

BCCOHP Oral Health Professionals Survey 2024

BCCOHP

British Columbia College of
Oral Health Professionals

 **PIVOTAL RESEARCH** Inc.™



Registration/certification

- Roughly half (52%) found registration easy or very easy, with few finding it difficult or very difficult (6%), which is comparable to the 2023 results.
- More certified dental assistants found the process easy (64%) while fewer dentists (46%) found the process easy.



Governing Legislation

- Although the *Health Professions and Occupations Act* received royal assent in November of 2022, there has been no significant change in the percentage of registrants who are aware of the Act since 2023.
- Just under half (45%) are aware of the Act.



Standards and Guidance

- Oral health professionals (OHPs) are not expressing confidence in the ability of current standards and guidance to protect the public (51%). Nearly one in five OHPs (17%) disagree to some extent that current standards and guidance protect the public (17%).
- Simultaneously, OHPs do not believe it is overly important for the public to understand their standards (47%).
- Over half (54%) of respondents have accessed their standards requirements in the past 12 months.



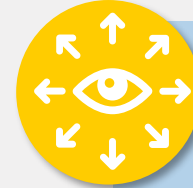
Quality Assurance

- Oral health professionals (OHPs) believe that competencies (81%) and capabilities (75%) are most important to the competence of OHPs, while context (65%) and continuum of practice (63%) were ranked as less important.
- Respondents agreed most (74%) that quality assurance should be fair, meaningful and accessible for OHPs, while adopting a data-driven approach received the lowest importance (55%).
- Dental hygienists were vocal about concerns related to the exam component of their Quality Assurance Program (QAP) and would like continuing competency requirements to be consistent across professions.



Communications

- Only 29% of respondents have contacted BCCOHP aside from questions about registration/renewal.
- Satisfaction with contacting BCCOHP was low, as only 40% of respondents were very satisfied or satisfied with their experience, consistent with the levels of satisfaction in 2023 (42%)
- Under half of respondents thought that the BCCOHP website had content relevant to their needs (45%), was up to date (42%) or was easy to use (38%).



Perceptions of BCCOHP

- One-third (33%) of respondents believe that BCCOHP is effective or extremely effective in carrying out its mandate of reducing patient harm and ensuring safe practice, which is consistent with 2023.
- Dentists continue to provide statistically significant lower effectiveness rankings of BCCOHP when compared to other oral health professions.
- Many remain apprehensive of BCCOHP due to amalgamation, with some voicing concerns about profession equity in the open-ended feedback.