

**CANADIAN ALLIANCE OF DENTAL TECHNOLOGY REGULATORS-
ALLIANCE CANADIENNE DES ORGANISMES DE RÉGLEMENTATION DE
LA TECHNIQUE DENTAIRE**

STANDARDS OF PRACTICE

Final Report

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CANADIAN ALLIANCE ODF DENTAL TECHNOLOGY REGULATORS

STANDARDS OF PRACTICE

1. INTRODUCTION

- ❖ This document introduces national common elements for major crucial Standards of Practice within the Profession of Dental Technology as tabled on the Alliance national meeting of March 2010.
- ❖ This section includes definitions, purposes and a benchmarking of Standards of Practice from some Canadian Health Entities, namely Standards of Practice of Dental Technology services in British Columbia; Standards of Practice for Dental Technologists in Ontario; Standards of Practice of Dental Technicians in Alberta; Practice Standards for College of Dental Hygienists of British Columbia; Dental Hygiene Standards of Practice, College of Dental Hygienists of Ontario; Standards of Practice for Registered Nurses in Manitoba; and, Standards of Practice for Pharmacists in Alberta.
- ❖ The definitions outline the basis on which Entities had elaborated their Standards; the purposes aim at demonstrating the value for the Standards; and the benchmarking is a way of comparing the good practices among some Canadian Health Entities.
- ❖ The main document is reproduced in Annex ‘A’ as The Standards of Practice.


11. METHODOLOGY USED TO DEVELOP THE STANDARDS

The Standards of Practice are a result of collaborative effort involving the members of the Alliance, plus a benchmarking with some Canadian Health Associations and Provincial Dental Technologists Entities, including a national meeting to identify the common Standards of Practice. The following chart illustrates the process used to collect data and validate the information.



111. DEFINITIONS OF A STANDARD OF PRACTICE

- a. *“Standards of Practice are the tasks or activities that are performed by a Registered Dental Technician, Technician Assistant, or Student in the provision of the Dental Technology Services. The standards describe how well a registrant is expected to perform a task or activity”*. (Source: Standards of Practice for dental Technicians in British Columbia, Bylaws in Section 49 and 50)
- b. *“The Standards of Practice are a list of the most critical tasks performed by a Dental Technologist (RDT) in the areas of Full Dentures, Full and Partial Dentures, Crown and Bridge, Implants and Orthodontics”*. *“The Standards describe how well a RDT is expected to perform”*. (Source: Standards of Practice for dental Technologists in Ontario)
- c. *“The Practice Standards for Dental Hygiene are the minimum competent, safe level of care provided by dental hygienists when they apply dental hygiene knowledge, skills and attitudes to their practice”*. (Source: Standards of Practice for registered Nurses in Manitoba)
- d. *“Standards articulate the expectations the public can have of a registered nurse in any practice setting, domain and/or role”*. (Source: Standards of Practice for Registered Nurses in Manitoba)
- e. *“Standards of Practice identify key areas of responsibility and refer to the very achievable level of performance performed by a Dental Technologist in Alberta”*. (Source: Standards of Practice for the Profession of Dental Technologist, Alberta)
- f. *“The standards of Practice for the Teaching Profession (Ontario) provide a framework of principles that describe the knowledge, skills and values inherent in Ontario’s Teaching Profession”*. (Source: Ontario College of Teachers).
- g. *Main Standards of Practice for Dental Technician in Quebec*


 Those definitions deal with critical tasks performed by a member, key areas of responsibility, the expectations by the public for competency and level of performance.

1V. PURPOSE FOR THE STANDARDS OF PRACTICE

- a. In general, *“the Standards of Practice are intended to be a baseline reference that defines the minimum level of competence that an individual registrant must demonstrate in order to provide dental technology services at an acceptable level”*. (Source: College of Dental Technicians of BC)
- b. *“The Standards of Practice have been developed in response to the Regulated Health Professions Act (RHPA) to protect the public through the development and use of these Standards of Practice. These Standards will serve as a tool to determine whether a Dental*

Technologist can do the job at an acceptable level’. (Source: College of Dental Technologists of Ontario)

- c. *“Dental Hygienist are expected to*
 - i. *assure that their professional responsibility to the client prevails;*
 - ii. *apply the CDHO Dental Hygiene Standards of Practice, CDHO Code of Ethics and CDHO regulations and bylaws to their dental hygiene practice;*
 - iii. *maintain and improve their level of competence through the continuous upgrading of knowledge, skills and judgment; and*
 - iv. *be accountable for their actions”* (Source: College of Dental Hygienists of Ontario)
- d. *“The Standards of Practice set out the minimum acceptable standard of practice for Pharmacists ”.* (Source: Practice of Pharmacy, Alberta)
- e. *“To inspire a shared vision for the teaching profession;*
 - *To identify the values, knowledge and skills that are distinctive to the teaching profession;*
 - *To guide the professional judgment and actions of the teaching profession;*
 - *To promote a common language that fosters an understanding of what it means to be a member of the teaching profession”.* (Source: Ontario College of Teachers)

 **Those purposes of Standards of Practice indicate that a registrant must demonstrate a minimum level of competence in order to provide services at an acceptable level, and also in order to protect the public, be accountable for his actions, and to promote a common language.**

V. BENCHMARKING OF MAIN STANDARDS OF PRACTICE

The following tables outline the most common Standards of Practice that govern some of the Canadian Health Profession. The purpose is to establish common areas of responsibility and common critical tasks.

Table 1

**Main Standard of Practice
Dental Technologists in British Columbia
(Bylaws-S-50)**

Here is a list of Standards by principal tasks that a Registered Dental Technologist (RDT) must perform:

Note: those elements are given as examples, and are not exhaustive.

1. All registrants must work within his or her scope of practice...and comply with any applicable restrictions or conditions

Main Tasks:

- ✓ Only on what they know;
- ✓ Only when trained;
- ✓ Responsible for self-assessment.

2. Maintain currency in knowledge and skill in dental technology

Main Tasks:

- ✓ Be aware of new materials;
- ✓ Responsible for acquiring Continuing Education Credits.

3. Take full responsibility for the services he or she provides or delegates

Main Tasks:

- ✓ Is fully liable and responsible to the College;
- ✓ Responsible for quality control procedures;
- ✓ Responsible for all the work that he delegates to an assistant or student.

4. Observe the supervision requirements as set out in the Bylaws and any published guidelines by the board

Main Tasks:

- ✓ The ultimate responsibility remains with him;
- ✓ Only delegates to a registered assistant or student;
- ✓ Only delegates to a competent assistant or student.

5. Follow proper business principles and procedures in respect to his or her practice

Main Tasks:

- ✓ Obtain and maintain any required business licences to comply with municipal regulations;
- ✓ Comply with any other provincial or federal regulations;
- ✓ Registrants who own or operate a dental laboratory are expected to comply with the minimum standards under the Employment Standards Act of BC, to comply with the Freedom of Information and Protection Act, the Workers Compensation Act, of Health Canada Medical Devices Regulation, with all local fire and safety regulations;
- ✓ Responsible for ensuring proper billing practices.

6. Comply with infection control standards set by the board

Main Tasks:

- ✓ Ensure that laboratory personnel are trained for infection control;
- ✓ All received materials disinfected;
- ✓ All finished restorations and appliances disinfected;
- ✓ All used materials are approved;
- ✓ Comply with the requirements regarding the “Fabrication of Dental Appliances/Restorations that involve Contact with the Public”;
- ✓ Must use clean gloves and approved face mask, and gown or lab coat when dealing directly with the patients;
- ✓ Ensure that all equipments are clean.

7. Keep accurate and complete records

Main Tasks:

- ✓ Keep copies of all prescriptions and invoices;
- ✓ Responsible for maintaining all documentation relating to the materials used in the laboratory;
- ✓ Record all information for materials used in the fabrication;
- ✓ Record all communications and consultations between patient/Dental technologist/prescribing practitioner;
- ✓ Maintain a method of identifying each of the individuals who have been involved in the provision of the dental technology services in each instance.

Table 2

Main Standards of Practice Dental Technologists in Ontario (Amended June 2000)

Here is a list of Standards by principal tasks that a RDT must perform:

Note: those elements are given as examples, and are not exhaustive.

1. Full Dentures:

- ✓ Evaluate and document changes to the prescription;
- ✓ Evaluate and create a master model;
- ✓ Fabricate custom trays;
- ✓ Select and set-up the teeth...

2. Full and Partial Dentures:

- ✓ Prepare the denture for processing;
- ✓ Process the denture;
- ✓ Remove the model from the denture, trim and polish;
- ✓ Prepare the denture for shipping...

3. Partial Dentures:

- ✓ Evaluate and create changes to the prescription;

- ✓ Evaluate and create a master model;
- ✓ Fabricate custom trays;
- ✓ Invest the model into the casting ring;
- ✓ Fabricate an altered cast model;
- ✓ Set-up the teeth...
- ✓

4. Crown and Bridge:

- ✓ Fabricate a master model and separate dies;
- ✓ Fit the restoration to the master die;
- ✓ Prepare the restoration for ceramic/composite application;
- ✓ Determine the restoration's quality...

5. Implants:

- ✓ Pour the study model;
- ✓ Fabricate custom tray;
- ✓ Fabricate an occlusal registration device;
- ✓ Construct the restoration;
- ✓ Select and set-up the teeth;
- ✓ Fabricate sub-assembly or structure...

6. Orthodontics:

- ✓ Fabricate a working cast;
- ✓ Apply and process material;
- ✓ Determine the appliance quality...

7. Laboratory Supervision:

- ✓ Responsible for overseeing the design, construction, repair and alteration of each dental prosthetic, restorative or orthodontic device that is processed in the laboratory under the authority of the member's stamp, whether the member is physically present or not...

Table 3

**Main Standards of Practice
Dental Technologists in Alberta**

Here is a list of Standards by principal tasks that a RDT must perform:

Note: those elements are given as examples, and are not exhaustive.

1. Receipt of prescription and evidence review:

- ✓ Prescriber requirements clearly defined?
- ✓ Are amendments recorded?
- ✓ Is unacceptable work or damaged/unreadable prescriptions returned to the prescriber?
- ✓ ...

2. Purchasing, Control of Sub-Contractors and Control of Patient Contact Materials:

- ✓ *Purchase orders* are appropriately authorised;
- ✓ *Patient Control Materials*: by generic type or by brand name and satisfied the Canadian Medical Device Directive;
- ✓ *Export/Import Licence*: requirement to obtain evidence that written evidence of the existence of the licence is obtained from the supplier;
- ✓ *Vendor Approval*: suppliers listed in respect of Patient Contact Materials;
- ✓ *Verification of Purchased Materials*: are purchased materials checked against purchase order requirements prior to being used or processed;
- ✓ *Traceability*: is the system sufficient to facilitate product recall...

3. Fabrication Process Guidance Material:

- ✓ *Material Safety Data Sheet*: held for all relevant laboratory consumables, and suppliers instruction for the usage of patient contact materials made ready available at point of use;
- ✓ *First Aid*: are First Aid Kits available at appropriate points?
- ✓ *Fabrication*: evidence of the completion of each stage of fabrication shall be maintained including the identification of the technician carrying out that work; and, is a basic fabrication plan available for each laboratory area?
- ✓ *Internal and External Remakes*: records for reason for remake/rework, identity of technician, corrective actions required, preventive actions applied, and work returned from the prescriber for remake/rework...

4. Competency and Education:

- ✓ Procedure in place for identifying training needs;
- ✓ Are records of training maintained?
- ✓ Do training records indicate competence levels?
- ✓ Are requirements for training identified on an individual basis?

5. Maintenance and Equipment:

- ✓ Is a procedure in place to define the requirements of maintenance and calibration of equipment used within the dental appliance manufacturing processes;
- ✓ Are appropriate records of maintenance maintained?
- ✓ Is calibration carried out in a regular and controlled manner?

6. Facility Environment and Cleanliness:

- ✓ *Cleanliness*: are suitable schedules and instructions maintained in appropriate areas?
- ✓ *Environment*: are extraction facilities in all areas adequate, and are materials and waste products handled and disposed of in accordance with local and statutory requirements?

7. Client Clinical Facilities:

- ✓ *General Requirements:* does the dental laboratory have or have access to a designated clinical area?
- ✓ *Records:* are clients records maintained as defined by law? Do clients have reasonable access to information maintained in records?
- ✓ *Legal Obligations:* is the organization familiar with conformity standards of Federal and Provincial Health Acts? Is the organization familiar with statutory and common law obligations relevant to practice?
- ✓ *Standards of Behaviour:* are the Technologists/Technicians cognizant of the Code of Ethics, Standards of Practice and Advisories as referenced in the Standards of Practice for the profession of Dental technology?

8. Handling, Packaging and Labelling:

- ✓ Are procedures in place for handling, storage, packaging, preservation, delivery;
- ✓ Are stored items held in correct environment, and labelled as required?

9. Non-conformance; Monitoring; Administrative and Regulatory Requirements; Regulated Member’s Internal Review and Internal Audit; and System Review

Table 4

**Main Criteria and Standards of Practice
Dental Hygienists of Ontario**

Here is a list of Criteria and Standards by principal tasks that a Dental Hygienist must perform:

Note: those elements are given as examples, and are not exhaustive.

Key Areas of Responsibility in all Practice Environments:

CRITERION	MAIN STANDARDS
1. Dental Hygiene Responsibilities	1.1 Providing access to other health professionals; 1.2 Providing written human resource policies 1.3 Providing written policies regarding issues of client consent and confidentiality...
2. Participative Decision Making	2.1 Developing and implementing a process for consultation 2.2 Process to make decisions regarding facilities, purchase and maintenance of

	<p>equipment, supplies; 2.3 Using consultative process to make staffing decisions according to needs, and resources; 2.4 Using a consultative process to develop policies to support scientific inquiry...</p>
<p>3. Support and Resource Requirements</p>	<p>3.1 Maintain and apply current knowledge and skills; 3.2 Implement current scientifically accepted infection control protocols, and adhere to protocols that ensure physical safety; 3.3 Provide comprehensive dental hygiene services/programs; 3.4 Maintain records according to regulations; 3.5 Access, assess and use technology/equipment consistent with manufacturer's directions...</p>
<p>4. Maintaining Professional Competence</p>	<p>4.1 Continuing quality improvement activities; 4.2 Providing current knowledge of dental hygiene, clinical dentistry and periodontics; 4.3 Adhering to the CDHO Dental Hygiene Standards of Practice and CDHO regulations, codes and guidelines...</p>
<p>5. Information Management</p>	<p>5.1 Develop, implement, evaluate and revise services/programs that meet the needs and expectations of the client; 5.2 Maintain pertinent and current information relating to policies and protocols; 5.3 Gather, record, and analyse the scientific data 5.4 Ensure that there are tracking and reporting mechanisms...</p>

Table 5

**Main Standards of Practice
Dental Hygienists of British Columbia
(Revised in 2000)**

Here is a list of Standards and Policies that a Dental Hygienist must perform:

Note: those elements are given as examples, and are not exhaustive.

PRACTICE STANDARDS	POLICIES
1. Obtain informed consent from the client	1.1 By physical indication or verbal statement, following applicable laws
2. Practice safely	2.1 By recognizing infection control; 2.2 By protecting the client in a clinical setting; 2.3 By using potentially hazardous materials safely according to government guidelines; and, store or dispose wastes and hazardous materials...
3. Assess the client's needs	3.1 By including demographic information, the client's concerns, vital signs, periodontal examination data, diagnostic results, oral hygiene routines, ...
4. Analyze the assessment information and make a dental hygiene diagnosis	4.1 By interpreting the dental hygiene assessment findings and discussing with the client; 4.2 By determining short and long-term dental hygiene prognoses...
5. Plan for the dental hygiene care to be provided, based on the assessment data and dental hygiene diagnosis	5.1 By integrating the dental hygiene treatment plan with the dentist's plan; 5.2 May consult with the client's dentist or with other health care providers; must discuss the plan for services; 5.3 May discuss long-term goals and the evaluation, and the associated fees...
6. Implement the plan consented to or adjust it in consultation with the client	6.1 By trying to reduce a client's anxiety; 6.2 By proposing changes to the plan if necessary...
7. Evaluate while dental hygiene care is being provided, and at the completion of care, to determine if the desired outcome has been achieved	7.1 By explaining to the client the need for any follow-up or maintenance dental hygiene care; 7.2 By recommending referral to dental and other applicable health care

	professionals...
8. Document the dental hygiene care provided, following protocols of the practice setting	8.1 By labelling all client records; 8.2 By recording accurate legible details, pertinent discussions and communications 8.3 By documenting any client's refusal of consent; 8.4 By retaining records in a secure manner (for 10 years)...

Table 6

**Main Standards of Practice
Pharmacist Practice in Alberta
(April 1, 2007)**

Here is a list of Standards of Practice that a Pharmacist must perform:

Note: those elements are given as examples

Standards:

1. In the practice of pharmacy, a pharmacist must act professionally.
2. A pharmacist must consider appropriate information for each patient.
3. A pharmacist must determine whether a patient has or is likely to have a drug-related problem.
4. If a pharmacist determines that a patient has or is likely to have a drug-related problem, the pharmacist must take appropriate action.
5. A pharmacist must not dispense a drug or blood product under a prescription unless the pharmacist has determined that the prescription is current, authentic, complete and appropriate.
6. When dispensing a drug or blood product, a pharmacist must ensure that:
 - (a) the prescription is filled correctly,
 - (b) appropriate dispensing procedures are used,
 - (c) the drug or blood product is packaged properly,
 - (d) the container is properly labelled, and
 - (e) a final check is performed.
7. A pharmacist who
 - (a) dispenses a schedule 1 drug or blood product under a prescription, or
 - (b) sells a schedule 2 drug
 must provide the patient with sufficient information to enable the patient to receive the intended benefit of the drug therapy.
8. A pharmacist must take reasonable steps to offer

assistance and information to a patient who wishes to purchase a schedule 3 drug or a health care product, aid or device.

9. A pharmacist must be willing and able to prepare extemporaneous compounded prescriptions that are normally encountered within the pharmacist's practice.

10. When compounding a drug or blood product, a pharmacist must ensure that the compounded drug or blood product is prepared according to:

- (a) a written compounding formula, and
- (b) a written preparation process.

11. A pharmacist who engages in prescribing schedule 1 drug or blood products must understand the regulatory framework in relation to pharmacist prescribing and must comply with it.

12. A pharmacist who adapts an existing prescription under sections 16(1)(e) and (f) of the Pharmacists Profession Regulation must:

- (a) have an original prescription that is current, authentic, complete and appropriate;
- (b) determine whether adapting the prescription is appropriate in the circumstances;
- (c) document the adaptation; and
- (d) inform the original prescriber.

13. A pharmacist who prescribes for emergency purposes under sections 16(1)(g) and (h) of the Pharmacists Profession Regulation must:

- (a) be satisfied that it is not reasonably possible for the patient to see another health professional to obtain the prescription,
- (b) be satisfied that there is an immediate need for drug therapy, and
- (c) only prescribe the minimum amount of the drug or blood product necessary to give the patient sufficient time to see a prescriber.

14. An authorized pharmacist who prescribes under sections 16(3) and (4) of the Pharmacists Profession Regulation must prescribe based on:

- (a) the pharmacist's own assessment of the patient,
- (b) a recommendation from a regulated health professional who is authorized to prescribe that the patient receive a schedule 1 drug or blood product, or
- (c) a consultation with another regulated health professional.

15. A pharmacist who prescribes a drug or blood product based on the pharmacist's assessment of the patient under

section 16.4(a) of the Pharmacists Profession Regulation must have the drug dispensed by another pharmacist unless:

- (a) the pharmacist is satisfied that adhering to this standard will compromise the health of the patient, or
- (b) the patient chooses to have the pharmacist dispense the drug.

16. A pharmacist authorized to administer drugs or blood products by injection under section 16(5) of the Pharmacists Profession Regulation must:

- (a) have policies and procedures for handling emergencies, and
- (b) ensure that the environment in which the injection is to be administered is appropriate.

17. An authorized pharmacist who administers an injection to a patient must have proper regard for the interests of the patient and take all steps necessary to ensure that the injection is administered safely.

18. A pharmacist must create and maintain patient records.

19. A pharmacist must not accept in return a drug or health product for reuse.

20. A pharmacist who supervises a pharmacy technician or another individual must:

- (a) do so in accordance with sections 21, 22 and 23 of the Pharmacists Profession Regulation,
- (b) ensure that the pharmacy technician or other individual acts within the limits of those sections, and
- (c) remain responsible for the delivery of all components of the restricted activity that require the professional skills and training of the pharmacist.

21. A pharmacist who engages in repackaging drugs must take appropriate steps to protect patient safety.

Table 7

**Standards of Practice
Dental Technologists/Technicians in Quebec**

Note: the following items are given as examples for the main Standards of Practice in Quebec

MAJOR ACTIVITIES	CRITICAL TASKS	STANDARDS
1. Fixed and removable Prosthesis	A Dental Technician must: <ul style="list-style-type: none"> ✓ Examine the prescription; ✓ Fabricate workings 	<ul style="list-style-type: none"> ✓ Complete adequacy ✓ Select and utilize all

<p>2. Complete and Partial Prosthesis</p>	<p>models</p> <ul style="list-style-type: none"> ✓ Cast the metal 	<p>pertinent approved materials</p> <ul style="list-style-type: none"> ✓ Use appropriate casting equipment
	<ul style="list-style-type: none"> ✓ Examine the prescription ✓ Fabricate working models(primary and final ones) 	<ul style="list-style-type: none"> ✓ Complete adequacy ✓ Follow proper techniques and procedures
<p>3. Cast Partial</p>	<ul style="list-style-type: none"> ✓ Design the cast partial ✓ Verify the model related to quality ✓ Finish the prosthesis 	<ul style="list-style-type: none"> ✓ Apply dental appropriate materials and techniques
<p>4. Orthodontic Appliances</p>	<ul style="list-style-type: none"> ✓ Manage the production ✓ Fabricate study models ✓ Fabricate orthodontic appliance 	<ul style="list-style-type: none"> ✓ Assess proper resources ✓ Use right and safe equipments ✓ Carry out works with sure protocols
<p>5. Material Purchases</p>	<ul style="list-style-type: none"> ✓ Verify the accordance with the authorized products 	<ul style="list-style-type: none"> ✓ Use only approved materials
<p>6. Records</p>	<ul style="list-style-type: none"> ✓ Keep files on dentist's prescription 	<ul style="list-style-type: none"> ✓ In accordance with on going provincial governmental rules

Table 8

Main Standards of Practice The Teaching Profession (Source: Ontario College of Teachers)

Here is a list of Standards of Practice that a Teacher in Ontario must perform:

Note: those elements are given as examples

The Standards of Practice for the Teaching Profession are:

1. Commitment to Students and Student Learning

Members are dedicated in their care and commitment to students. They treat students equitably and with respect and are sensitive to factors that influence individual student learning. Members facilitate the development of students as contributing citizens of Canadian society.

2. Professional Knowledge

Members strive to be current in their professional knowledge and recognize its relationship to practice. They understand and reflect on student development, learning theory, pedagogy, curriculum, ethics, educational research and related policies and legislation to inform professional judgment in practice.

3. Professional Practice

Members apply professional knowledge and experience to promote student learning. They use appropriate pedagogy, assessment and evaluation, resources and technology in planning for and responding to the needs of individual students and learning communities. Members refine their professional practice through ongoing inquiry, dialogue and reflection.

4. Leadership in Learning Communities

Members promote and participate in the creation of collaborative, safe and supportive learning communities. They recognize their shared responsibilities and their leadership roles in order to facilitate student success. Members maintain and uphold the principles of the ethical standards in these learning communities.

5. Ongoing Professional Learning

Members recognize that a commitment to ongoing professional learning is integral to effective practice and to student learning. Professional practice and self-directed learning are informed by experience, research, collaboration and knowledge.

BENCHMARKING'S OBSERVATIONS

In this survey of some Canadian Health Entities, plus the Teaching Profession, many common observations derive from all the findings, namely:

- i. Maintain currency in Knowledge and Skills in the Profession;
- ii. Responsible for the services provided;
- iii. Follow proper business principles and procedures;
- iv. Participate in Decision Making;
- v. Maintain professional competency by initiating professional Learning, and act professionally;
- vi. Practice safely;
- vii. Commitment to clients; and
- viii. Conformity with Regulations (federal, provincial, and/or municipal)

COMMENTS:

- i. In general, the Dental Profession follows those values, principles and statements;
- ii. For some Entities evaluated in Section V (Benchmarking), Standards that were developed, even if they are suitable, cover a large scope of what they include as a Standard, incorporating usual, numerous and routine tasks as a Standard (Pharmacist Practice in Alberta; Dental Technologists, Alberta). Others cover a more philosophical model by developing principles (The Standards of Practice for the Teaching Profession, Ontario; Dental Hygienists of Ontario). And, some especially those dealing with the Dental Profession find the right measure between conditions, tasks and criteria (Dental Technologists/Technicians in Ontario, BC and Quebec)

V1. ELEMENTS FOR THE STANDARDS OF PRACTICE

- i. *Note:* Annex "A" illustrates the Standards of Practice for the **common and general** components suitable for all Alliance Entities. It is understood that the Standards work as a general **framework** to act as an umbrella and could not replace the more detailed and specific document on Standards of Practice inherent to each provincial Entity.
- ii. In Annex "A", a proposed definition and purpose of Standard of Practice are suggested.
- iii. Here is the suggested Model for this Standards of Practice.

SUGGESTED MODEL OF STANDARDS OF PRACTICE

PRE-REQUISITE ELEMENT	CRITERION
Asepsis	<ul style="list-style-type: none"> i. To apply the proper disinfectant ii. To disinfect all pertinent materials, equipment and other components

GENERAL AND MAJOR ELEMENTS	STANDARDS
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CRUCIAL ELEMENTS	CRITICAL TASKS	CONDI-TIONS	CRITE-RION
<ul style="list-style-type: none"> i. Prescription ii. Fabrication Planning iii. Fabrication Implementation for Prosthesis iv. Quality Control v. Records Keeping 	(Essential Tasks that have an important impact on the common activity)	(Situation in which the accomplishment of a task has to be demonstrated)	(Task stated in observable and measurable terms)

Comply with all governmental regulations

The model takes into account that a Standard is thoroughly linked with what should be accomplished in dealing with four outcomes:

- i. The general and common elements (namely, the *Crucial Elements*) that were identified to allow the Entities to perform at a minimum level of performance;
- ii. The *critical tasks* (only the most generic) that are linked with the major elements. *Note: each entity can elaborate in more detailed ways to add specific sub tasks to their own Standards of Practice;*
- iii. Each critical task is paired with one/or more *conditions*, as referred as the accomplishment of a task, including, if necessary resources, tools, materials...
- iv. And each condition depends on a *criterion* that demonstrates the achievement of a task and its terms are observable and measurable, such as technical quality, interpersonal quality, safety and timeliness...

ANNEX 'A'

THE STANDARDS OF PRACTICE

1. PROPOSED DEFINITION

A Standard of Practice refers to a list of the most critical tasks or activities that are executed and performed by a Registered Dental Technologist/Technician, in the provision of the Dental Technology Services. This list is the minimum competent, safe level of care provided by Dental Technologist/Technician when they apply dental knowledge, skills and attitudes to their practice

2. PROPOSED PURPOSE

The Standards of Practice are intended to be a base reference that defines the minimum level of competence that a Dental Technologist/Technician must demonstrate in order to provide dental technology services at an acceptable level and to protect the public. They are intended to:

- i. State the Standard of performance that dental technologist/technician must give;
- ii. Identify areas requiring improvement;
- iii. Offer guidance to dental technology trainers;
- iv. Provide measurable standard to any complaint; and
- v. Comply with the Provincial Legislations relating to Health matters.

3. PRE-REQUIRE ELEMENT IN THE STANDARDS OF PRACTICE

Before performing any dental technology activity, the dental technologist/technician must be aware of the Asepsis that should take place in the work environment. With regard to this aspect, the dental technologist/technician has to:

- i. make sure that the dental laboratory is clean, safe and in accordance with any government rules and regulations;
- ii. apply the approved disinfectant.

LIST OF COMMON STANDARDS OF PRACTICE:

1. A dental technologist/technician must verify the **prescription** in order to assess its complete adequacy, and to protect the client.
2. A dental technologist/technician must plan the **fabrication of multiple kinds of prosthesis**.
3. A dental technologist/technician must **implement the fabrication of prosthesis**.
4. A dental technologist/technician always should organize all activities with a thorough **quality control**.

5. A dental technologist/technician must **supervise the workload and the work processes that are delegated.**

6. A dental technologist/technician must have a **system of records keeping.**

4. STANDARDS OF PRACTICE

STANDARD #1:

A dental technologist/technician must verify the **prescription** in order to assess its complete adequacy, and for the interest of the client

CRITICAL TASKS:

- Evaluate the prescription for completeness;
- Verification of the prescription;
- Consult with the professional who prescribes it for more information, if necessary.

CONDITION:

- Given a signed prescription by an authorized Health Professional.

CRITERION: the prescription must include:

- Date of the service;
- Dentist's or health Professional's name, and coordinates;
- The client's name;
- Description and/or type of work to be executed;
- Any other particular issue.

STANDARD #2:

A dental technologist/technician must plan the **fabrication of prosthesis**

CRITICAL TASKS:

- Plan the production of prosthesis;
- Manage activities;
- Select the materials approved by Health Canada, ...
- Establish deadlines;
- Assess manpower, procedures and workloads.

CONDITION:

- Given a firm planning of fabrication and/or by using computer programming for the required steps in original planning.

CRITERION: the dental technologist/technician must be aware during the planning phase that:

- All materials used are approved by Health Canada or the Regulatory Authority;
- All equipments used should also be approved;

- The laboratory is safe; the equipments are safe.

STANDARD #3:

A dental technologist/technician must **implement the fabrication of prosthesis**

CRITICAL TASKS:

- Create master models;
- Design and fabricate the prosthesis;
- Apply the necessary techniques;
- Verify that quality;
- Fabricate sub-assembly or substructure, (if necessary).

CONDITION:

- Given an impression or model or any special element from a dentist or a Health Professional to fabricate removable prosthesis, fixed prosthesis, orthodontics, implants relating to full or partial dentures in applying appropriate procedures regarding health and safety in the laboratory.

CRITERION:

- The impression or model must not have flaws or visible distortions that could affect the fabrication activities;
- The proposed materials and components are compatible with the clinical treatment plan;
- The evidence of the completion of each stage of fabrication shall be maintained including the identification of the technologist/technician carrying out the work;
- All in process inspections are complete by an appropriately competent professional or a technologist/technician.

INCLUDING ESSENTIAL TASKS FOR:

A. Removable Prosthesis:

- ✓ Prepare working casts;
- ✓ Fabricate, modify and/or repair complete prosthesis including cast partial components and processed acrylic components;
- ✓ Design, make and/or fabricate and/or repair prosthesis on implants

B. Fixed Prosthesis:

- ✓ Fabricate working models;
- ✓ Construct temporary and permanent fixed restorations;
- ✓ Design, fabricate and/or repair prosthesis on implants

C. Orthodontics and Occlusal Appliances:

- ✓ Adapt dental techniques and materials to orthodontics and occlusal appliances used in dental treatments

SATANDARD #4:

Concerning Laboratory Supervision Requirements: a dental technologist/technician must **supervise the workload and the work processes that are delegated** to an assistant or student who is registered with the Entity

CRITICAL TASKS:

- Must ensure that the person to whom he/she delegates is able to provide the services at a minimum level of required competence.

CONDITION:

- Given that the ultimate responsibility for the services provided by delegation remains with the delegating or supervising dental technologist/technician

CRITERION:

- It is expected that a supervising dental technologist/technician will be on the premises where the delegated dental technology services are being provided, and will be available to provide the necessary supervision during the work processes.

STANDARD #5:

A dental technologist/technician always should organize all activities with a thorough **quality control**.

CRITICAL TASKS:

- Prepare data sheets;
- Verify that quality is acceptable;
- Compile all discrepancies;
- Report any defect for eventual rework;
- Make corrective actions on any default, if needed.

CONDITION:

- Given a final work, treatment or prescription for an accurate fabrication process according to protocols, procedures and work quality.

CRITERION:

- Verify any fabrication clear of malfunctions or non conform operations in the technically critical areas in conformity with the prescription

STANDARD #6:

A dental technologist/technician must have a **system of records keeping**.

CRITICAL TASKS:

- Keep files on prescribing practitioners or authorized practitioners' prescriptions and invoices;
- Register observations for client's demands on data sheet;
- Responsible for maintaining all documentation relating to the material used in the laboratory and in fabrication, including the Material Safety Data Sheets;

- Responsible for keeping a record of all communications and consultation between a dental technologist/technician and the prescribing practitioner or the client;

CONDITION:

- Given that information on the prescription and other pertinent information on clients are kept in a safe environment, and in regard with Provincial Regulations on Records keeping.

CRITERION:

- Verify Prescription information: date, name, dental elements and/or particular activities prescribed by the dentist;
- Verify the quality control list.