basic criteria undergo a qualitative review and feedback/guidance can be provided. The 2019/2020 CCP year is not yet complete due to an extension being granted due to COVID.

Temporary Non-practicing to Practicing Transfer Fee Suspension

In an effort to alleviate some of the costs associated with returning to the workforce during these financially challenging times, CDHM will be waiving the \$150.00 transfer fee for registrants moving from the non-practicing to the practicing registration category between June 1st, 2020 - Jan 14th, 2021. The registrants who have already paid the transfer fee during the months of June-Sept, will be reimbursed (5).

Virtual AGM

A Zoom webinar platform will be used this year for the 2020 CDHM AGM on October 17th. This webinar version includes voting capabilities and can support up to 2,000 attendees. Technical support will be available to registrants during the meeting from CDHM tech support, Bryce Fulton.

Graduate Registrants of 2020; COVID Mentorship Program

A mentorship program has been created for 2020 graduate registrants to provide meaningful support during their transition to practice during a pandemic. Mentors will contact mentees, provide any assistance needed and forward feedback to CDHM so we are in a better position to assist if need be.

Committee Reports

Chairs of all committees reported activity;

- 1. Ownership Linkage-** will be setting up a Zoom meeting to discuss next steps
- 2. RHPA-** RA report will be provided at tomorrow's meeting
- 3. Complaints-** Complaint #2 is currently being reviewed
- 4. Nominations- this committee** will need a new committee member on Nominations as Saima is in her 3rd (final) term.
- 5. Interpretation Guidelines-**the updated 'Cardiac Implanted Electrical Devices (CIED) and Ultrasonic Instrumentation' guideline was approved. It was recognized the public representatives on Council would benefit from an orientation/mentorship on dental hygiene content.

Electronic Fee Transfer Option for Registration Fee payments

New for 2021, registrants will be able to pay their registration fees using electronic fund transfer (EFT). Details on how to set up transfers will be emailed to registrants in the next couple of weeks.

Registrant Ethics & Jurisprudence Module

An integral component of registration as a health care professional, is the required completion of an Ethics & Jurisprudence (E & J) exam or module. A general understanding of our legislation, the Dental Hygienist's Act and Regulations and the ethical responsibilities of a health professional is the responsibility of the registered dental hygienist. CDHM is creating an E&J module as a 2021 registration requirement, however, it will not need to be completed until April 1st, 2021. The module will be accessed through the registrant's log in to their profile page.

Saturday September 26th, 2020

Registrar's Environmental Scan

Arlynn presented a power-point on Trends in Regulatory Reform, COVID, AI vs Human Diagnosis, Ethics & Social Justice, The Platform Economy & Health Professions Regulation.

RHPA Update

- RHPA Reserved Acts (RA) consultants, Liz Ambrose, and Mickey Wener, provided an update on the work around the College's submission of the RAs to government. 7

Reserved Acts, including 1 Change in Scope, are being proposed & requested to be approved for dental hygiene practice.

- The CDHM member survey in February validated the proposed reserved acts & provided related practice information for the submission criteria.
- The survey was sent to all practicing and non-practicing MB RDHs and there was a 33% completed response rate; the information was invaluable and provided insightful comments. The results have been analyzed and incorporated into RA Proposal.
- A jurisdictional scan of the proposed reserved acts was done with a focus on jurisdictions with similar legislation to the RHPA (BC, AB & ON).
- Conditions & requirements for performing the proposed reserved acts by dental hygienists were identified & included in development of the draft submission.

Council Policy Monitoring

All Council members engaged in monitoring their governance process policies, ensuring they are still relevant and important to the functioning of Council.

Ad -Hoc Orientation Committee

Council recognized the importance of orientation to the functioning of Council, especially for the Public Representatives. An Ad-Hoc committee was struck, with Saima Klippenstein as chair, Kathleen Reid and Lezah Evan as committee members.

Complaint Committee Appointment

Registrant, Karina Hiebert was appointed as a temporary member of the Complaints committee to populate the committee for the review of complaint #2.



Disposition of Complaint

August 10th, 2020

On February 25th, 2020 under section 21(1) of the Dental Hygienists Act, a complaint was filed with the registrar. In accordance with section 22(1) of the Dental Hygienists Act the complaint was referred to the Complaints Committee. Based on the report of a 3rd party investigator, it was the Complaints Committee's decision to not direct the matter to the Inquiry committee under section 24(1)(b) of the Act.

Receipt of Complaint

July 4th, 2020

A complaint was filed with the registrar under section 21(1) of the Dental Hygienists Act. In accordance with section 22(1) of the Dental Hygienists Act the complaint was referred to the Complaints Committee. Under section 23(2) of the Dental Hygienists Act, the Complaints Committee may direct an investigation and appoint an investigator to this complaint. The process is ongoing.

RHPA Update

As many of you will remember, the Regulated Health Professions Act (RHPA) Committee was created as a collaborative committee from members of the MDHA and CDHM. The Chair of the committee is Jennifer Miller. The committee is divided up into 3 Working Groups; Workbook, Reserved Acts and Education & Communication. Each Working Group has a Chair, and 4-8 committee members. The Working Group Chairs meet regularly to share progress on their work. Other RDH's who are 'experts' in their field are brought onto committees to assist as needed.

The first task, in the development of our submission to government, is the creation of our Reserved Acts (RAs). Thus, the bulk of the work being completed at this time, is the creation of the RAs. The RHPA has 21 Reserved Acts and regulated health professions in Manitoba must be granted the legislative authority to perform reserved acts in the course of providing health care. They must also have the knowledge and skills to perform them. Not all health professions will perform all reserved acts.

Reserved Acts Working Group Update

Reserved Acts Development

In conjunction with our RA consultants Liz Ambrose and Mickey Wener, the RA Working Group has the following update:

Our submission to Manitoba Health Seniors and Active Living will propose 7 reserved acts and 2 Changes in Scope to be approved for dental hygiene practice.

The ability to perform the reserved acts is not exclusive to a particular health profession. The overlapping & sharing of reserved acts by professions is intended to support interprofessional practice & increase access to health care services while protecting the safety of the public.

The following steps have taken place over the past 9 months:

- The CDHM member survey in February validated the proposed reserved acts & provided related practice information for the submission criteria. ***The survey had a 31.4% completed response rate, again thank-you to all who completed the survey, contributing to this very important step.***
- A jurisdictional scan of the proposed reserved acts was done with a focus on jurisdictions with similar legislation to the RHPA (BC, AB & ON)
- Conditions & requirements for performing the proposed reserved acts by dental hygienists were identified & included in development of the draft submission

- In addition to the conditions/requirements & jurisdictional scan, the other criteria required for the reserved acts submission are the dental hygiene competencies to perform the reserved act, the entry-to-practice competencies (didactic & clinical), practice examples & information pertaining to the regularity of performing the reserved act by dental hygienists
- The changes in scope require other information to support the request & each one is submitted separately in a document along with the main submission of the proposed reserved acts

Also included in the RA submission, will be an evidence-based Introductory Paper describing RDH practice to justify our RA requests. The development of this paper is in its final stages of review.

Workbook, Education & Communication Working Group Update

The Workbook Committee meets regularly, working through the RHPA Guidance document, dividing up tasks to prepare for the development of the Regulation. Once the RAs are submitted, the focus will be on the work of this committee.

The Communication Working Group will soon be taking a more active role, creating communication documents and strategy as we move into the consultation phase.

Respectfully submitted:
Arlynn Brodie
Registrar, Executive Director

CCP Reminders

- 1. The 2020/2021 CCP is open. You can log in to your account and enter your CCR and PAR information in an 'as-you-go' format.**
- 2. The annual deadline for registering your Journal Club or Study Club is *October 31, 2020*. If you have an existing club, you are required - each year - to send a new registration form with the new topics, and a confirmation of club members. Forms are available on the website under the Continuing Competency tab.**
- 3. Coming up: There are openings on the Continuing Competency Committee. Watch your inbox for the position posting and job description.**



MDHA Executive Director's Message

I hope that this message finds you healthy and well. It's so incredibly hard to put into words the confusing and stressful times we are in. At the MDHA we hope we can be a resource of help and support for each and every one of our members.

Our Professional Development committee is currently putting the final touches on a series of opportunities for our members to learn we us in a virtual format. The theme of our series is "For goodness **CHANGE**" and will highlight many different examples of how the profession and world is changing and how we can better prepare and adapt.

In addition to Professional Development opportunities, we also look forward to providing opportunities for our members to connect throughout the winter, considering the fact that in person events will most likely not be possible. Please stay tuned for more information on how you can join us and your colleagues in these virtual conversations.

The MDHA is always looking for volunteers to serve on various committees and get involved with the various events and activities we have planned throughout the year. If you are interested in getting involved, please don't hesitate to contact our office. We would love to have a conversation with you about how you feel you could serve your association and your profession!

Sending my best to you all!

Lee Hurton
MDHA Executive Director



Lee Hurton





The University of Manitoba Dental Hygiene Graduates Congratulations to the Class of 2020!



- Vanessa Bromley
- Shayna Coughlan-Castell
- Brooklyn Delf
- Fatma Nur Emre
- Alexis Francisco
- Christine Goodman
- Kathryn Guenther
- Brie Hills
- HwanHee Kim
- Rebecca Lyss
- Angel Malapit
- Gul Malik
- Jacquelynn Joseph
- Jamelle Manansala
- Lauren Martin
- Ann Matias
- Kayla Mcmillan
- McKenna Paddock
- Whitney Patterson
- Pryanka Sharma
- Najma Shire
- Hollie Sutherland
- Telisa Thomas
- Shayla Welechenko