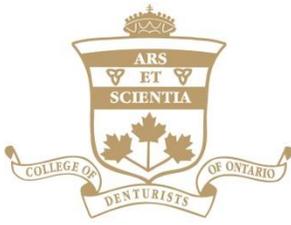


The College of Denturists of Ontario

Essential Competencies

for Denturism Practice in Ontario, 2015



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An Introduction to the *Essential Competencies for Denturism Practice in Ontario, 2015*

The College of Denturist of Ontario (CDO) regulates and governs the profession of denturists in Ontario in the public interest. The CDO has a legal obligation to develop standards of practice and to ensure denturists are practicing to those standards. The CDO in consultation with practising denturists developed and validated the overarching and foundational standard known as the *Essential Competencies for Denturism Practice in Ontario, 2015*.

The *Essential Competencies for Denturisms Practice in Ontario, 2015 document* defines the minimum knowledge, skill, judgement and attitude requirements for the denturists' practice in Ontario. The essential competencies provide a structure that helps identify, evaluate and develop the behaviours that ensure safe, competent, and ethical denturism practice.

The CDO recognizes that a denturist's practice evolves and changes overtime to meet the needs of the health care environment and to adapt to the introduction of new technologies, techniques and materials. Denturists also apply critical thinking and decision-making working within the legislative scope of practice framework. To this end, the competencies are written to be broad in nature to ensure practice relevance and to allow flexibility in defining practice, beyond promoting a task list.

Not all competencies are demonstrated by all denturists. Application of specific competencies depends on the denturist's practice and the services he/she offers patients. Also, it may not be possible or necessary for denturists to apply certain competencies in a specific practice context. Therefore, the essential competencies are applied and interpreted in light of the requirements of the practice context and a particular situation. However, regardless how infrequently the competency is demonstrated in practice, denturists are expected to demonstrate the level of knowledge, skill, judgement and attitude described in *Essential Competencies for Denturism Practice in Ontario, 2015*.



Purpose of essential competencies

The CDO has a legislative obligation under the *Regulated Health Professions Act, 1991* to define standards of practice and communicate those standards to the public. Denturists have a legislative obligation to meet the standards and demonstrate ongoing competency.

The essential competencies:

- define practice expectations on the initial certificate of registration and throughout a denturist's career;
- guide continuing professional development and ongoing competence;
- ensure that the denturist is meeting the minimum practice expectations, and;
- communicate the denturist's role and standards of practice to stakeholders, such as employers, other health care professionals and the public.

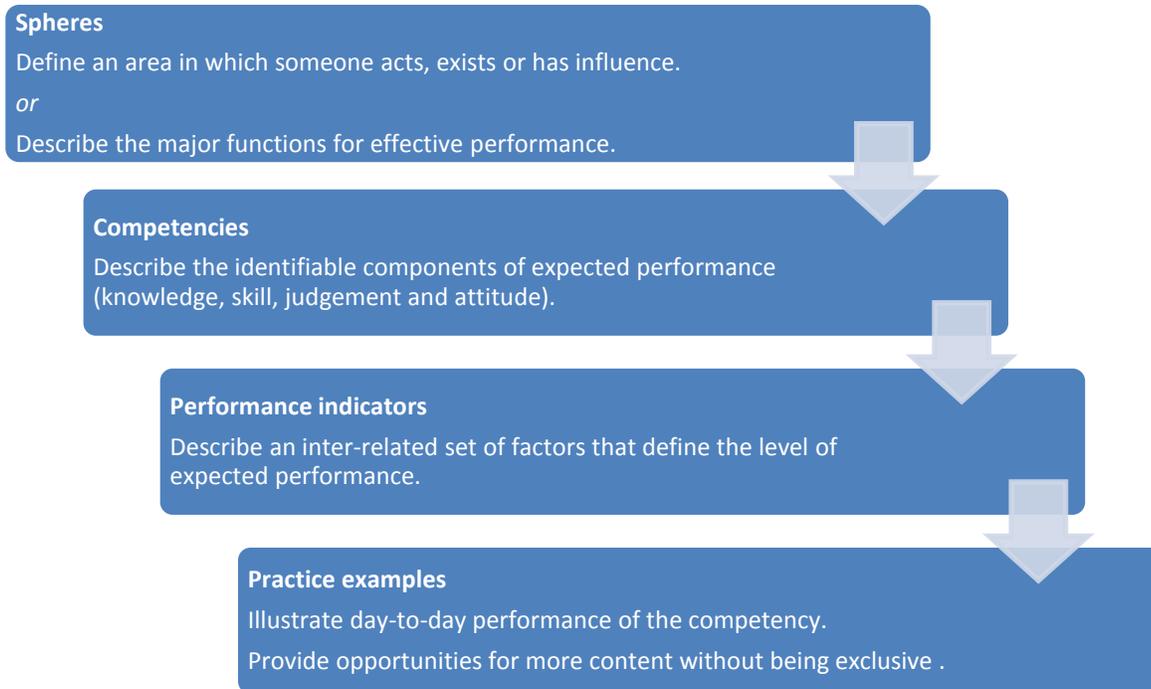
Project process

The development and validation of the essential competencies for denturism involved six key steps:

- 1) literature review and global environmental scan of essential competencies,
- 2) development of the competency framework and outline,
- 3) competencies writing session,
- 4) stakeholder consultations,
- 5) provincial validation of the essential competencies, and
- 6) finalization and CDO Council adoption of the essential competencies for the profession.

To establish an outline and framework for the competencies, the CDO held initial webinars with 19 denturists practising in a variety of roles across Ontario. The proposed draft outline was based on the entry-level *National Competency Profile for Denturists, 2013* competencies and incorporated the additions and changes recommended by webinar participants. The CDO's Professional Practice Committee further developed the outline and established a functional framework comprising of four hierarchical levels. Changes were made to the outline based on feedback from a second round of webinars with the practising denturists.

Functional framework



A standard-setting exercise was conducted with the Professional Practice Committee to define the required depth and breadth of the competencies and the Committee then met numerous times to write the essential competencies based on the established outline and framework. College documents including the *National Competency Profile for Denturists*, current standards, legislation, regulations, and legal interpretative briefs were referenced during the writing process.

A total of 27 competencies and 131 performance indicators were developed within a framework of the following six units:

Unit 1: Clinical Practice

Unit 2: Laboratory Procedures

Unit 3: Professional Collaboration

Unit 4: Practice Management

Unit 5: Jurisprudence, Ethics and Professional Responsibilities

Unit 6: Communications

Provincial validation study

To review the relevance of the competencies and performance indicators and assess their importance to practice and the public interest, an online validation survey was developed and sent to approximately 650 members. One-hundred and twenty (128) denturists had logged on to participate in the survey, where they obtained general information on the competencies and their intended purpose. Given the length of the survey, the number of respondents progressively decreased from 128 to 67 respondents.

The survey exhibited a marginal confidence level at 0.90 with a 9% error of margin. The competencies and performance indicators ranked high with an average ranking of 4.41 on a five-point scale for importance, and an average ranking of 4.53 on a five-point scale for frequently performed. Thus, demonstrating reliable criteria for measuring and communicating practice expectations.

Acknowledgements

The development of the *Essential Practice Competencies for Denturist Practice in Ontario, 2015* was made possible through the participation of many denturists who donated their professional time and expertise to this project. The CDO extends a special thanks to all who participated!

The following individuals represented the CDO on this project.

Professional Practice Committee Members

Denturists

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Public Members

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Essential Competencies

Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
1.1 Determines the appropriateness of the denturist's services.	1.1.1 Clarifies expectations of the denturist's role with the patient, substitute decision-maker and/or referral source.	<ul style="list-style-type: none"> Communicates realistic expectations and limitations to the patient. Communicates the benefits of and limitations to a denturist's practice. Determines the patient's priority issues and goals. Asks the patient and/or substitute decision-maker for his or her reason for visiting. Asks the referral source for his or her reason for referring. Reviews the referral source documentation. Differentiates between addressing immediate, short-term and long-term needs. Determines if the patient's needs are within the denturist's scope of practice. Establishes and presents possible approaches to restorative solutions along with each approach's prognosis of success. Confirms whether services are related to an existing or new appliance.
	1.1.2 Identifies the required knowledge, skill and judgement necessary to meet the needs of the patient.	<ul style="list-style-type: none"> Obtains the required training to perform a procedure. Keeps abreast of new technology, techniques and information. Engages in mentorship with colleagues.
	1.1.3 Obtains contact information for the relevant professionals associated with the patient's care (relevant professionals include, but are not limited to, the patient's dentist, nursing services and other medical professionals).	<ul style="list-style-type: none"> Obtains the contact information for the patient's dentist and physician.

Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.1.4 Recognizes when denturism services may be discontinued according to the professional misconduct regulation.	Discontinue services if: <ul style="list-style-type: none"> • An agreement between the denturist and the patient has expired; or • The member has given the patient five working days notice; and the patient has had a reasonable opportunity to arrange for another member or alternative services; or • The services are no longer required; or • The patient requests the discontinuation of services.
1.2 Conducts an assessment to determine the treatment plan and to inform decision-making relevant to the patient's needs.	1.2.1 Obtains the patient's health and dental history.	<ul style="list-style-type: none"> • Identifies the recent history of the patient's dental and medical appointments. • Obtains information related to previous dental and denturist work that was completed and work that is pending. • Identifies medical history that may affect treatment planning (e.g., stroke, facial surgery, facial paralysis, dry mouth syndrome, radiation treatment, sleep apnea). • Identifies changes in dental and/or medical history at each visit. • Obtains the diagnosis from the patient's physician prior to conducting an assessment for the construction of an anti-snoring device.
	1.2.2 Collects information related to the patient's current medication use and determines the treatment implications.	<ul style="list-style-type: none"> • Documents the current use of prescription and over-the-counter medications. Identifies medications that may affect oral health and/or the treatment plan. • Understands how medications can affect scheduling or length of visits.
	1.2.3 Collects information about the patient's lifestyle and use of devices that may affect the treatment plan.	<ul style="list-style-type: none"> • Identifies current use of sleep treatment devices/aids (e.g., CPAP, recreational and/or breathing regulators). • Identifies lifestyle choices that may affect oral health and/or prosthesis including cigarette smoking, pipe use, and drinking coffee and/or black tea.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.2.4 Performs an intraoral and extra-oral examination to identify abnormalities and the presence of suspected oral disease.	<ul style="list-style-type: none"> • Uses assessment tools (e.g., LED light (Velscope) and chair light) to support visual observations and screening. • Conducts a visual observation of the oral anatomy to: <ul style="list-style-type: none"> ○ verify deglutition and salivation, ○ observe mandible movement, ○ determine orodental sensitivity, and ○ determine orodental structures. • Identifies anatomical limitations and pathologic abnormalities or omissions. • Conducts a digital/palpation exam. • Measures the mobility of the remaining teeth. • Assesses the condition of the remaining teeth.
	1.2.5 Assesses the patient's attitudes and behaviours in relationship to dental services, readiness for prosthetic acceptance and adaptability.	<ul style="list-style-type: none"> • Notes apprehensiveness to the visit and/or to receiving services. • Determines the patient's acceptance of his or her edentulous state. • Interprets verbal and non-verbal behaviours. • Recognizes the patient's capacity for adaptation. • Identifies personal values that will likely influence care.
	1.2.6 Assesses and considers the functional characteristics of the head and neck.	<ul style="list-style-type: none"> • Determines if the patient demonstrates impaired neck and/or head movement. • Recognizes when impaired movement will affect the procedure and/or patient positioning.
	1.2.7 Assesses the existing prosthesis and/or oral appliance to determine patterns of function and para-function.	<ul style="list-style-type: none"> • Assesses the function, aesthetics and phonetics of the existing prosthesis and/or oral appliance. • Determines evidence of bruxism (grinding), clenching, tongue habits (thrusting) and habitual chewing (e.g., of gum, mints, nuts).
	1.2.8 Conducts a non-diagnostic interpretation of the available radiographs and/or radiography reports.	<ul style="list-style-type: none"> • Reads the radiography report and determines if the radiographer has noted abnormalities. • Recognizes abnormalities and deficiencies noted in the radiographs (e.g., bone deficiency, component compatibility).



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.2.9 Assesses the patient's financial acceptance of the treatment options.	<ul style="list-style-type: none"> • Considers the patient's capabilities, tolerance and budgetary concerns. • Considers the cost of the materials associated with different treatment modalities. • Evaluates the cost of laboratory services.
1.3 Analyzes and synthesizes assessment data to inform clinical decision-making and establish a professional opinion.	1.3.1 Recognizes abnormal and normal oral health and oral manifestations of systemic disease.	<ul style="list-style-type: none"> • Recognizes the signs and symptoms of abnormal presentations (e.g., resorption of bone, tissue shrinkage). • Observes potential abnormal oral lesions and/or signs of infection and refers the patient to the appropriate professional. • Observes abnormalities in the radiograph that are confirmed by the radiography report. • Recognizes the relationship between general health and oral health. • Recognizes the signs of an unhealthy orodental system.
	1.3.2 Applies his or her foundational knowledge of the biomechanical and dental sciences.	<ul style="list-style-type: none"> • Considers current dental engineering technologies and material sciences.
	1.3.3 Understands the impact of the assessment data on the treatment plan and anticipated outcome.	<ul style="list-style-type: none"> • Associates the characteristics of the oral environment with the potential prosthetic treatment.
	1.3.4 Determines the physical and psychosocial factors that may affect the provision of denturist services.	<ul style="list-style-type: none"> • Recognizes the patient's physical limitations to care for the appliance. • Adapts to the emotional responses or anxieties that may affect the treatment.
	1.3.5 Communicates the assessment findings and clinical determinants to the patient and/or relevant others.	<ul style="list-style-type: none"> • Informs the patient of a visual abnormality that indicates the need for a referral for further investigation. • Communicates treatment requiring regular dental care or hygiene.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
1.4 Develops a treatment plan in collaboration with the patient and relevant others.	1.4.1 Takes into consideration the patient's health status, the assessment data and the financial implications to determine treatment options.	<ul style="list-style-type: none"> • Modifies recommendations and/or the treatment plan if the health of the patient is deteriorating (e.g., repair or reline options as opposed to a new prosthesis). • Obtains implant specifications from the patient's implant provider. • Provides a range of treatment options and communicates all of the relevant information to support the patient's ability to make an informed decision. • Communicates with family members and/or caregivers when the patient's understanding may be compromised.
	1.4.2 Integrates the patient's needs and goals into the proposed treatment plan.	<ul style="list-style-type: none"> • Ensures a clear understanding of the patient's short- and long-term goals (e.g., develops a plan to fabricate a new prosthesis versus repairing a partial denture). • Integrates consultations with others when the patient prefers an implant over a partial denture. • Makes a requested repair to an existing prosthesis after explaining the limitations of the repair to the patient.
	1.4.3 Considers the contraindications, benefits, disadvantages and risks of treatment options.	<ul style="list-style-type: none"> • Recognizes that contraindications include patient allergies, tooth materials and inappropriate treatment modalities for the existing oral condition. • Considers the patient's health implications (e.g., allergic reactions, aphasiac dexterity).
	1.4.4 Establishes expectations in collaboration with the patient and relevant others.	<ul style="list-style-type: none"> • Explains the adjustment period. • Communicates the average life of the prosthesis.
	1.4.5 Implements the treatment plan in collaboration with the patient and relevant others.	<ul style="list-style-type: none"> • Discusses the anticipated adjustment period, as well as the benefits and disadvantages of the different treatment options with the patient. • Discusses the financial implications to determine materials. • Communicates the treatment plan to the patient's substitute decision-maker, caregiver, family member, physician, dental surgeon and/or laboratory.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.4.6 Evaluates the effectiveness of the plan and makes modifications as required.	<ul style="list-style-type: none"> • Confirms that the treatment objectives have been achieved. • Recognizes when an appliance requires modification for fit, function and/or aesthetics.
1.5 Performs and manages clinical procedures in a competent and safe manner.	1.5.1 Determines if the procedure is within the legislated scope of practice.	<ul style="list-style-type: none"> • Identifies activities that are defined as a controlled act under the <i>Regulated Health Professions Act, 1991</i>. • Only accepts the delegation of a controlled act when the delegating professional has the authority to delegate that controlled act to a denturist. • Seeks consultation from the College of Denturists of Ontario (the “College”).
	1.5.2 Identifies the personal knowledge, skill and judgement required to perform a procedure.	<ul style="list-style-type: none"> • Obtains additional training and develops skills in performing a procedure when needed. • Consults with others to confirm direction. • Identifies routine procedures performed competently numerous times.
	1.5.3 Foresees and manages potential negative outcomes associated with performing a procedure.	<ul style="list-style-type: none"> • Identifies incompatible components. • Considers the availability of materials, supplies and/or resources. • Identifies patients and/or situations that present a high risk and takes action to reduce that risk (e.g., refers the patient to other resources, reschedules the appointment, modifies the procedure, assigns additional staff to assist with the procedure). • Determines the required equipment and materials before starting the procedure. • Identifies health implications that may affect an outcome.
	1.5.4 Considers and takes corrective actions to address contraindications of the materials and/or limitations of the patient.	<ul style="list-style-type: none"> • Alters techniques to address abnormalities in the anatomic presentation (e.g., undercuts, tooth mobility). • Provides head support and/or seeks assistance from other staff members.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.5.5 Takes appropriate measurements and/or impressions to establish the ideal restoration, and maximize aesthetics and function.	<ul style="list-style-type: none"> • Understands that measurements may include vertical dimensions, abutment height and bite registration.
	1.5.6 Applies foundational knowledge and evidence-informed practice to produce accurate, functional results.	<ul style="list-style-type: none"> • Demonstrates skill in impression techniques and methods. • Applies medical device methodology and biochemical concepts when manufacturing and/or restoring a prosthesis and/or oral appliance (e.g., repairing dentures and/or relines).
	1.5.7 Takes into consideration the anatomical presentation and makes appropriate modifications when needed.	<ul style="list-style-type: none"> • Considers the material's ability and limitations. • Incorporates a soft lining for a flat ridge. • Identifies a lack of interocclusal space to determine if a metal reinforcement is required.
	1.5.8 Takes the patient's safety, physical comfort and emotional state into consideration.	<ul style="list-style-type: none"> • Modifies patient positioning, equipment selection and/or environment as needed. • Provides emotional support. • Demonstrates open and clear communication before starting a procedure.
	1.5.9 Evaluates the outcome of the procedure and makes modifications as required.	<ul style="list-style-type: none"> • Recognizes when a prosthesis needs modifications to produce desirable outcomes (e.g., change in bone structure, identifies extra tooth loss or over eruption of a tooth). • Confirms anatomical accuracy during the impression procedure. • Confirms the physiological accuracy (e.g., centric relation, occlusal accuracy, cosmetic outcome) during the fitting and delivery. • Adjusts and modifies for fit and patient comfort. • Evaluates processing outcomes to ensure integrity and accuracy.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
1.6 Creates a design document (laboratory prescription) to support the fabrication of the oral appliance or prosthetic device.	1.6.1 Determines the colour, size and tooth arrangement in collaboration with the patient.	<ul style="list-style-type: none"> Reviews resources (e.g., old photographs, facial measurements, previous prostheses).
	1.6.2 Takes into consideration the assessment data to inform the laboratory design prescription.	<ul style="list-style-type: none"> Considers tooth mould, colour, position and limiting factors with natural dentition.
	1.6.3 Documents the desired materials and fabrication instructions.	<ul style="list-style-type: none"> Records information specific to the design of a partial denture or implant framework. Records the type of materials to be used (e.g., metals, alloys, acrylic specifications).
	1.6.4 Communicates relevant information to the technician and ensures that the technician understands the prescription.	<ul style="list-style-type: none"> Communicates the desired completion time to the technician. Provides a written specification to the technician. Encourages the technician to ask questions to clarify his or her understanding of the prescription and the desired outcome.
1.7 Delivers an oral appliance and/or prosthesis that meets clinical standards and satisfies the patient.	1.7.1 Assesses the fit of the oral appliance or prosthetic device.	<ul style="list-style-type: none"> Assesses retention, stability and patient comfort.
	1.7.2 Verifies the aesthetics and phonetics of the delivered oral appliance or prosthetic device.	<ul style="list-style-type: none"> Uses knowledge, skill and judgement relevant to the fabrication of oral and prosthetic devices.
	1.7.3 Discusses and confirms the acceptance of the inserted oral appliance or prosthetic device with the patient.	<ul style="list-style-type: none"> Confirms initial patient comfort and acceptance of the aesthetics. Obtains the details of the patient's concerns and the required modifications of the oral appliance or prosthetic device.
	1.7.4 Discusses with the patient the appropriate post-insertion care and recall expectation.	<ul style="list-style-type: none"> Communicates the adjustment period expectations. Provides patient-specific instructions regarding the limitations of prosthetic devices. Discusses with the patient the ability to augment the device to maximize comfort and stability.



Competency Area 1: Clinical Practice		
Competency	Performance Indicators	Practice Illustrations
	1.7.5 Ensures that the patient understands when to seek immediate treatment.	<ul style="list-style-type: none"> Asks questions to confirm that the patient understands the provided instructions. Provides information about the level of pain and/or discomfort that should be expected.
1.8 Conducts follow-up appointments to determine the comfort, fit and function of the oral appliance or prosthetic.	1.8.1 Assesses the condition and health of the patient's oral cavity.	<ul style="list-style-type: none"> Notes any irritation, ulceration or areas of discomfort or concern. Confirms that the tissue is healthy and that the bite is acceptable.
	1.8.2 Makes modifications to address the patient's concerns and/or observed irregularities.	<ul style="list-style-type: none"> Performs procedures, including trimming and polishing, to relieve discomfort. Adjusts tissue or occlusal surfaces and border extensions to address areas of concern.

Competency Area 2: Laboratory Procedures		
Competency	Performance Indicators	Practice Illustrations
2.1 Fabricates an oral appliance and/or prosthetic device ensuring fit, function and aesthetics.	2.1.1 Takes into consideration the key factors when selecting the dental materials used for fabrication.	<ul style="list-style-type: none"> Considers the desired strength, appearance and composition of the materials. Considers the limitations of the patient's anatomy and physiology and their impact on care. Identifies the manufacturer's specifications and contraindications, and follows the manufacturer's instructions. Considers the patient's treatment objectives.
	2.1.2 Prepares and uses materials according to the manufacturer's instructions.	<ul style="list-style-type: none"> Demonstrates knowledge of fabrication technologies. Makes a decision about the appropriateness of using heat-accelerated curing versus self-curing techniques. Reads and follows the <i>Material Safety Data Sheet</i> (MSDS). Mixes materials in the proper ratio.



Competency Area 2: Laboratory Procedures		
Competency	Performance Indicators	Practice Illustrations
	2.1.3 Chooses the occlusal strategy relative to the patient's condition and requirements.	<ul style="list-style-type: none"> Establishes a step-by-step strategy for optimum success and maximum predictability. Identifies potential occlusal warning signs and/or risks prior to treatment.
	2.1.4 Demonstrates the safe operation of all of the equipment and tools used in fabrication.	<ul style="list-style-type: none"> Uses safety glasses or shields. Uses dust and fume extraction devices. Follows safety protocols when operating equipment.
	2.1.5 Demonstrates appropriate and safe use of dental materials.	<ul style="list-style-type: none"> Ensures material compatibility. Cleans appliances using the recommended solutions. Follows the manufacturer's guidelines and WHIMIS protocols.
	2.1.6 Evaluates laboratory and fabricated components to ensure compliance with the laboratory prescription.	<ul style="list-style-type: none"> Evaluates a cast framework intra- and extra-orally, based on its conformation. Evaluates outcome against established criteria for acceptance of all laboratory-created elements.
2.2 Performs corrective procedures ensuring fit, function and aesthetics.	2.2.1 Identifies and assesses the appliance and determines the reason for the defect or breakage.	<ul style="list-style-type: none"> Lists defects and identifies areas of weakness or occlusal discrepancies. Determines the need to rebase and/or repair to maintain existing oral device or prosthesis.
	2.2.2 Identifies the dental materials used in the original dental appliance.	<ul style="list-style-type: none"> Uses skill and judgement to recognize acrylic versus thermoplastic materials, or chrome versus titanium.
	2.2.3 Considers the different options to correct and/or repair the defect or breakage.	<ul style="list-style-type: none"> Weighs the benefits and disadvantages to repairing as opposed to recommending the manufacture of a new oral appliance or prosthesis. Considers different options to reinforce weak areas or occlusal correction. Considers the different materials and/or procedures that will generate the best outcome.
	2.2.4 Considers the compatibility of the materials with the existing materials, patient assessment data and appliance history.	<ul style="list-style-type: none"> Considers metal or acrylic-based allergies. Recognizes the need for palatal reinforcement in a patient with a history of denture fracture.



Competency Area 2: Laboratory Procedures		
Competency	Performance Indicators	Practice Illustrations
	2.2.5 Uses evidence-informed practice to correct the defect or breakage.	<ul style="list-style-type: none"> Keeps abreast of current materials and the manufacturer's guidelines. Observes effective interventions by colleagues. Applies new techniques based on published, peer-reviewed papers.
	2.2.6 Repairs the dental appliance ensuring the structural integrity, fit, function, aesthetic acceptance and biocompatibility.	<ul style="list-style-type: none"> Ensures appropriate shade selection. Ensures proper placement of the tooth or teeth.
	2.2.7 Seeks a consultation and/or service from an external laboratory if required.	<ul style="list-style-type: none"> Refers to the laboratory for laser welding and chrome frame construction.
2.3 Adjusts and/or makes alterations to existing prostheses.	2.3.1 Obtains information from the patient and/or relevant others to determine the reason for the adjustment and/or alteration.	<ul style="list-style-type: none"> Observes areas of concern or discomfort including irritation, ulceration, thickness and extension. Identifies concerns related to relining, rebasing and/or the resetting of the dental prosthesis and/or oral appliance. Identifies the mobile tooth or teeth.
	2.3.2 Takes the required measurements and/or impressions to facilitate laboratory procedures.	<ul style="list-style-type: none"> Applies knowledge of anatomy and physiology to determine anatomical landmarks and limitations. Uses the appropriate shade of teeth or acrylics. Takes impressions if a re-fit is required.
	2.3.3 Communicates the reasons for the required modifications and/or adjustments to the patient and/or family members, and the laboratory.	<ul style="list-style-type: none"> Shares with the patient the steps taken to modify or adjust the appliance. Recognizes indications of irritation, ulceration and discomfort as well as occlusal discrepancies.
	2.3.4 Makes the required adjustments and/or alterations to optimize fit, comfort and aesthetics.	<ul style="list-style-type: none"> Performs procedures, including trimming and polishing, to relieve discomfort. Adjusts tissue or occlusal surfaces and border extensions to address areas of concern.
	2.3.5 Conducts a reassessment after an adjustment and/or alteration to determine the fit and function.	<ul style="list-style-type: none"> Conducts an occlusal assessment and evaluates comfort.



Competency Area 3: Professional Collaboration

Competency	Performance Indicators	Practice Illustrations
<p>3.1 Collaborates with other health care providers to enhance continuity, access to care and patient outcomes.</p>	<p>3.1.1 Builds rapport and trust in professional relationships (professional relationships include, but are not limited to, those with oral surgeons, dentists, medical doctors, dietitians, kinesiologists, chiropractors, allergists, pharmacists, dental lab technologists and students).</p>	<ul style="list-style-type: none"> • Seeks and/or accepts consultations and referrals from others. • Demonstrates respect, and acknowledges the opinions, values, beliefs and perspectives of others.
	<p>3.1.2 Demonstrates knowledge of other professionals' scopes of practice.</p>	<ul style="list-style-type: none"> • Understands the role of the patient's health care team. • Recognizes the strengths and limitations of office and laboratory staff. • Facilitates an understanding and appreciation of the differences among team members and how each contributes to the overall care of the patients.
	<p>3.1.3 Collaborates with others to develop a treatment plan and/or the required oral appliance and/or prosthesis.</p>	<ul style="list-style-type: none"> • Encourages others (e.g., patients, staff, other health care professionals) to ask questions and seek clarification. • Recognizes the value that others bring to the situation, the patient and the environment. • Engages in active discussions with others to establish a method to best meet and serve the needs of the patient.
	<p>3.1.4 In an effective and diplomatic manner, manages differences, misunderstandings and limitations that may contribute to interprofessional tensions.</p>	<ul style="list-style-type: none"> • Applies the principles of collaboration and negotiation in teamwork. • Models behaviours that maximize group participation by consulting, listening and communicating clearly. • Promotes a friendly and co-operative environment. • Engages others in decision-making and problem-solving.
	<p>3.1.5 Informs others of the role and scope of a denturist's practice.</p>	<ul style="list-style-type: none"> • Communicates that "the practice of denturism is the assessment of arches missing some or all teeth and the design, construction, repair, alteration, ordering and fitting of removable dentures" (<i>Denturism Act, 1991, section 3</i>).



Competency Area 3: Professional Collaboration		
Competency	Performance Indicators	Practice Illustrations
3.2 Demonstrates effective, appropriate and timely consultations with others.	3.2.1 Demonstrates knowledge of others' roles and responsibilities, competence and scope of practice.	<ul style="list-style-type: none"> Recognizes the strengths and weaknesses of team members and colleagues.
	3.2.2 Refers the patient to others when services are beyond his or her knowledge, skill, judgement and/or professional scope of practice.	<ul style="list-style-type: none"> Immediately seeks emergency services when required. Refers the patient to the appropriate professional when a potential medical issue is identified. Seeks a consultation and/or referral to support the timely delivery of an appliance. Seeks a consultation and/or referral for business matters (e.g., accounting, human resource issues). Responds in a timely manner to requests for information. Refers the patient to a dental surgeon when the treatment plan includes surgery. Refers the patient to other practitioners when a potential issue is identified that requires medical attention and/or investigation.
	3.2.3 Supports the patient in seeking and/or obtaining funding and required services.	<ul style="list-style-type: none"> Recommends the involvement of social services and/or community groups when appropriate. Completes paperwork to support funding applications.

Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
4.1 Manages day-to-day practice processes.	4.1.1 Manages time with respect to patient services, practice requirements and professional responsibilities.	<ul style="list-style-type: none"> Prioritizes emergency situations. Prioritizes patient care needs with business management responsibilities. Takes immediate action on an identified risk to patients, staff, himself or herself and/or others. Organizes workload according to patient needs and anticipated visit lengths. Seeks support from an external laboratory when the workload is heavy and there is the potential for delayed delivery.



Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
		<ul style="list-style-type: none"> Balances office duties with patient time to ensure that professional responsibilities (e.g., accounting, documentation) are met. Communicates with patients when services and/or an appointment will be delayed.
	4.1.2 Measures and monitors productivity to support efficient services.	<ul style="list-style-type: none"> Monitors the timely delivery of products. Tracks the use and waste of supplies. Tracks the number of patients that are seen for services. Monitors the number of critical incidents (e.g., breach of confidentiality, patient/staff injury) and outcomes. Seeks input and suggestions from staff members on how to maximize productivity.
	4.1.3 Makes the appropriate arrangements to transfer patient records when closing and/or selling practice, according to the standards of the profession.	<ul style="list-style-type: none"> Informs patients of the transfer of the health records to the new custodian, including the custodian's name and address. Securely transfer all patient records to the new custodian.
4.2 Manages the assignment of services to support staff and others under the dentist's supervision.	4.2.1 Adheres to regulatory requirements and/or guidelines when assigning tasks and supervising staff and others.	<ul style="list-style-type: none"> Confirms the knowledge, skill and judgement of staff directed to perform tasks. Only assigns dentist students the tasks that are within the dentist's scope of practice and defined controlled acts model.
	4.2.2 Provides regular informative feedback to staff and others.	<ul style="list-style-type: none"> Conducts and/or participates in formal performance reviews. Provides constructive feedback to colleagues and/or students to support ongoing competence.
	4.2.3 Communicates process changes to the staff, patients and others.	<ul style="list-style-type: none"> Advises staff and others of changes to laboratory services. Provides an orientation session for new staff to explain routine processes. Develops a policy manual to communicate common processes and the office rules.



Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
	4.2.4 Obtains informed consent from patients for the involvement of staff and/or other services.	<ul style="list-style-type: none"> Communicates to patients which procedures and/or activities will be performed by himself or herself, staff and others (e.g., external laboratory). Ensures that the patient agrees to the involvement of others before assigning the task.
4.3 Manages human resource activities in accordance with legislation and regulations.	4.3.1 Supports staff compliance of applicable laws, policies, procedures and established systems.	<ul style="list-style-type: none"> Participates in and/or initiates the development of organizational guidelines and/or policies. Educates staff on relevant legislation (e.g., privacy and confidentiality, health care consent), guidelines and policies (e.g., documentation requirements). Posts applicable standards, guidelines and external information for staff review.
	4.3.2 Applies human resource legislation and regulations.	<ul style="list-style-type: none"> Demonstrates knowledge of and references the <i>Ontario Human Rights Code</i> and the <i>Ontario Labour and Employment Legislation, 2014</i>. Ensures that the protocol for employment termination is in keeping with legislation and regulations.
	4.3.3 Ensures that each staff member works within his or her knowledge, skill and judgement.	<ul style="list-style-type: none"> Confirms that each staff member has the required knowledge and skill to work within his or her role. Clearly documents and communicates role expectations. Collaborates with staff to set realistic roles and responsibilities. Observes staff performance and takes action when staff demonstrates a level of incompetence (e.g., lack of knowledge, skill, judgement). Initiates and manages staff remediation and termination processes, applying applicable legislation and labour agreements.
4.4 Applies principles of ethical marketing and advertising practices in accordance with the regulation of the profession.	4.4.1 Ensures that marketing information is truthful, accurate, verifiable and professional.	<ul style="list-style-type: none"> Provides and/or references evidence-based literature to support claims. Ensures information for the public can be clearly understood.



Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
		<ul style="list-style-type: none"> Ensures information does not include false claims or statements. Includes all relevant information to ensure that messaging is not deceptive. Ensures that all information related to pricing is accurate and complete.
	4.4.2 Acts with professional courtesy to competitors and adheres to the misconduct regulation.	<ul style="list-style-type: none"> Ensures marketing and advertising materials do not claim superiority over another practice or member. Demonstrates respect for other service providers.
	4.4.3 Ensures that all claims used in testimonials or endorsements are true and verifiable.	<ul style="list-style-type: none"> Ensures that information does not use fear to motivate the public. Ensures that all claims in testimonials are true and accurately communicated.
4.5 Utilizes financial management practices that ensure the appropriate provision of patient care.	4.5.1 Maintains accurate, current and legible financial records that adhere to provincial and federal legislation.	<ul style="list-style-type: none"> Completes the appropriate forms and follows processes to maximize reimbursement. Maintains a record of expenditures and income. Maintains a record of HST collected and submitted.
	4.5.2 Ensures that accounting and/or bookkeeping systems are in place and adhere to legislation and regulations.	<ul style="list-style-type: none"> Uses bookkeeping software to support accurate, timely record keeping. Consults with a bookkeeper and/or accountant when required.
	4.5.3 Provides and maintains a copy of all invoices and payment receipts.	<ul style="list-style-type: none"> Sends invoices to contractors (e.g., laboratory, building services) and maintains a copy. Maintains a copy of payment received from patients.
	4.5.4 Communicates payment, refund and warranty policies to patients.	<ul style="list-style-type: none"> Discusses with patients and/or family members the payment required for services and the payment schedule. Posts the refund warranty policy and directs patients and/or family members to review policies as part of the informed consent process.

Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
	4.5.5 Ensures that fees are fair, transparent and consistent within the acceptable range for the industry.	<ul style="list-style-type: none"> Records and maintains a fee-for-service price list. Conducts an environmental scan to determine fair and consistent fees.
4.6 Takes action to manage risks and ensure the safety of patients, staff and himself or herself.	4.6.1 Observes the whole environment, thinking ahead and reviewing potential risks, options and consequences.	<ul style="list-style-type: none"> Regularly inspects equipment, tools and building premises (e.g., fire alarms, potentially icy or snowy areas, stairwells). Reports any need for building maintenance. Removes risks to reduce accidents and injuries. Considers the environment from the patients' view (e.g., cleanliness and tidiness of patient areas). Becomes familiar with the facility policies for infection prevention and during an infectious outbreak when working at an external facility (e.g., long-term care home).
	4.6.2 Recognizes safety problems in real time and responds by correcting them to prevent them from affecting the patient and/or others.	<ul style="list-style-type: none"> Identifies broken equipment and takes action to repair or remove the equipment from use. Identifies and removes anything that increases the risk of falls (e.g., wipes up spills, removes throw rugs).
	4.6.3 Educates staff on safety and emergency procedures and protocols.	<ul style="list-style-type: none"> Conducts and/or facilitates regular fire drills. Identifies and communicates situations that require emergency services. Educates staff and relevant others on the proper use of equipment.
	4.6.4 Integrates safety practices into daily activities.	<ul style="list-style-type: none"> Follows infection prevention and control protocols. Sterilizes equipment and tools.
	4.6.5 Establishes protocols and policies to manage abusive and aggressive behaviours on the part of patients and/or family members.	<ul style="list-style-type: none"> Documents behaviour considered to be abusive and/or aggressive, the consequences of that behaviour, and the actions that staff and/or he or she may take to resolve the situation. Communicates policies to staff, patients and/or family members.

Competency Area 4: Practice Management		
Competency	Performance Indicators	Practice Illustrations
	4.6.6 Takes appropriate action to align practice environment policies with regulatory requirements.	<ul style="list-style-type: none"> Aligns documentation practices with the College's standards of practice. Confirms that the computer systems meet the requirements of privacy legislation and documentation standards.
	4.6.7 Complies with infection prevention and control policies, industry guidelines and the standards of the profession.	<ul style="list-style-type: none"> Identifies the contamination source. Follows appropriate procedures for disinfecting patient care and public areas. Follows appropriate procedures for sterilizing all tools. Keeps abreast of current infectious diseases and precautions. Uses protective equipment as required.

Competency Area 5: Jurisprudence, Ethics and Professional Responsibilities		
Competency	Performance Indicators	Practice Illustrations
5.1 Maintains the confidentiality and privacy of all personal information in accordance with legislation, regulations and the standards of the profession.	5.1.1 Takes action to minimize foreseeable risks to privacy and confidentiality.	<ul style="list-style-type: none"> Ensures that records are not left unattended in public areas, but instead are maintained in a secured location. Ensures that only authorized individuals have access to records. Advises all staff of the confidentiality requirements. Speaks with patients in a private area. Uses encryption and password protection when transmitting electronic files that contain patient information.
	5.1.2 Obtains consent for the collection, disclosure, storage and use of patient information.	<ul style="list-style-type: none"> Ensures that patients understand the purpose of collecting information and its intended use. Communicates the risks associated with transmitting information electronically.



Competency Area 5: Jurisprudence, Ethics and Professional Responsibilities		
Competency	Performance Indicators	Practice Illustrations
	5.1.3 Demonstrates knowledge of when information can be withheld and/or released without the consent of the patient or substitute decision-maker.	<ul style="list-style-type: none"> • Understands the actions required when a subpoena is received from a court to release specific aspects of a patient record. • Releases records for College activities (e.g., mandatory reports, investigation purposes, to meet Quality Assurance Program requirements).
	5.1.4 Demonstrates knowledge of the patient's right to request and access a copy of his or her records.	<ul style="list-style-type: none"> • Releases records in a timely manner after receiving a written request from the patient and/or substitute decision-maker. • Knows that professionals may charge a reasonable fee for photocopying records.
5.2 Adheres to the legislation, regulations, code of ethics, and standards of the profession.	5.2.1 Demonstrates responsibility and accountability for his or her actions and decisions.	<ul style="list-style-type: none"> • Demonstrates knowledge of patient rights and how to handle patient complaints. • Ensures that staff knows the procedure for the patient to submit a complaint. • Demonstrates transparency in reporting errors. • Follows through with actions and/or promises. • Communicates reasons for decisions.
	5.2.2 Demonstrates fair, transparent, respectful and truthful professional behaviours.	<ul style="list-style-type: none"> • Practises in a manner that respects diversity and avoids prejudicial actions toward an individual, group or population. • Communicates fees, policies and the schedule in advance of starting treatment. • Completes tasks within the stated timeframes. • Respects the patients' time when scheduling appointments.
	5.2.3 Recognizes the impact of the patient's values and beliefs on services.	<ul style="list-style-type: none"> • Recognizes when personal beliefs conflict with those of the patient. • Modifies the treatment plan and/or procedure when personal beliefs affect the usual process (e.g., allows a family member in the room during an examination, discusses alternatives to removing a head covering).

Competency Area 5: Jurisprudence, Ethics and Professional Responsibilities		
Competency	Performance Indicators	Practice Illustrations
	5.2.4 Recognizes, manages and declares real, potential and perceived conflicts of interest.	<ul style="list-style-type: none"> • Refuses to endorse one product over others. • Discloses a personal relationship when making a referral.
	5.2.5 Recognizes warning signs of a potential and/or actual boundary crossing and takes action to manage the situation.	<ul style="list-style-type: none"> • Remains alert to the changing nature of interactions with the patient. • Avoids inappropriate disclosure of personal information. • Avoids receiving or exchanging gifts. • Avoids billing irregularities that may signal special favours.
	5.2.6 Recognizes and manages inequalities in the power imbalance between the dentist, the patient, substitute decision-maker and staff.	<ul style="list-style-type: none"> • Does not exploit relationships for any form of non-therapeutic or personal gain, benefit or advantage. • Assumes responsibility for anticipating, establishing and maintaining appropriate boundaries.
	5.2.7 Accurately communicates his or her professional title and designation.	<ul style="list-style-type: none"> • Documents his or her title, using the appropriate professional designation (“Dentist”) and/or a College approved abbreviation of dentist. • Informs patients and others of his or her professional designation. • Ensures that the College’s registry is kept current with his or her name and employment address.
	5.2.8 Adheres to the mandatory reporting obligations outlined in legislation and regulations.	<ul style="list-style-type: none"> • Reports suspected child abuse to the Children’s Aid Society. • Reports suspected sexual abuse of a patient to the member’s regulatory college. • Reports unethical and/or incompetent behaviour to the member’s regulatory college. • Reports the intent to terminate or the termination of a regulated health professional to the professional’s regulatory college.
5.3 Demonstrates a commitment to continuing education and professional development.	5.3.1 Demonstrates insight into personal expertise and limitations.	<ul style="list-style-type: none"> • Recognizes areas of strength and weakness in practice. • Seeks feedback on his or her practice from patients, family members, colleagues and staff members.



Competency Area 5: Jurisprudence, Ethics and Professional Responsibilities		
Competency	Performance Indicators	Practice Illustrations
	5.3.2 Regularly reflects on the practice and changes in the practice environment.	<ul style="list-style-type: none"> • Considers the outcome of the services provided and reflects on what he or she would do differently next time. • Keeps abreast of new technologies, techniques and materials.
	5.3.3 Engages in self-assessment, peer and practice assessment, continuous learning and professional development in accordance with the College's Quality Assurance Program.	<ul style="list-style-type: none"> • Completes the College's required self-assessment tool. • Participates in peer and practice assessment when selected by the College. • Participates in continuing learning activities to support professional development and growth. • Evaluates personal competence in the use of technology (e.g., electronic records, accounting software).
	5.3.4 Encourages others to engage in personal and professional development activities for career growth and skill enhancement.	<ul style="list-style-type: none"> • Seeks opportunities for staff development. • Posts new literature for staff to review.
	5.3.5 Takes an active role in sharing information and knowledge.	<ul style="list-style-type: none"> • Presents at conferences and/or seminars. • Shares new knowledge with staff and colleagues. • Develops patient education materials. • Writes and publishes articles. • Posts current literature for others to review. • Discusses new technology, techniques and materials with his or her colleagues. • Mentors denturist students and new graduates.
5.4 Engages patients in the informed consent process in accordance with legislation.	5.4.1 Determines the patient's capacity to make an informed decision.	<ul style="list-style-type: none"> • Adheres to the <i>Health Care Consent Act, 1996</i> and the <i>Substitute Decision-Makers Act, 1992</i>. • Evaluates the patient's ability to fully understand the information needed to make an informed decision. • Determines the patient's maturity to understand the information (age is not a factor for providing informed consent).



Competency Area 5: Jurisprudence, Ethics and Professional Responsibilities		
Competency	Performance Indicators	Practice Illustrations
	5.4.2 Identifies situations in which obtaining informed consent may be problematic, and then takes steps to address the issue.	<ul style="list-style-type: none"> Identifies language barriers and arranges for a translator to be present. Determines when the patient is incapable of providing informed consent. Uses drawings and/or written materials to communicate with patients and/or substitute decision-makers.
	5.4.3 Involves the substitute decision-maker in the informed consent process when the patient's capacity and/or maturity prevents him or her from fully understanding the information.	<ul style="list-style-type: none"> Refers to the <i>Health Care Consent Act, 1996</i> (substitute decision-maker hierarchy) to ensure that the appropriate person provides informed consent.
	5.4.4 Discusses the cost of services and payment options with the patient.	<ul style="list-style-type: none"> Provides the patient with a fee schedule that itemizes costs and services. Allows the patient adequate time to ask questions about and discuss the itemized list.
	5.4.5 Obtains informed consent prior to initiating services and/or changing the service plan.	<ul style="list-style-type: none"> Communicates to the patient and/or substitute decision-maker the purpose, risks, benefits, disadvantages, alternatives and cost of the proposed treatment plan. Communicates the potential negative outcomes of not obtaining the treatment or following through with wearing instructions (e.g., drifting of teeth, over erupting of teeth). Ensures that the patient reasonably understands the information required to make an informed decision before initiating an assessment and/or treatment.

Competency Area 6: Communication		
Competency	Performance Indicators	Practice Illustrations
6.1 Communicates with patients and stakeholders in a timely, accurate and effective manner.	6.1.1 Verifies accuracy of verbal and written communications.	<ul style="list-style-type: none"> Confirms information with the referral source and/or patient. Validates information against current literature. Ensures that information posted on the company website is accurate and evidence-informed.



Competency Area 6: Communication		
Competency	Performance Indicators	Practice Illustrations
	6.1.2 Maintains patient records according to the standards of the profession.	<ul style="list-style-type: none"> • Maintains records in a safe and secure location for a period of at least seven years from the date of the patient's last visit. • Ensures the safe and secure storage of records.
	6.1.3 Adheres to the standards of the profession by documenting all patient encounters in a clear, concise, comprehensive and timely manner.	<ul style="list-style-type: none"> • Records notes in a timely manner. • Ensures that the documentation is clear and concise, and uses correct spelling, grammar and punctuation. • Organizes records systematically. • Ensures that records are truthful, factual, and without prejudice or exaggeration. • Ensures that dates and record notes are in the order in which they occurred. • Ensures that the meaning of any entry is immediately clear to any reader. • Dates and signs his or her professional designation on each entry. • Documents all patient interactions including those by phone, email, and those that are in person. • Documents assessment findings, clinical impressions, treatment plans, and modifications to the treatment plan and/or appliance. • Documents the informed consent process. • Documents the information and/or education provided to the patient. • Documents the design layout and materials used. • Documents and maintains a copy of laboratory prescriptions in the patient record. • Documents telephone conversations with the patient's dentist.
	6.1.4 Uses industry-accepted abbreviations and maintains a master abbreviation list.	<ul style="list-style-type: none"> • Maintains a master list of abbreviations and what each abbreviation stands for.



Competency Area 6: Communication		
Competency	Performance Indicators	Practice Illustrations
6.2 Demonstrates appropriate, clear and effective oral and written communication with patients, their support systems and other team members.	6.2.1 Uses a wide range of communication strategies.	<ul style="list-style-type: none"> • Demonstrates awareness of verbal and non-verbal communication. • Engages in active listening and delivers a response (e.g., re-phrases). • Uses all types of media (e.g., written, electronic, internet-based, social media). • Gathers information and encourages others to contribute to the dialogue.
	6.2.2 Communicates in a manner that is respectful of the patient's needs and beliefs.	<ul style="list-style-type: none"> • Communicates in a non-judgemental tone. • Delivers information and opinions in a respectful, professional manner. • Respects the individual's age, values, religious beliefs, sexual orientation, lifestyle and socioeconomic status.
	6.2.3 Uses effective dialogue that employs a variety of questions to elicit information.	<ul style="list-style-type: none"> • Asks open-ended questions. • Re-phrases questions and asks for clarification.
6.3 Modifies communication to meet the needs of the individual.	6.3.1 Assesses the communication needs of the individual patient and/or support system.	<ul style="list-style-type: none"> • Assesses the cognitive level of the individual. • Determines the patient's current understanding of the information and/or services.
	6.3.2 Identifies barriers to effective communication.	<ul style="list-style-type: none"> • Identifies possible communication barriers such as language, visual impairment, hearing impairment, age and/or cognitive level.
	6.3.3 Modifies communication style and medium to meet individual needs.	<ul style="list-style-type: none"> • Provides written information in large print. • Incorporates the use of pictures and diagrams. • Employs the use of translators. • Selects the appropriate terminology based on the patient and/or support system's level of experience and understanding.

Competency Area 6: Communication		
Competency	Performance Indicators	Practice Illustrations
6.4 Provides patient education regarding the use, care and maintenance of the dental prosthesis or oral appliance; and oral health care.	6.4.1 Assesses the patient's educational needs relevant to his or her age/history and the services being provided.	<ul style="list-style-type: none"> Assesses the patient's preferred learning style and personal learning needs. Determines the patient's prior use of appliances and his or her understanding of the treatment plan. Determines barriers to learning (e.g., language, literacy level, hearing, vision, age, cognitive level).
	6.4.2 Modifies educational materials and delivery methods to meet the needs of patients and others.	<ul style="list-style-type: none"> Provides large-font materials for those who are vision impaired. Incorporates pictures, diagrams and/or videos. Modifies educational materials and/or communication according to the patient's age, cognitive abilities and level of independence. Provides education to other health care providers and to family members when the patient is incapable of understanding the education presented.
	6.4.3 Delivers relevant education that is suitable for the patient and to the services being provided.	<ul style="list-style-type: none"> Provides information that reinforces the patient's realistic expectations of comfort and success of the appliance. Educates the patient on the care and average life of the oral appliance and/or prosthesis. Provides handouts and/or written instructions to support the retention of the presented information. Refers the patient and/or caregiver to a website to re-enforce learning.
	6.4.4 Evaluates the effectiveness of the education provided.	<ul style="list-style-type: none"> Ensures that the patient understands the care and maintenance of the appliance. Asks the patient to provide a demonstration to confirm his or her understanding of the provided education. Seeks feedback on the educational materials that have been provided.

Glossary

Client-centred	A value within the practice of the profession. Demonstrated through respect for the client, client involvement in decision-making; advocacy with and for the client's needs; recognition of the client's experience and knowledge.
Code of ethics	A statement of moral conduct, ethical principles and values that guide the professional (e.g. honesty, trust, transparency, respect, fairness, accountability).
Competence	An individual's possesses the required knowledge, skill and judgement to function efficiently, safely and ethically, which meets or exceeds the minimum expectation of the profession. In relation to a discipline proceeding, Subsection 52(1) of the <i>Health Professions Procedural Code</i> defines in competence as, "professional care of a patient [that] display[s] a lack of knowledge, skill or judgement of a nature or to an extent that demonstrates that the member is unfit to continue to practice or that the member's practice should be restricted".
Competency	An outcome statement that defines the minimum knowledge, skill, judgement and attitude requirements for practice. Competencies provide a structure that helps identify, evaluate and develop the behaviours that ensure safe, competent, ethical practice.
Design document	A document that states the specifications, measurements, and/or fabrication instructions. Also described as the laboratory prescription.
Evidence-based	Evidence-based practice involves systematically finding research evidence and assessing its validity, applicability and importance to practice decisions; and is based on the best available evidence in the context of the practice situation.
Informed consent	The process of securing agreement from the patient for assessment, treatment or other healthcare intervention only after they have been fully informed of the nature, benefits, material risks and side-effects and the likely consequence of not having the assessment, treatment or intervention. During the informed consent process the patient is given the opportunity to ask questions and fully understand the information presented.
Performance indicator	The inter-related set of measureable behaviours related to a given competency.
Standards of practice	The minimum expectation, as defined by the profession.
Stakeholder	The significant participants in a given process, such as the public, patients, other health professionals, support staff and/or employers.
Substitute-decision make	A person who makes decisions for someone who is incapable of making his/her own decisions, and who is authorized to give or refuse consent to an intervention on behalf of a person who is incapable with respect to the intervention. In most cases this will be a family member or partner. In others, this may be an individual specifically selected by the client, or appointed by the Court, the Board or Public Guardian and Trustee Office.



References

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