Responsibility and Accountability in Practice

Every aspect of dental hygiene care in any practice setting has elements of responsibility and accountability. The College of Registered Dental Hygienists of Alberta (CRDHA) Practice Standards and the CRDHA Code of Ethics refer to both.

Many people assume accountability and responsibility are the same, but they’re more like two sides of a coin. This Front and Center article includes examples about responsibility and accountability in practice.

Continued on page 5
The College of Registered Dental Hygienists of Alberta (CRDHA) invites submissions of original research, discussion papers and statements of opinion relevant to the dental hygiene profession for its official newsletter, InTouch. Submissions are subject to editorial approval and may be formatted and/or edited without notice. Contributions to InTouch do not necessarily represent the views of the CRDHA, its staff or Council, nor can the CRDHA guarantee the authenticity or accuracy of reported research. As well, the CRDHA does not endorse, warrant, or assume responsibility for the accuracy, reliability, truthfulness or appropriateness of information regarding products, services, manufacturers or suppliers contained in advertisements within or associated with the newsletter. Under no circumstances, including, but not limited to, negligence shall the CRDHA be liable for any direct, indirect, special, punitive, incidental, or consequential damages arising from the use, or neglect, of information contained in articles and/or advertisements within this publication.

reminders & Announcements

- **February 9, 2015**: CRDHA Annual Continuing Competence Event
  Online Registration is available
- **February 27, 2015**: Deadline for nominations to the CRDHA Council
- **March 13, 2015**: Deadline for the CRDHA Member Award Nominations
- **April 6, 2015**: Early Bird Registration deadline for the CRDHA Annual Continuing Competence Event
- **April 27 - May 8, 2015**: U of A Dental Hygiene Refresher Course
- **May 7 - 9, 2015**: CRDHA Annual Continuing Competence Event
- **May 9, 2015**: CRDHA Annual General Meeting

For more information about the CRDHA and the dental hygiene profession in Alberta visit www.crdha.ca

CRDHA Council Directory

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Note: 3 public members awaiting appointment.

Ads/graphics must be submitted as camera ready artwork in high resolution pdf format, .eps or .tiff formats with a minimum resolution of 300 dpi. Text only ads may be submitted in MS Word.

Rates:

InTouch advertising rates are as follows:

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<th>Format</th>
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<td>$600</td>
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<tr>
<td>1/2 Page horizontal</td>
<td>7.5 x 3.625</td>
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<tr>
<td>1/2 Page vertical</td>
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<tr>
<td>1/4 Page</td>
<td>3.625 x 4.5</td>
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<td>1/8 Page (BusCard)</td>
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<tr>
<td>Website</td>
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Submissions:

Story ideas, articles and letters are welcome. Send your submission to the Editor at: info@crdha.ca. The Editor reserves the right to edit content, format and length.

Submission Deadlines:

November 15  February 15
May 15       August 15
Online Renewal

2014 was the first year that online renewal was mandatory for CRDHA members and we appreciate the effort everyone made to complete their online renewal prior to the October 31 deadline. Our computer savvy members sailed through with no problems, others required some telephone coaching from the CRDHA staff, and a few members actually dropped into the CRDHA office to receive in-person assistance. Other colleges tell us that subsequent renewal years become easier for members and staff.

It’s important that you keep your member profile up to date so we always have your current contact information including email address, postal address, phone numbers and employer contact information. You can update your personal information through the CRDHA website at any time. www.crdha.ca (Member Sign In required). If we don’t have your current contact information you risk not receiving important notices and renewal reminders.

Health Professions Act requires that proposed amendments to a code of ethics be circulated for review and comment by a college’s regulated members, the Minister and any other persons or organizations the Council considers necessary. This consultation process generally takes several months from start to finish. At the end of the consultation process, Council will review and consider all of the comments gathered through consultation, and amendments to the Code of Ethics will be approved. The CRDHA’s members will be notified of such approval and the updated Code of Ethics will be posted on the CRDHA website.

We anticipate that proposed amendments will arrive in your email box in late March 2015. Please make sure your email address is up to date in the CRDHA records so you have the opportunity to review the proposed amendments and provide your comments to Council.

Competence Reporting Period

Does your Continuing Competence Program (CCP) reporting period end October 31, 2015? Are you on track to meet the CCP requirements by the membership year end? You can check your CCP transcript online at www.crdha.ca (Member Sign In required) to confirm your reporting period and the CCP credits you have acquired. If you don’t meet the required practice hours and competence program credits by the end date of your reporting period you will not be able to renew your practice permit for the next year.
Call for Members for Hearing Tribunals and Review Committees

In accordance with the Health Professions Act (the Act), College Councils are required to establish and maintain a list of members who will be available to be selected by the College’s Hearings Director to form a hearing tribunal or a complaint review committee. Any hearing tribunal or complaint review committee must also include 25% public representation. Public members are provided from a list maintained by the Government.

Pursuant to the Act, the hearing tribunal is responsible for conducting a full and fair hearing regarding allegations of unprofessional conduct of a member. The job of the hearing tribunal is to determine, on the basis of the evidence introduced, whether the conduct of the dental hygienist constitutes unprofessional conduct.

A complaint review committee’s powers and duties include reviewing and ratifying alternative complaint resolution settlements and conducting reviews of dismissals of complaints. The complaint review committee’s decision making powers are set out in the Act.

Each hearing tribunal and complaint review committee is established on an “as needed” basis. Orientation sessions are conducted by CRDHA legal counsel prior to a hearing or review committee meeting.

The list of available members is comprised of dental hygienists with experience in all spectrums of dental hygiene practice: general practice, specialty practice, independent practice, community health and education. We would like to increase the number of members on the list to provide more flexibility in selecting dates for hearings or reviews.

We are seeking members with good knowledge of the profession and CRDHA’s professional standards and who exhibit the following qualities:

• Fair
• Good listener
• Non-biased
• Respect confidentiality
• Confident
• Mature judgment

Applicants must have 5 or more years of experience as a dental hygienist. If you are interested in submitting your name as a nominee for appointment to the list of members available to be selected for hearing tribunals or reviews, please send your resume and a brief letter describing why such an appointment appeals to you. Submissions should be directed to:

CRDHA Hearings Director
302, 8657 – 51 Ave. NW
Edmonton, AB  T6E 6A8
by March 1, 2015.

Interviews will be conducted as part of the selection process.

Reporting Blood Borne Infections to the CRDHA

All health care workers with a history of human immunodeficiency virus (HIV), hepatitis B virus (HBV) or hepatitis C virus (HCV) positivity have an ethical obligation to report to their professional regulatory authority for referral to the Provincial Expert Review Panel if they perform any exposure-prone procedures.

Exposure-prone procedures performed by dental hygienists include scaling, root planing and injection of local anaesthesia. Access to the Provincial Expert Review Panel is through referral from a health care worker’s regulatory authority.

Registered dental hygienists who have tested positively to HIV, HBV or HCV should contact the CRDHA Registrar, Brenda Walker, in person or by telephone at 780-465-1756 or toll free 1-877-465-1756 for further information and referral to the Expert Review Panel.
Occupational Health and Safety

Alberta Occupational Health and Safety (OHS) has contacted the CRDHA because some dental hygienists are not yet in compliance with the July 1, 2010 changes to the OHS Code, particularly in the area of safety-engineered medical sharps (e.g., local anaesthesia syringes). The July 2010 issue of the CRDHA InTouch newsletter notified all members of the new Code and provided the following list of changes that had an impact on dental hygiene practice:

- Section 525.2 introduces new requirements for safety engineered medical sharps.
- Section 526 specifies requirements applicable to sharps containers.
- Section 527 prohibits the recapping of waste needles.
- Section 528 requires employers to establish policies and procedures for storing, handling, using and disposing of biohazardous materials. (Section 8 of the OHS Regulation requires that the procedures be in writing and available to workers.)
- Section 530 requires employers to establish policies and procedures for the post exposure management of workers exposed to biohazardous material. (Section 8 of the OHS Regulation requires that the procedures be in writing and available to workers.)


You should be aware that the OHS Code is law and failure to meet the requirements set out in the Code is a contravention of the law subject to fines, penalties and disciplinary action.

Safety Engineered Syringes

Some members have expressed concern that it is difficult to master using a new device after many years of using another style of syringe. Other members feel they shouldn’t have to switch to the safety-engineered syringe because they believe they are using safe practices with the older style syringes. These concerns have been raised with OHS. The OHS response is:

- practitioner aversion to change is not a legitimate objection to change, and
- safety methods with the old style syringes do not meet the current OHS requirements.

OHS has advised CRDHA that if an engineered safe product is available, it must be used. The Septodont product is readily available in Alberta. Here is a link to the Septodont product information. www.septodont.ca/video/ultra-safety-plus-video

The Septodont site includes a useful video on how to assemble the syringe. The only thing that the video misses is reminding the practitioner to wipe the rubber diaphragm (septum of the local anaesthetic cartridge/carpuile) with a 70% alcohol prep pad before loading the cartridge into the syringe.

As far as CRDHA is aware, the Septodont Ultra Safety Plus XL syringe is currently the only syringe sold in the Canadian market that meets Alberta’s OHS safety-engineered requirements. If you have not already done so, you must replace your old syringes with this approved syringe.
Annual General Meeting and Call for Nominations

Creating a positive future for the dental hygienist profession is rewarding work. Now is an opportune time to consider the difference that your participation on the CRDHA Council could make. If you or someone you know would like to contribute energy, experience and wisdom through an elected position on the CRDHA Council, please submit a nomination today!

The CRDHA Council has the responsibility on behalf of Albertans and the CRDHA members to monitor what is working well; envision what could work better in the future; and define and prioritize Ends that will bring that vision to reality.

The CRDHA Annual General Meeting, May 9, 2015 will be an opportunity for CRDHA members to participate in facilitated conversations that will provide input to CRDHA Council for future endeavors.

The 2015 Call for Nomination flyer is in the mail and is also available on the CRDHA website www.crdha.ca

AGM Official Notice
This is official notice, in accordance with Bylaw 12.4.1, of the Annual General Meeting of the CRDHA.

Meeting Agenda
President’s Address and Welcome
Call to Order
Proof of Meeting Notice
Announcements
Approval of Agenda
Approval of April 26, 2014 minutes
Annual Report
Report of Nominations Committee
New Business

Saturday, May 9, 2015
DoubleTree West Edmonton
16615-109 Avenue
Edmonton, AB

7:30 am – 8:00 am
Registration and Breakfast

8:00 am
Annual General Meeting
While the two words responsibility and accountability are often used interchangeably, there is a discernable difference between them. The main difference is that responsibility can be shared while accountability cannot. Being accountable not only means being responsible for something but also ultimately being answerable for your actions. Also, accountability is something you hold a person to only after a task is done or not done. Responsibility can exist both before and/or after a task.

In ethics and governance:
- Accountability is answerability, blameworthiness, liability, and the expectation of account-giving. An explanation is owed.
- Responsibility may refer to: being in charge, being the owner of a task or event. An explanation is not necessarily required.

Accountability and responsibility are more like two sides of a coin. For example, you get a paycheck for a job in which you’re responsible for something—a service or overseeing other employees. Your responsibility relates to what you’re required to do in that job. Responsibility encompasses the expectation of accountability—that someone is holding you answerable for your outcomes.

Example 1
It is Tom’s responsibility to make sure there are oral hygiene home care supplies in the storage room. So, Tom will be aware of this task and keep bringing in more supplies before they run out. At this point, you cannot say Tom has been held accountable (answerable) for performing this task. Tom is responsible for the supplies, but he is only held accountable (owes an explanation for his actions) if the supplies ever run out.
Example 2

- The CRDHA Practice Standard 2.7 states: “a dental hygienist assesses the need for management of client pain, anxiety, and discomfort.”
- The CRDHA Practice Standard 4.5 states: “a dental hygienist ensures that there is effective communication with the client or agent during the planning process. This communication includes, but is not limited to options for management of client pain, anxiety, and discomfort, if appropriate.”
- The CRDHA Code of Ethics, Principle 6 Professionalism states: “a dental hygienist collaborates with colleagues and other health professionals in a cooperative, constructive and respectful manner.”

Flossy is a registered dental hygienist employed with Dr. M for eight months. Flossy was hired with the condition that during the first year of her employment she would successfully complete a CRDHA Council-approved course specific to administer local anaesthetic; submit an application to the CRDHA for authorization to perform the restricted activity; and receive written notification from the CRDHA that she is authorized to perform the activity. Flossy has completed the didactic portion of a local anesthetic course; she has not completed the hands-on clinical portion. She is not yet authorized to provide the local anaesthetic delivery.

Flossy’s client, Leo, alerted Flossy of the discomfort he was experiencing when he started to scale his molars. Flossy told him that while it is not uncommon to experience minor discomfort during scaling, she could arrange for local anaesthetic to be administered if he wanted. Since Flossy did not have the competence to deliver local anaesthetic she arranged for another dental hygienist to deliver anaesthetic. Flossy addressed the client’s need for pain management. She is completing the local anaesthetic course. Since she has not completed the hands-on component, she could not administer the local anaesthetic herself so she offered an alternate solution to local anesthetic delivery.

Flossy is accountable (answerable) to the client, to her employer and to herself. She has addressed pain management for the client; she is complying with the condition of employment; and she is enhancing her practice through participation in ongoing professional development. She demonstrates both responsibility and accountability.

Example 3

Section 102 of the Health Professions Act states: “A regulated member shall not engage in any advertising that is untruthful, inaccurate or otherwise capable of misleading or misinforming the public.” In addition, the CRDHA Code of Ethics, Section 2.6, states: “Dental hygienists shall not engage in any advertising or promotional activity that is false, misleading or deceptive.”

Guy, a registered dental hygienist, who is opening an independent dental hygiene practice, is excited to market his practice and will use the local radio station to deliver his key messages. The station has written a catchy jingle incorporating the phrases: “Guy is the best.” “You won’t flinch with his fees.” Guy read the content of the ad and realized that the ad did not comply with the Health Professions Act Section 102. The words were capable of misleading or misinforming the public.

Guy is being responsible by refusing the ad content. He is accountable (answerable) to himself and Albertans. Guy demonstrates both responsibility and accountability.

Example 4

The CRDHA Practice Standard 1.3 states: “a registered dental hygienist demonstrates sound professional judgment and integrity.”

Professor Bright, RDH instructs in a dental hygiene program. One of her students, Landen, has been encountering challenges throughout her dental hygiene education. She is desperate to graduate and resorted to cheating on an assignment. Professor Bright observed Landen’s inappropriate behaviour and called her aside after class to talk about the assignment.

The instructor has the professional responsibility to ensure that she demonstrates sound professional judgment and integrity.

Common Concepts of Accountability

Various definitions of accountability share common concepts:

- obligation: a duty that usually comes with consequences
- willingness: accepted by choice or without reluctance
- intent: the purpose that accompanies the plan
- ownership: having power or control over something
- commitment: a feeling of being emotionally compelled

Mix these concepts together and you have accountability; leave any out and you don’t.
Crucial elements if you have staff management responsibilities

Where an expectation of accountability exists, three elements—clarity, commitment, and consequences—must be present.

Clarity
Clarity means expectations and goals are clear and specific. You can’t hold others accountable for reading your mind. “The Infection Prevention and Control monitoring report is due by 11:00 AM Thursday” is clear and specific. “Get the report to me in the next few days” isn’t. Clarity also means explaining why. If staff members know the reasons behind the expectation, they’re more likely to commit themselves to meeting it.

Commitment
You have to ask for a commitment to get it. Simply giving an order isn’t enough. The accountable employee must listen, understand, agree, and commit to achieving the objective. After you ask for a commitment, listen to the person’s answer. “I’ll try” isn’t a commitment. If a staff member objects to your expectation and offers valid reasons for doing so, you can either negotiate the expectation or discuss tactics.

Consequences
Think carefully when designing appropriate consequences; they can add or subtract clarity. Suppose a teenager misses his curfew by 10 minutes or a dental hygienist makes only 90% of the performance expectation for four quarters—yet they experience no consequences. They’re likely to think that being 10 minutes late or 10% below target is acceptable.

Are you personally accountable at work?

To explore whether you’re truly accountable, look inward. Use these statements to guide your reflection.

1. I am responsible for my success at work.
2. I am productive regardless of my work environment.
3. I am accountable for the results I produce, even if a situation is unfair.
4. I upgrade my skills and competencies on a regular basis without having to be told.
5. I am skilled at the work I do, as shown by my work performance.
6. I have demonstrated strong interpersonal skills where mentoring or coaching is concerned.
7. I hold my team to their commitments, regardless of how it may affect my personal and professional relationship with team members.
8. I am willing to examine my own accountability issues to help achieve team success.

Becoming more accountable

This is where the rubber meets the road. Personal accountability provides an opportunity to contribute to the organization, to be counted among those we truly admire and respect. It’s a chance to ask: “What can I do to contribute?” and “How can I make a difference?” (See the previous section: “Are you personally accountable at work?”)

Are you willing to make the necessary changes in yourself? Can you commit to each of these statements?

1. I take full responsibility for myself, my decisions, and my actions.
2. I’m willing to take responsibility for my mistakes and learn from corrective feedback.
3. I commit to actively supporting my teammates and helping them remember to honor their commitments, even when it means respectfully confronting them.
4. We, as a team or department, commit to doing our best to serve both internal and external customers and all partners in the process.
5. As a leader, I sign on to all of the above and commit to working to be a positive role model for others.

References:
Self assessment is a process through which dental hygienists can learn to identify current and future learning needs. Critical thinking skills required to accurately self assess are central to the development of skillful decision making and problem solving. The College of Registered Dental Hygienists of Alberta (CRDHA) recognizes the importance of these concepts which are reflected in the CRDHA Code of Ethics and the CRDHA Practice Standards. The CRDHA Code of Ethics states: “Dental hygienists maintain and advance the quality of services they provide through ongoing self-evaluation and quality assurance.”

The process of self assessment is a critical first step in identifying learning needs and can be viewed as an ongoing strategy for continually collecting data about one’s professional performance. Self assessment can be accomplished internally through self-reflection and externally through seeking unbiased feedback from others. These strategies combined can help to create an overall awareness of deficiencies and continuing competency needs surrounding specific knowledge topics, skills, client problems and practice issues.

Case Study
The following scenario begins with Janneke, a registered dental hygienist who has been out of school for 20 years. She has already begun the process of self assessment by reflecting on her own daily practice.

Janneke has done some self reflection after working with Meridi, a new employee who graduated recently. The second part of this scenario focuses on how Janneke obtained feedback from others and on how she was able to process and utilize the information she received.

Janneke has never thought herself competent using a powered scaler for instrumentation. When Meridi began working with Janneke, Janneke became aware that Meridi was using the ultrasonic scaler with nearly every client. Meridi explained to her clients that the ultrasonic scaler was the most current technology and it had several therapeutic benefits over and above hand scaling.

This made Janneke uncomfortable for several reasons. She was not sure of the accuracy of the information the new dental hygienist was sharing with clients and she felt out-of-date in her own knowledge surrounding the use of the ultrasonic scaler. Overall, she thought she was not well-equipped to have similar discussions on this topic with her own clients. Janneke also recognized the need for evidence-based, standardized practice amongst the clinicians.

Through these events Janneke has become aware of some gaps that may exist in her current knowledge base. She concluded it would be beneficial to solicit feedback in this area from others around her.

Janneke referred to the CRDHA Self-Assessment Package, Tab 5 pg. 3, where she found useful resources on how to effectively obtain constructive feedback from others.

The sample forms on the following page of this article illustrate the feedback requested and the feedback that was returned.

From the results of the feedback that Janneke received, she was able to confirm her initial thoughts on some deficiencies existing in her current knowledge base. Additionally, the feedback provided her with some insight into new learning objectives that she had not initially considered. Through the process of reflection and self assessment Janneke identified that using powered instrumentation with her clients might have an overall impact on practice areas such as, effectiveness in deposit removal, overall client acceptance, clinician fatigue, and time management. Janneke also realized that she did not feel comfortable in her ability to adequately review literature and that her skills could be improved in this area in order to make better evidence-based clinical decisions.

She now realizes that all of these factors combined may directly impact the quality of care she is providing for her clients.

The process of accurate self assessment enabled Janneke to clearly identify gaps in her current knowledge in specific areas; she was then able to
effectively identify appropriate learning activities in order to successfully fill these gaps.

All dental hygienists whether they are new graduates or veteran practitioners should actively participate in the process of self assessment in order to ensure they are maintaining the highest quality care for the wellbeing and safety of their clients.

Sample feedback requested:
This is an example of the dental hygiene self assessment feedback form Janneke used. Janneke has asked for feedback in the following areas from two dental hygiene colleagues and the dentist with whom she works:
1. Documentation and Assessment
2. Treatment planning
3. Clinical skills

Sample feedback received:
This is an example of the completed page of the feedback request received from one of Janneke’s dental hygiene colleagues regarding Janneke’s clinical skills.

DENTAL HYGIENIST SELF ASSESSMENT FEEDBACK FORM

Name: Dental Hygienist Colleague
Date: February 15, 20XX
Please return feedback: by one week later

Thank you for agreeing to provide your valuable feedback to me regarding my dental hygiene practice. Your feedback will assist me in addressing my learning needs.

On the following sheet(s) please make written comments about the area(s) indicated below.

When you are providing the feedback please be specific, clear and descriptive. Please include examples where possible.

I would also appreciate meeting briefly with you to discuss your feedback. Perhaps we can schedule some time to meet after you have returned the written feedback.

1. Documentation and Assessment
2. Treatment planning
3. Clinical skills

COMPLETED RETURNED FEEDBACK FORM

3. Clinical skills
Strengths that I have noticed

A. Your knowledge about smoking cessation is superior. You consistently provide current information and appropriate counselling techniques with all clients.

B. You assess the need for management of client pain, anxiety and discomfort

C. You consistently demonstrate a high level of sensitivity to client diversity throughout the dental hygiene process of care. Your ability to communicate effectively with diverse client base is something we could all learn from.

Enhancements that could be made

D. I am not sure of your comfort level using powered instrumentation with clients. Although your technique and effectiveness using hand instrumentation is very good, I wonder if you and your clients might not benefit from more regular use of this instrument.

continued on next page
Being accountable for your actions

The College receives inquiries from dental hygienists whose roles and responsibilities have changed. This creates a situation where they are expected to meet client care needs with no previous experience in performing the required care. Changes in roles and responsibilities are an opportunity for dental hygienists to grow professionally and expand their knowledge. But, dental hygienists must ensure that they are competent in the new role and that their clients receive the best possible care. As a dental hygienist, you are accountable for sharing and negotiating the aspects of care that you are competent to perform.

Self assessment

The CRDHA Self Assessment Tool (the tool) offers a systematic approach to support continuing competence and accountability. The tool incorporates self reflection and gathering feedback from others.

1. Assess your abilities.
2. Identify areas where you are competent.
3. Identify areas where you require additional education, experience and/or supervision.
4. Outline strategies for meeting your learning needs.
5. Share these strategies with your employer/supervisor/manager, if applicable

An accountable registered dental hygienist:

1. Takes responsibility for his/her actions, including errors;
2. Practices according to the practice standards, code of ethics, guidelines and legislation;
3. Takes action when a client is at risk;
4. Reports unsafe or unprofessional behaviours; and
5. Maintains core competencies.

References:

Use the CRDHA Self-Assessment Tool to help identify your learning needs and develop a learning plan.

Access the Self-Assessment Tool at www.crdha.ca
Member Sign In is required.

CRDHA Annual Continuing Competence Event
May 7, 2015, 8:00 am – 12:00 Noon

Workshop:   Enhance Your Practice Through Self Assessment

Facilitators: Stacy Mackie, CRDHA Deputy Registrar
Marthe Benoit, Practice Advisor

This interactive workshop will help you become familiar with the CRDHA Self Assessment Tool. If you are new to practice in Alberta or have not updated your Self Assessment recently this workshop is for you! Identify your learning needs, develop learning objectives and prepare an individualized learning plan. CRDHA members who have incorporated self-assessment into their practice will be your guides. Attendance is limited to 40.
Primary Care Networks provide multi-disciplinary team-based care in Alberta

Submitted by Kendall Olsen, Communications Coordinator, Primary Care Networks Program Management Office

Primary Care Networks (PCNs) bring local physicians and other health care professionals together to provide comprehensive patient care to Albertans.

PCNs develop solutions to meet the health needs of the local community. PCNs teams are often comprised of family physicians, nurses, nurse practitioners, dietitians, pharmacists, social workers, and mental health workers. In addition, some PCNs have created programs that also engage dental hygienists. One example is the oral health program offered at the Mosaic PCN located in North East Calgary.

One of the ways Mosaic PCN engages families in the area is through a mobile health bus, built in partnership with Ronald McDonald House® Southern Alberta and Ronald McDonald House Charities® Canada. On the Ronald McDonald Care Mobile, a Mosaic PCN dental hygienist offers some oral health services for children aged 1 - 5 to help prevent dental caries and promote good oral health.

The dental hygienist provides a dental caries risk assessment, oral health screening, and fluoride varnish application. The dental hygienist also helps a client access dental care with a dentist or another dental hygienist and answers common questions parents may have about keeping their child’s mouth healthy.

Since the program’s launch in July 2012, the Ronald McDonald Care Mobile oral health program has provided more than 850 dental screenings and fluoride varnishes in Mosaic’s geographical catchment area on children aged 1-5.

The oral health program is offered on average four days per week in different sites, including grocery stores, malls, and the Calgary inter faith food bank.

Concurrently, there is a nurse onboard the Ronald McDonald Care Mobile offering health screening services for adults, flu vaccines and growth assessments for children. There is also a pediatric dietitian present several times a month to help address nutritional concerns.

This is just one example of the great teamwork PCNs undertake on a daily basis to provide the best possible care for their patients. If you would like to learn more about Alberta’s PCNs or contact them visit www.pcnpmo.ca and click on “About PCNs.”

Interprofessional Collaboration

Significant potential exists to improve the utilization of health human resources by clarifying professional roles and responsibilities and implementing more collaborative models of care. Interprofessional collaboration has been linked with greater provider satisfaction, leading to enhanced recruitment and retention, and improved patient safety and outcomes.

Interprofessional collaboration in both education and health care delivery settings can be defined as working together with one or more members of the health care team who each make a unique contribution to achieving a common goal, enhancing the benefit for patients. Each individual contributes from within the limits of their scope of practice. It is a process for communication and decision making that enables the separate and shared knowledge and skills of different care providers to synergistically influence the care provided through changed attitudes and behaviours, all the while emphasizing patient-centred goals and values.1

Be sure to visit the Primary Care Networks Program Management Office booth at the CRDHA Annual Continuing Competence Event, Community Connections Showcase.

The CRDHA Offers Awards to U of A Students

The CRDHA offers Academic Scholarships and Leadership Awards to eligible University of Alberta Dental Hygiene Program Students. In addition the CRDHA offers Member Awards in recognition of a member’s contribution to the profession and the community.

Awards total: $10,000 annually

On November 21, 2014, at the U of A Alumni Chapter Black & White Affair, the CRDHA presented awards to U of A undergraduate students. Congratulations to Drew Young and Danielle Clark who are pictured below with Shirley Smith, the CRDHA Past President.

The CRDHA First Year Scholarship: Drew Young

The CRDHA Award for Leadership in Dental Hygiene II: Danielle Clark

Left to right: Dr. K Gibb, Patty Gainer, Dr. Steve Patterson

Gibb Teaching Award: Patty Gainer

Congratulations to Patty Gainer, clinical professor in dental hygiene, for being the successful recipient of the Gibb Clinical Teaching award. The Gibb Teaching Award was put into place to publicly recognize teaching excellence and scholarship by instructors in the Dentistry and Dental Hygiene undergraduate programs; to encourage the pursuit of such excellence; and to promote improvement of teaching within the School of Dentistry.
The CRDHA Welcomes Provincial Dental Public Health Officer

Dr. Rafael Figueiredo assumed the position of Provincial Dental Public Health Officer with Alberta Health Services in Edmonton, Alberta in September 2014. For the last 13 years, Dr. Figueiredo has been working as a researcher with the Community Dental Health Services Research Unit and as an instructor at the Faculty of Dentistry, University of Toronto. Further to his research and teaching activities at the Faculty of Dentistry, University of Toronto, he received a Master of Science Degree, M.Sc. in 2011, and a Dental Public Health Specialty Degree in 2014. He has certification in Dental Public Health with the Royal College of Dentists of Canada.

Dr. Figueiredo’s involvement with Dental Public Health and his interest for the vulnerable population began right after his graduation as a dentist. The beginning of his career was dedicated to the provision of dental care to patients with special needs, both children and adults. Subsequently, he has been involved with dental care provision for Aboriginal communities in the extreme north of Canada and with oral health prevention for First Nations children in Ontario. More recently he conducted an important research project concerning the adult homeless population in Toronto, investigating their oral health status and utilization of hospital emergency departments for dental problems.

U of A Alumni Honour Award: Karim Bapoo-Mohamed

The College of Registered Dental Hygienists of Alberta (CRDHA) congratulates Karima Bapoo-Mohamed, recipient of a University of Alberta Alumni Honour Award. The award ceremony, held September 18, 2014 recognized the outstanding contributions of 39 University of Alberta alumni, who received awards in seven other categories. The University of Alberta Alumni Honour Award recognizes significant contributions made over a number of years by University of Alberta alumni in their communities, professions and beyond.

Karima is a dedicated advocate of global oral health who has focused her efforts over the last two decades on advancing dental hygiene training worldwide. She has motivated culturally diverse teams to achieve higher standards of excellence in North America, Asia, Africa, Australia and Europe, including Russia. She is a clinical associate professor in the dental hygiene program at the University of Alberta and the recipient of the School of Dentistry’s inaugural 2013 Gibb Clinical Teaching Award. Karima has been chosen for her work in local and international communities as a clinician, instructor, academic and humanitarian.

Karima says that having a personal vision that is larger than life itself helped her to stretch current limits making life and lives she touched extraordinary. “Who would have thought that a dream of one dental hygienist from Edmonton could have a powerful positive and sustained impact in far reaching areas of the world?” said Karima. “Feels pretty cool and it energizes me to do more.”
This three-day Continuing Competence Event and Community Connections Showcase presented by the College of Registered Dental Hygienists of Alberta, provides a forum for registered dental hygienists, educators and industry experts.

Online registration begins February 9, 2015

www.crdha.ca or http://accevent.crdha.ca

Flexible registration choices:
Thursday Pre-event: separate session registration; Weekend registration for Friday and/or Saturday.

Register early for an entry for the Early Bird Draw. Early Bird registration deadline is April 6, 2015.

Registration includes:
- Presentations
- Workshops (limited attendance, pre-registration required)
- Community Connections Showcase
- Breakfast Mini-Spots
- Council Reception
- Delicious food each day
- Poster Displays

Workshops
- Taking Action Against Elder Abuse
- Self Assessment to Enhance Practice
- Infection Prevention and Control
- Radiation Safety
- Elements of Prescribing Update (for Prescribers)
- Ultrasonics: From Start to Finish

Keynote Speakers and Plenary Presentations include:

The HPA and Key Concepts in Discipline Hearings
Blair Maxston and Brenda Walker

Opening: Dealing with Change
Dr. Ruth Collins Nakai

Comprehensive Health, Prevention for Older Adults
Dr. Ann Eshenaur Spolarich and Doreen Naughton

Dementia and Oral Health
Dr. Donna Marcy-Edwards

Overview of HealthChange® Methodology
Judith Britten

Feathering Medicine for Dental Hygienists
Dr. Earle Waugh

Communication Disorders
Dr. Tammy Hopper

Leader-Ship — Are You on Board or Walking the Plank?
Teresa Bateman
Breakfast Mini Spots

We cordially invite you to submit a presentation idea for a Breakfast Mini Spot (informal topical interest group conversation), to be held in conjunction with the CRDHA Annual Continuing Competence Event in Edmonton, 7:30 am – 8:00 am on Friday, May 8, 2015 at the Double Tree West Edmonton.

Breakfast Mini Spot presentations allow the audience to learn, expand their perspectives, and start the conference with something new on their mind. It’s food for thought as well as for the body. As a result, we are looking for presentations which embody that spirit. Feedback from attendees who have taken part in the Mini-Spot as a host or have enjoyed the experience and asked that Mini Spots continue to be offered.

See the event website for details accevent.crdha.ca

2015 Community Connections Showcase

The CRDHA appreciates the support of business, not-for-profit organizations and government agencies that participate in the Community Connections Showcase.

Premium Supporters

3M ESPE

Pharmacy at Safeway

Valued Supporters*

- Alberta Seniors: Elder Abuse Prevention
- Alberta Health Services: Population, Public and Aboriginal Health, Healthy Living
- Alzheimer Society, Alberta and NWT
- Canadian Dental Hygienists Association
- Coltene
- Hedy Canada
- Hu-Friedy
- Oral Dent Pharma
- Oral Science
- Orascoptic
- Premier Dental Products
- Primary Care Networks Program Management
- Sterling Dent-a-Prises.
- Sunstar
- Valuemed

Teresa Bateman
Stacy Bryan-Mackie
Marthe Benoit
Terry Bullick
Anne Eshenaur-Spolanich
Donna Marcy-Edwards
Doreen Naughton
Brenda Walker
Mary-Lou van der Horst
Blair Maxton
Anthea Senior
Earle Waugh

Shannon Eaton Lafroy
Gail Meara
Ruth Collins Nakai
Tammy Hopper
Blair Maxton
Anthea Senior
Cheri Wu
Anne Eshenaur-Spolarich
Gail Meara
Brenda Walker

*Registered at time of printing
Continuing Competence

Following are some in-person events and online sites that offer a wide variety of learning opportunities.

**U of A Continuing Dental Education**
The University of Alberta's Continuing Dental Education (CDE) program provides specialized education and certification programs to postgraduate dentists, dental hygienists, dental assistants and dental laboratory technicians.

Courses of interest to registered dental hygienists include:
- Business in Dentistry
- Dental Hygiene Refresher Course
- Local Anaesthetic
- Nitrous Oxide Oxygen Conscious Sedation
- Orthodontic Module

www.dentistry.ualberta.ca/ContinuingDentalEducation.aspx
Contact: (780) 492-1894

**October 2014 - March 2015**
October - March monthly seminars ~ Pre-registration is required
- Calgary and District Dental Society: http://cdds.ca/
- Edmonton and District Dental Society: http://eddsonline.com/programs_events/

**March 2015**
Pacific Dental Conference
March 5-7, 2015
Vancouver, BC
www.pdc.com

U of A Alumni Chapter Annual CE Seminar
March 24, 2015
Salima Thawer, RDH
Dr. Lindsay McLaren
chapters@ualberta.net

**May 2015**
CRDHA Annual Continuing Competence Event: Intersections of Aging
May 7-9, 2015
Various speakers and workshops. All members of the oral health team may register.
Sponsored by CRDHA
Contact: info@crdha.ca
Online registration starts February 9, 2015, http://accevent.crdha.ca

**October 2015**
EXPLORE
Canadian Dental Hygienists Association National Conference
October 29-31, 2015
Victoria, BC
www.cdha.ca

**Coming Spring 2015**

**Elements of Prescribing:**
**A Pharmacy Refresher Course for Dental Hygienists**

Elements of Prescribing: A Pharmacy Refresher Course for Dental Hygienists has been developed by a team of experts and is designed to address the participants’ learning needs by building on the prior knowledge that registered dental hygienists have obtained in undergraduate education. The course is designed to ensure a standard level of knowledge regardless of educational background or years of experience.
Continuing Competence Online

Following are some online sites which were accessible at the time of printing this newsletter. Providers may assess a user fee and/or require registration with user name and password.

Canadian Dental Hygienists Association (CDHA)
www.cdha.ca
Some CDHA courses have limitations on the eligibility for CCP credit. Refer to the CDHA Course Credit Table.

American Dental Association
www.adaceonline.org

Assigning Program Credits for Online Courses

The CRDHA Competence Committee determines the eligibility of specific courses for Continuing Competence Program credit. CRDHA Continuing Competence Program (CCP) Rule 9.1.3 Self Directed Study states: “Program credits are granted according to recommendations made by the course provider, the publisher, or the Competence Committee, with consideration given to the amount of time necessary to cover the material and to take the examination. Assignment of program credits will not include the additional time the registrant takes to study or review the materials.” The Competence Committee makes the final approval for the number of credits awarded for any course.

The Competence Committee has determined that the number of credits allocated to some courses by the course providers is not consistent with the content of the courses. The Competence Committee considered the allocation of program credit from the following online course providers and determined the following:

<table>
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<tr>
<th>Courses from these providers named below are eligible for 50% of the credits indicated by the provider.</th>
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<tr>
<td>Crest Oral B/Proctor and Gamble; (Dental Resources; Dental Care)</td>
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<td>Hygienetown</td>
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<td>INR Biomed</td>
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<td>I Need CE (Penwell, Hu-Friedy)</td>
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<tr>
<td>Pharmacy Times: Courses relate mostly to the Pharmacy Profession.</td>
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<tr>
<td>CDE World</td>
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<tr>
<th>Courses from these providers named below are eligible for the number of the credits indicated by the provider.</th>
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<tr>
<td>American Dental Association</td>
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<td>American Dental Hygienists Association</td>
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<td>Dental Learning Network (Academy of Dental Learning)</td>
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<tr>
<td>Dimensions of Dental Hygiene (Belmont)</td>
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<tr>
<td>Health Studies Institute</td>
</tr>
</tbody>
</table>

Online continuing dental education is a convenient way to learn at your own pace, anywhere, anytime. The CRDHA Continuing Competence Program Rule 7.4 stipulates: “In the event that a learning activity continues into the evening hours, a maximum of 10 program credits per 24-hour period may be claimed.”
Nominations for member awards

Celebrating our successes and honouring our members is an important element of our professional college. There are members in our midst who deserve recognition. If you believe one of your colleagues meets the criteria for a CRDHA award, please let us know. The deadline for submission of nominations for all CRDHA Member Awards is by March 13, 2015, 4:00 pm. Awards will be presented at the CRDHA Annual General Meeting May 9, 2015 in Edmonton.

Service Recognition Certificates
Community Service
For members who made important contributions beyond their work requirements to the oral health needs and the welfare of others.

Professional Service
For members who made contributions which furthered the careers of dental hygienists and the dental hygiene profession.

Scholastic/Research Service
For members who made important scholastic and/or research contributions and achievements which furthered the dental hygiene profession.

Please send, by letter or email, a brief summary and two references supporting your recommendation for a Service Recognition Certificate. All nominations require written support from two CRDHA members in good standing.

Joanne Clovis Community Health Award
The Joanne Clovis Community Health Award was established in 1987 by the CRDHA to recognize the significant contributions of a dental hygienist to the oral health of the community.

Marilyn Pawluk Mabey Award
The Marilyn Pawluk Mabey Award was established in 1978 to honour and perpetuate the memory of Marilyn Pawluk Mabey, a member who enhanced the profession of dental hygiene in Alberta by modelling clinical competence, instructional excellence and professional development.

Award nomination forms for the Joanne Clovis Award and the Marilyn Pawluk Mabey Award are available on the CRDHA website www.crdha.ca/about-crdha/awards.aspx or from the CRDHA office. Send your nomination form to:
#302, 8657 - 51 Avenue, Edmonton, AB T6E 6A8

Thank you to the CRDHA

On behalf of the Women’s Empowerment Night (WEN), I want to thank the CRDHA representatives attending WEN on October 17, 2014 in Calgary, and for providing such wonderful information and resources to the attendees.

Dental Health is especially important in the at-risk populations and I know that you had a very positive influence on the health of marginalized and homeless women here in Calgary.

We very much look forward to continuing to work with you.

Sincerely,
Carolyn Graham & the WEN Committee

CRDHA Brunch Honouring U of A Dental Hygiene Diploma Program Graduates

CRDHA members are invited to attend the 2015 CRDHA Brunch
Hotel Macdonald
10065 - 100 Street
Edmonton, Alberta
Sunday, April 12, 2015

Please contact CRDHA for more information
RSVP by April 2, 2015
info@crdha.ca or 1-877-465-1756
Does fluoride-free drinking water cause kids’ cavity rates to spike?

Examine research comparing how defluoridation and equity affect children’s oral health in Edmonton and Calgary.

Tuesday, March 24, 2015
7 p.m. to 8:30 p.m.
Edmonton Clinic Health Academy, Room 2-420
$30 in advance, $35 at the door

To register, visit: uab.ca/dhalum

Eligible for CRDHA Continuing Competence Program credits

U of A Dental Hygiene Refresher Course

April 27 - May 1, 2015 (5-Day course)
April 27 - May 8, 2015 (10-Day course)

School of Dentistry, Faculty of Medicine and Dentistry, University of Alberta, Edmonton, Alberta

Please contact the Division of Continuing Dental Education at dentce@ualberta.ca, or 780-492-1894 to place your name on the contact list for further information and details about this course.

Please visit www.dentistry.ualberta.ca/CDE for course information and registration in early 2015

Independent Dental Hygiene Practice

If you are a CRDHA member who is considering setting-up an independent dental hygiene practice please contact the CRDHA to access a series of emails related to independent practice. Contact us early for guidance on addressing legislative requirements and business resources.

For more information contact
Darlene Fraser,
Member Services Coordinator
Phone: (780) 465-1756 or
TF 1-877-465-1756
Email: info@crdha.ca

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Look for our winter issue on newstands or call 403.943.1993 for copies.

be healthy | be well | be informed applemag.ca
The Alberta Elder Abuse Awareness Network and Alberta Seniors are proud to co-host the second FACE IT: Elder Abuse Happens – ‘Building Connections, Creating Solutions’ conference on May 21 and 22, 2015 in Calgary, Alberta. This conference offers educational opportunities and information from a number of different sectors, including keynote speakers from health and law enforcement.

This unique conference brings together dynamic global experts, including Dr. Laura Mosqueda, to share educational opportunities and information on topics including ‘Markers and Detectors’.

We are happy to announce a concurrent session on CDHA’s ‘Elder Abuse and Neglect for Dental Hygienists’.

Registration opened December 15, 2014. 
Visit www.faceitelderabuse.ca
MORE WAYS TO ACCESS THE e-CPS ONLINE

FREE ACCESS TO COMPENDIUM OF PHARMACEUTICALS AND SPECIALTIES (e-CPS)!

Working with the Canadian Pharmacists Association, publisher of the Compendium of Pharmaceuticals and Specialties (CPS), CDHA is pleased to offer an exclusive benefit, not available through any other dental hygiene association. All CDHA members have free access (a $349 value) to both the desktop and brand new mobile versions of this valuable electronic point-of-care tool.

The CPS is used by more than 200,000 Canadian healthcare providers as a primary source for drug information. It contains more than 2000 product monographs, indications, formulations and doses, relevant practice guidelines, and patient information.

Both the desktop version and CPS mobile on CPhA’s RxTx app offer quick and easy search functionality by brand name, generic name, therapeutic class, manufacturer, and DIN or NPN. Both are bilingual, updated regularly, and feature Health Canada advisories.

NEW e-CPS RXTX MOBILE APP

CPS mobile on CPHA’s RxTx app is available for downloading on iOS and Android devices and adds a notes feature, favourites list, email and print functionality, interactive calculators, offline capability not requiring Internet connection except for installation, direct link to publisher, and much more.

Using your mobile device, visit www.cdha.ca/ecps to download the RxTx Mobile app

Using your computer, visit www.cdha.ca/ecps to access e-CPS

CDHA Program:
Free, Confidential Counselling & Wellness Service

The Employee & Family Assistance Program is provided as a CDHA membership benefit through Homewood Human Solutions.
Visit www.cdha.ca/EFAPaccess to get started today.
Return undeliverable Canadian addresses to:

College of Registered Dental Hygienists of Alberta
302, 8657 51 Avenue NW
Edmonton, AB T6E 6A8