

Quality Assurance Working Group

Terms of Reference

Mandate

Section 98 (1) of the incoming *Health Professions and Occupations Act* identifies that “a regulatory college must establish and administer a quality assurance program for the following purposes:

- (a) to assist individual licensees to improve their own professional practice;
- (b) to identify issues of professional performance found across multiple licensees or within a class of licensees and recommend measures that may be taken to remedy those issues.”

The Quality Assurance (QA) Working Group (WG) is established to develop a modernized QA program applicable to all oral health professionals (OHPs), from the design stage through to post-implementation. The WG reports to the Quality Assurance Committee (QAC).

Composition

WG members are appointed by the board and must include at least:

- 3 OHP’s from different professions familiar with professional regulation, QA program components, and assessment mechanisms
- 1 public member familiar with professional regulation, QA program components, and assessment mechanisms

The WG will work with staff and be supported by external consultants, as required, for stages of the project (e.g., subject matter experts in assessment mechanisms, change management).

Composition Matrix

Members of the QA WG should demonstrate one or more of the following competencies:

- **Knowledge and experience**
Working knowledge and experience with assessment mechanisms and multi-faceted QA programs in professional regulation that are intended to support career-span competence. Current working knowledge and experience with diverse oral health professional practice contexts is also an asset (e.g., clinical/private practice, community/public health, research, education, administration).
- **Research and analytical skills**
Ability to conduct research and analyze findings.
- **Writing and editing skills**
Ability to support staff with writing and/or editing program resource materials.
- **Risk assessment**
Ability to assess and mitigate risk to patients and the program's operation.
- **Systems thinking**
Ability to consider how a modernized QA program works for OHPs and BCCOHP.

Authority

The QAC has been delegated the authority to develop and administer a modernized QA program per the BCCOHP Board's Strategic Plan (strategic focus on unified regulatory functions). The authority to establish the QA WG is set out in the QA Project Charter, as approved by the QAC.

Duties and Responsibilities

The WG will:

- a) Review environmental scan of existing QA programming undertaken by staff;
- b) Develop Guiding Principles for a modernized QA program that is applicable to all OHPs;
- c) Review research and analysis of assessment mechanisms in QA, consulting with external expertise if required (e.g., data gathering/analytics);
- d) Develop the proposed components of a modernized QA program for all OHPs while considering best practices in regulation, the incoming *Health Professions and Occupations Act*, perspectives of key stakeholders, and funding and logistics for a

regulator of ~16,000 OHPs. Program components to be proposed for the QAC's approval, include:

- I. Assessment methods, criteria for outcomes, potential pathways for follow up, remediation and/or escalation (if indicated)
 - II. A unified framework for continuing professional development including learning activity eligibility (content and modalities), cycle requirements, and monitoring/auditing
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- e) Make any revisions to the design of the proposed program components following the QAC's review and stakeholder consultation;
 - f) Determine IT systems and integration needs to support a modernized QA program;
 - g) Develop a communications and engagement strategy to coincide with the development and implementation of a modernized QA program, consulting with external expertise if required;
 - h) Develop a governance model for a modernized QA program (e.g., identifying administrative program policies to be drafted, protocols for the types of matters to go to the QAC for decision, etc.);
 - i) Develop supporting resources for OHPs and other audiences (as indicated) regarding the proposed modernized QA program, transition and rollout, while working with staff to align with BCCOHP's style guide;
 - j) Establish a plan for piloting and roll out of a modernized QA program;
 - k) Determine methods of data gathering and program evaluation to coincide with program implementation and operation.

Terms and meetings

The WG's term is 3 years, however, terms of individual appointments may be reduced or extended, if required. An annual review is undertaken for members who are appointed for longer than one year.

The QA WG must meet as many times as necessary to complete the duties and responsibilities as outlined above.