



BCCOHP Oral Health Professionals Survey

June 30, 2023

BCCOHP

British Columbia College of
Oral Health Professionals

 **PIVOTAL RESEARCH** Inc.™



Registration/certification

- Roughly half (56%) found that registration was easy or very easy and three-quarters (74%) had no challenges during renewal.
- Top challenges included quality assurance requirements and accessing or logging into their account.



Health equity & cultural safety

- Nearly all (95%) noted some awareness regarding the history of Indigenous-specific racism in BC and the laws that uphold the rights of Indigenous Peoples.
- One third have taken part in education/training around cultural safety and humility.



Perceptions of BCCOHP

- Respondents were asked whether BCCOHP delivers on its values, role as a regulator, and effectiveness in meeting different aspects of BCCOHP's mandate. Although the top two box scores are low, ranging between 32% and 54%, many OHPs indicated they simply do not know or provided neutral ratings. This suggests that OHPs are still waiting to better inform their opinion about BCCOHP.



Quality assurance

- Nearly all (94%) agreed that continuing education was effective in maintaining competence.
- There is room for improvement on the existing quality assurance programs as only 33% of respondents felt that their QAP helped identifying areas to grow.



Patient-centred care

- Two-fifths (40%) of respondents are interested in receiving guidance on improving the patient experience.
- OHPs were confident that their patients knew what to expect from them.



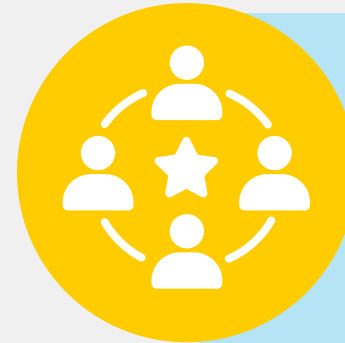
Governing legislation

- Just under one half of respondents (44%) are aware of the newly passed *Health Professions and Occupations Act*.
- Dentists are most aware of the Act (66%).



Communications

- Only 21% of respondents contacted BCCOHP aside from questions about registration/renewal.
- When it comes to receiving communications from BCCOHP, OHPs clearly prefer email communications regardless of the topic.
- Social media is the top recommendation for raising public awareness. For OHPs, updates via Facebook and Instagram are strongly preferred.



Team-based care

- Overall, OHPs agree or strongly agree that team-based care delivers better health outcomes (83%) and most (72%) desire to work with other OHPs to deliver team-based care.
- However, 30% are experiencing challenges or conflicts in delivering team-based care. The key barriers identified are a hierarchy among different OHPs which impacts decision making and a lack of trained support staff.