

QAP Security Information

For Registered Dental Hygienists

Category: Quality Assurance

Source: CDHBC

September 1, 2022

Territorial acknowledgement

The offices of BCCOHP are located on the traditional, ancestral and unceded territory of the Coast Salish and Lekwungen-speaking Peoples, represented today by the Musqueam, Squamish, Tsleil-Waututh, Songhees and Esquimalt Nations. Acknowledging the territories and the original stewards of these lands is a fundamental responsibility of our organization and in keeping with our commitment to support the provision of safe, effective, culturally sensitive oral health care for British Columbians.



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January 4, 2021

Dear Registrants:

The College of Dental Hygienists of BC (the College) launched the Quality Assurance Program (QAP) in 2013 and over the next 5 years, phased in all registrants into the program. The QAP requires all registrants take the QAP Assessment Tool to evaluate their depth, breadth and currency of knowledge and then each registrant has a 5-year cycle to obtain learning in areas guided by both the assessment tool results as well as their own practice needs or interest. To learn more about the QAP, please visit the [Quality Assurance Page](#) on our website.

The QAP is one of three main areas in how we fulfill our mandate of public protection. While the *Health Professions Act (HPA)* requires a QAP, it is up to each respective College to design and implement a program that best suits the profession that they regulate and the care that is provided to the public. A number of health colleges also use an assessment tool that informs a learning model, while others have chosen different models that best suit their needs.

To ensure that this type of QAP model continues to be appropriate and meet the 7 guiding principles that were established initially, the College conducted a comprehensive review of the program in 2018. The [QAP Evaluation Report](#) is available on our website.

The review revealed that the current QAP is appropriate, continues to meet the 7 guiding principles and is a constructive way to support registrants in their professional duty to remain current and competent in the care they provide to clients. The two central pieces of feedback regarding improvements to the QAP were to update and enhance the Online Learning Plan software to better support registrants in setting learning goals, achieving the necessary learning and implementing that learning into practice. The second piece of feedback received was to ensure that the questions contained in the QAP Assessment Tool were reflective of practice.

In 2019 the College launched the new OLP software which contained substantial updates to make it more user friendly and relevant to track a registrant's goals, learning and implementation.

In addition, in 2019 the College made the decision to bring the QAP Assessment Tool in-house, and no longer work with the National Dental Hygiene Certification Board (NDHCB) to provide the tool. This decision was made to ensure the College was better able to determine assessment tool content to ensure its relevancy and currency as well as to move to a more interactive assessment platform that offers question types beyond the standard multiple-choice format. This allows for a more formative assessment style.

Throughout 2019 and 2020 the College worked diligently to create a tool that is reliable, defensible, relevant and current using an industry supported assessment creation method from blueprinting, through field testing through standard setting. Dental hygienists throughout BC participated in all stages in the process to develop content that reflected real world practice. The new assessment tool will launch in January 2021.

Security of the tool is vitally important for two reasons. While it is a formative assessment designed to guide learning it is still important that a registrant take the tool individually and without help from others. Certain

security measures are necessary to alert the College when there may be questions regarding the circumstances under which a registrant has taken the tool. If the College is alerted a further investigation by College staff takes place. The security measures themselves do not immediately affect a registrant's results.

The second reason to ensure the security of the tool is to maintain its integrity, reliability and defensibility. It is vital that we ensure that the tool content isn't shared or compromised in any way. Reasonable security measures are in place to discourage this from happening.

When the tool was owned by NDHCB, these security measures were imbedded into the software system they used. However, with the new version of the tool owned by the College the software does not have included security measures. As such, CDHBC has contracted with Proctorio remote proctoring to put these security measures in place. Proctorio is a reputable company whose proctoring and security services are used by a number of organizations. It is not spyware. The College has been diligent to ensure that all terms of use comply with all Canadian and British Columbian privacy legislation.

On pages 23-27 of the [QAP Information Guide](#) that was provided directly to all registrants who are scheduled to take the QAP Assessment Tool in 2021 as well as being available on our website, it outlines the following:

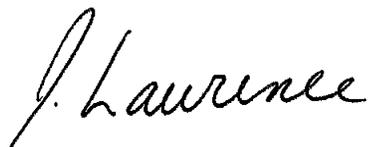
- The Proctorio extension is not downloaded to your computer; it works within the Chrome web browser while a registrant is completing the QAP Assessment Tool.
- The security features CDHBC will be using do not include watching the registrant (e.g., creating a video of the registrant or recording any sound) while they complete the Tool. This extension will record and/or lock down specific functions of the computer while the Tool is being taken, in order to maintain the Tool's integrity. The functions of Proctorio that are activated specifically for the purpose of the Assessment Tool are outlined on page 25 of the QAP Information Guide. Please note that this page also identifies the functions that are **not** activated in greyed out font. The functions will also be clearly laid out in the user agreement registrants will see when they log in to take the tool.
- Any unusual behaviour is flagged and reviewed by CDHBC staff. The computer screen data is encrypted and only CDHBC will have access to the information. Once the recording has stopped at the end of the Tool, Proctorio does not have access to it and can never view the data. The data is only kept for 1 month from the date of the tool attempt.

The College has incurred substantial cost to create and operate the new version of the tool. Despite this, as well as a reduction in revenues caused by the pandemic, the College did not increase registrant fees for the 2021 renewal period. In addition, the fee to take the tool now that it is owned by CDHBC is \$85 instead of the \$131.25 when it was offered by the NDHCB.

However, if the tool is compromised in any fashion and CDHBC has to expend further resources to address the compromise (i.e., write, test and validate new content) it is likely that additional expense will have to be passed onto registrants. We rely heavily on registrants to conduct themselves professionally, doing their part to maintain the security and integrity of the tool. This is why the College continues to allow registrants to decide when and where to take the tool as well as be able to access resources while taking the tool. In the past, unfortunately, the College has confirmed cases of inappropriate conduct of registrants while taking the tool. Therefore, the College must also take reasonable steps to maintain the security and integrity of the tool. The College feels that the steps taken establish a reasonable partnership between itself and registrants to uphold the integrity and security of the tool.

Thank you for raising your concerns with the College. I trust the information above provides further clarity on the QAP and the security measures in place to maintain the integrity of the QAP Assessment Tool.

Warm Regards,

A handwritten signature in black ink that reads "J. Lawrence". The signature is written in a cursive, flowing style.

Jennifer Lawrence
Registrar/CEO
College of Dental Hygienists of BC