2023 CPMF SUMMARY

The College Performance Measurement Framework (CPMF) Reporting Tool has been developed by the Ontario Ministry of Health in collaboration with Ontario's health regulatory colleges. The CPMF examines how health regulatory colleges are meeting their mandate to protect the public interest. The goal of the framework is to strengthen accountability and help colleges continuously improve.

The CPMF considers seven regulatory domains: Governance, Resources, System Partner Work, Information Management, Regulatory Policies, Suitability to Practice and Measurement Reporting and Improvement.

The CPMF Reporting Tool aligns with the RCDSO's commitment to analyze the work we do; make evidence-based decisions; identify areas for improvement; and create a strong foundation for the RCDSO as we move forward with transparency and transformation.

Domain 1: GOVERNANCE

Council maintains integrity in its decision making and has the required knowledge and skills to govern well. Efforts are continually made to communicate with relevant audiences.

Improvements and milestones in 2023

- A standing Governance Committee was established which will assess the eligibility and competence of Council and committee candidates in 2024 and beyond — among other tasks.
- Council approved by-law amendments to establish a new category of committee member: subject matter expert (SME), an individual with specific expertise required for certain committees.
- Council received orientation and education on the public interest and conflict of interest; EDI; access to care and professionalism; governance; transparency; facilitative chair training; cyber security; risk management; and College finances.
- Council heard from The Canadian Society for Disability and Oral Health (CSDH) to deepen their understanding of the challenges faced by people living with disabilities in accessing oral health care; the solutions underway to improve this gap in our health care system; and the work that still needs to be done in order to improve health outcomes.
- The College has begun the process of developing a formalized Enterprise Risk Management (ERM) Framework, which will bring forward the significant and serious risks to Council's attention, along with mitigation plans.
- All four core regulatory areas (Quality, PCRA, Registration and FIP) of the College engaged in a collaborative project to refresh and modernize risk frameworks and tools to ensure that the College continues to apply a risk-based approach to regulation.

Domain 2: RESOURCES

The College has the financial and human resources to fulfill its statutory and regulatory duties, now and in the future.

Improvements and milestones in 2023

- The College Equity Officer, whose role currently holds accountability for EDI progress and action planning, was added to the Senior Leadership Team to provide additional support on operational activities. This role's presence on the Senior Leadership Team demonstrates the College's commitment to EDI and to providing staff and Council with the training and resources needed to ensure EDI principles are part of the work we do.

- The College continues to partner with the Canadian Centre for Diversity and Inclusion (CCDI) to provide all staff access to an EDI Library of learning resources. A year end EDI survey revealed 91% of staff respondents strongly agreed/agreed that EDI learning opportunities in 2023 made them better informed. Additionally, 98% of staff respondents reported EDI learning in 2023 had a beneficial impact on the culture at the College.

- The 2024 budget (developed in 2023) includes new resources to support regulatory effectiveness, to advance the new Strategic Plan, and to recognize the increasing volume of work in standards development.

Domain 3: SYSTEM PARTNER

The College is working with other partners in the system to ensure it is responsive to the needs of the public.

Improvements and milestones in 2023

- Met with the Office of the Fairness Commissioner (OFC), the federal government and NDEB frequently on issues relevant to fairness, examination practices, and experiences of internationally trained dentists seeking licensure in Ontario. These included:
  - Supporting a grant application to the federal government-Employment and Social Development Canada- that proposes to develop an alternate pathway for applicants going through the equivalency process (pre-registration with RCDSO).
  - Connecting with ITDAOC on issues and concerns of internationally trained dentists.

- The College participated in a joint initiative with the Ontario Oral Health Colleges (CDTO, CDHO, and CDO) to co-host a learning day with Councils and Committees in an effort to advance our collective knowledge on Indigenous Peoples, Anti-Bias, and Truth and Reconciliation, facilitated by First Peoples Group.

- To build collaboration and shared understanding about discipline processes, the College hosted a joint training discipline committee orientation and training session with CDHO.

- Upon request from the Office of the Chief Coroner or local Police Service, the College sends Requests for Assistance to registrants to help identify remains. In 2023, the College sent out 93 Requests.

- Engagement with partners in support of Access to Care and EDI has enabled The College to raise awareness; plan impactful educational sessions; and provide enhanced information and resources online for the public and profession aimed at removing barriers in accessing oral health care.

Domain 4:

INFORMATION MANAGEMENT

The College deals with the confidential information it retains securely.

Improvements and milestones in 2023

- To ensure secure transfers of information, plans were announced to provide all Council and Committee members with an RCDSO e-mail..

- New resources to support the College's approach to privacy and cybersecurity were developed and implemented in 2023, including:
    – *Secure Communication of Confidential Information Policy*
    – *Tip Sheet on Recognizing a Potential Privacy Breach*
    – *Cyber Security/Risk Updates*

- Council was briefed on cyber security at its September 2023 meeting.

Domain 5:

REGULATORY POLICIES

The College issues policies, standards, and guidelines to the profession based on best available evidence and shows alignment with other Colleges.

Improvements and milestones in 2023

- The Policy team continues to update and modernize its approach to Standards review and development.

- In 2023, RCDSO staff launched a new *Standards Prioritization Decision Support* framework that will help prioritize the sequence in which Standards are reviewed and developed based on transparent criteria, including an analysis of risk to patients.

- RCDSO staff have used this new framework to assess and prioritize for review all of the College's guidance for registrants with a focus on accuracy, comprehensiveness and clarity.

- New Policy staff have been hired to support the priority review of Standards.

- To support a coordinated approach, the RCDSO rescinded COVID guidance and provided an interactive module... alongside other Oral Health Colleges.

Domain 6:
SUITABILITY TO PRACTICE

The College registers only individuals who are qualified, skilled and competent. Dentists in practice remain competent, safe and ethical.

Improvements and milestones in 2023

- Technology updates to the online application portal reduced the time required to process applications for registration in 2023, while improving the user experience for applicants. These technological advancements, along with updates to registration processes, enabled the College to successfully maintain the required maximum 15- and 30-day application processing and decision timelines.

- The online complaints form was revised to give patients greater choice on how they share concerns with the College.

- As of December 31, 2023, Discipline Committee decisions from 2020-2023 were published on Canadian Legal Information Institute (CanLII) website, a publicly accessible and searchable website that provides free access to Canadian court and tribunal decisions.

- Building on the revisions to the College website in 2022, the webpages about funding for therapy and counselling for patients were updated in 2023 to be more clear, concise, and readable to help patients, complainants and therapists/counsellors understand the available supports.

- In 2023, the College's Intake team and the Public Advisory Service team tracked their response times to public inquiries. Intake and PAS respond to 97% of inquiries within 5 business days, with follow-up timelines as necessary.

- Timelines for complaints and Registrar's Investigations continue to diminish.

Domain 7:
MEASUREMENT, REPORTING & IMPROVEMENT

The College continuously assesses risk, measures, evaluates and improves its performance, and is transparent about performance and improvement activities.

Improvements and milestones in 2023

- The College developed a public-facing report outlining key outcomes of our strategic work under the RCDSO's 2020-2023 Strategic Plan.

- The College launched a new e-Portfolio platform in July 2023 featuring an automated audit function, allowing the College to assess CE cycle completions.

- The QA Committee established thresholds for assessing risk based on the shortfall of points and segmented audit results as:
    – CE requirements met
    – minor shortfall
    – moderate shortfall
    – significant shortfall.

  Follow-up actions are required for all registrants noted to have a moderate or significant shortfall.

- College staff reports on the Strategic Plan KPIs, using a Council Dashboard Report, at every Council meeting and included as part of Council meeting materials.

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