



Royal College of Dental Surgeons of Ontario

Ensuring Continued Trust

Assessing Performance, Value & Quality Future-proofing: You Can Count on It

Professional Standards Authority Regulation in the Future – will it matter?

Friday, March 6, 2020

**Irwin Fefergrad, C.S., B.A., B.C.L., LL.B
Registrar**

(Certified as a Specialist by the Law Society of Ontario in Health Law)

Background & Context

- a.k.a. What's the problem we are trying to solve?

Ontario Context:

- How are we doing?
- What are the measurements?
- Are they objective?

College Performance Measurement

- Strengthening accountability
- Improvement
- Focus on how we perform and measure against best practices

Standards – Council/Committees

- Have the knowledge and skill to perform your statutory functions
- What makes a good Council member?
- What makes a good Committee member?
- Background on eligibility requirements and competencies
- All decisions are made only in the public interest
- Public trust equals transparency about decisions and actions
- Play nice in the sandbox
- Nimble and agile to respond to changing public expectations
- Standards of practice, guidelines, evidenced-based, periodically reviewed

Risk-based Assessment – Quality Assurance

- How does the College effectively fulfill its Quality Assurance (QA) program?
- How does the College identify areas for QA activities or assessments to improve practice areas?
- What are the criteria for remediation?
- How does the College assure the public and ensure the continual competence of dentists?

Risk-based Assessment

Professional Conduct & Regulatory Affairs

- Effectiveness of timelines
- Investigations
- Decision-making
- Triaging
- Transparency
- Preparedness
- Inquiries, Complaints & Reports Committee (ICRC) is accessible and supportive
- Do all panel members come without biases and predispositions?

Fundamental Purposes for College Performance Measurement

- Accountability and oversight
- Performance in serving the public interest
- Commitment to continuously improving performances towards regulatory excellence
- Understand how we need to improve our performances as a regulatory body and each contributor on Council and on Committees

Key Performance Indicators (KPIs)

- Council uses KPIs in tracking its performance and reviews internal and external risks that impacts the College's performance
- Council applies findings from performance reviews
- College reports publically on its performance
- Council and statutory Committees regularly assess their effectiveness

What does a Scorecard look like?

- A tool that promotes improved performance and quality
- Aligns indicators with operational goals
- Provides a snapshot at a given time of the organization's performance
- Provides a high level overview of indicators to track performance and outcomes according to the strategic plan
- Detailed analysis of performance determines the improvement of that particular indicator

Outcomes

- Accountability regulation
- Evidence-based indication of what the problems are to be solved

Assessing Performance, Value & Quality Future-proofing: You Can Count on It

Professional Standards Authority Regulation in the Future – will it matter?

Friday, March 6, 2020

**Irwin Fefergrad, C.S., B.A., B.C.L., LL.B
Registrar**

(Certified as a Specialist by the Law Society of Ontario in Health Law)



Royal College of Dental Surgeons of Ontario

Ensuring Continued Trust