

**INQUIRY COMMITTEE
RECORD OF DECISION**

File Reference: DH1490

ELEMENTS OF COMPLAINT

On January 9, 2015, the College received a complaint against a Registrant alleging substandard practice of dental hygiene.

The CDHBC Inquiry Committee initiated an investigation under s. 32(2) of the *Health Professions Act*, R.S.B.C. 1996, c. 183 (the "Act").

On January 16, 2015, the CDHBC Registrar notified the Registrant of the investigation and requested the Registrant's response to the investigation, in accordance with s. 33(5) of the Act.

On February 1, 2015, the College appointed an inspector under s. 27 of the Act to assist with the investigation.

The Registrant provided a written response in which s/he indicated that the dental office in which s/he is employed frequently did not allocate adequate time to complete treatment and chart notes. Additionally, the Registrant advised that s/he only recording depths of 4mm or greater and had not been aware that the software program did not save blank charts, which gave the appearance that probing had not been completed. The Registrant also stated that new protocols for improved documentation had recently been implemented in the office.

The Inquiry Committee received an inspector's report on July 6, 2015 and a copy of the report was provided to the Registrant for review.

On July 18, 2015, the Inquiry Committee received a response from the Registrant through legal counsel in which s/he acknowledged the issues related to his/her standard of practice and documentation; however, s/he stated that s/he had complied with the policies and procedures established by his/her employers.

COMMITTEE DECISION

At the conclusion of the investigation, the Inquiry Committee was concerned that the Registrant failed to: (a) maintain adequate clinical records in accordance with the Practice Standard Policies; (b) obtain informed consent from clients; (c) adequately assess his/her clients' dental hygiene needs in accordance with the Practice Standards; and (d) provide dental hygiene care based on the assessment data and dental hygiene diagnosis. The Inquiry Committee was concerned about the pervasive nature of the practice standard deficiencies and that fact that the Registrant failed to acknowledge the need to adhere to the Practice Standards established by the College regardless of the policies and procedures established by his/her employer.

In accordance with section 36 of the *Health Professions Act*, the Inquiry Committee and the Registrant agree that the appropriate remedial action is a consent agreement pursuant to ss.

36(1)(a) and (d) of the Act requiring the Registrant to undertake: (a) not repeat the conduct of failing to record and maintain proper clinical records for dental hygiene services in accordance with para. 8 of the CDHBC Practice Standards; (b) not to repeat the conduct of failing to adhere to dental hygiene diagnosis and treatment planning standards; (c) to complete the prescribed BCDHA Modules, at his/her own cost, within two months of the date of the consent agreement and provide evidence of successful completion of all four modules within three months of the date of the consent agreement; (d) to cooperate with two random chart audits to be completed by an assessor within one year of the date of the consent agreement and to carry out such further remedial work and/or training as directed by the Inquiry Committee following the random chart audits, at her/his own cost if any deficiencies are identified; and (e) to provide his/her practice location and name of employer to the Registrar within seven days of the consent agreement and to report any changes in his/her employment status and location within seven days of such a change.

RELEVANT PROVISION OF ACT, REGULATION OR BYLAWS

Act, section 32(2); 33(5); 33(6)(a);

STATUS

Closed.