# THE COLLEGE of DENTAL SURGEONS

# Of

# SASKATCHEWAN

# STRATEGIC PLAN

(SP3 20190107)

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## I. Vision

Regulated Healthy Members, Enabling a Healthy Public.

## II. Mission

The CDSS regulates and assists members through registration, licensing and communicating professional standards to enable the provision of safe, excellent, comprehensive patient centered oral-facial health care within a well performing oral-facial and general health care system.

## III. Our Values

The following values will guide the CDSS decisions while executing its' mission.

***(i) Fairness***
***(ii) Transparency***
***(iii) Objectivity***
***(iv) Impartiality***
***(v) Respect***
***(vi) Courtesy***
***(vii) Integrity***
***(viii) Confidentiality***
***(ix) Excellence***
***(x) Evidentiary Practice***

## IV. Customer Value Proposition

The CDSS and its members serve two publics- the individual patient or family and the general population. The value propositions for individual clients and the general population are different but related. The expectations of an individual (or family) receiving oral health service in private practice come from a different perspective than the expectations of the general population regarding the performance of the overall oral-facial and general health care system.

The CDSS also serves its members to assist in provision of service to the two publics.

Value propositions are important and synergistic in achieving exceptional service and a well performing oral-facial and general health cars system.

A Customer Value Proposition defines how the CDSS intends to *add value to its members and to the two publics* based on the stated values. The Customer Value Proposition *reflects the perception of the publics served by the CDSS and by CDSS members. B*oth **the basic requirements** of service and **the attributes of service that would make the publics' oral health experience excellent** should be addressed.

1) PRIVATE PRACTICE MEMBER/ INDIVIDUAL PATIENT and/or FAMILY VALUE PROPOSITION

| **Basic Requirements**<br>**Requirements of every individual service encounter.** | **Attributes of Excellent Service**<br>**Attributes which delight the customer and make the service experience exceptional.** |
|---|---|
| Care for me with dignity, respect and courtesy | Partner with me, inform me so I can make excellent informed choices in a friendly, non-threatening environment |
| Provide me the care I need when I need it | Truly care about me with understanding and compassion |
| Keep me safe without harm | Anticipate my future needs |
| Help me reach my oral health goal | Make services simple to understand and to navigate the system for optimal health |
| Meet my expectations | Exceed my expectations |

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2) CDSS AND CDSS MEMBERS/POPULATION and PUBLIC HEALTH VALUE PROPOSITION

| **Basic Requirements**<br>**Basic requirements of the Saskatchewan Oral Health System.** | **Attributes of Excellent Service**<br>**Attributes which delight the population and make the Saskatchewan Oral Health System exceptional.** |
|---|---|
| Affordable, value for individual and public investment | Excellent, Innovative, equitable oral-facial health care outcomes |
| Acceptable standards and access of Oral-facial Health Care | Excellent performance of the Oral-facial Health Care system within the general health care system |
| Effective Leadership | Outstanding Leadership |
| Competent Public Oral Health Care within the general health care system | Excellent Public Oral Health Care integrated with the General Health Care wherein 'the mouth is part of the body!' |

## *3) CDSS/CDSS Member Value Proposition*

| **Basic Requirements of the CDSS** | **Attributes of Excellent Service**<br>**which delight the CDSS Member and make the CDSS exceptional.** |
|---|---|
| Efficient license and regulatory processes | Efficient, user friendly license and regulatory processes that respect the members, the CDSS foundational values and the principles of natural justice |
| Effective Leadership | Outstanding Leadership |
| Support for members general, professional and economic health | Innovative, quality support services for members to enable the provision of safe, responsible, excellent oral healthcare in a variety of efficient service models |

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# V. The Strategic Framework:

## 1. Enabling Legislation, Administering the Vision and Mission

### 1.1 Regulation

1.1.1 DDA, SOHP MOU
1.1.2 Regulatory Bylaws
1.1.3 Administrative Bylaws

### 1.2 Regulatory Affiliation, Enhancement

1.2.1 National Affiliations
- 1.2.11 CDRAF
- 1.2.12 ACFD
- 1.2.13 NDEB
- 1.2.14 RCDC
- 1.2.15 CDA
- 1.2.16 CDS
- 1.2.17 CDAC
- 1.2.18 Registrars, CEOs Meeting

1.2.2 Provincial Affiliations
- 1.2.21 College of Dentistry, U of S
- 1.2.22 Dental Assisting, Hygiene programs, SIAST
- 1.2.23 Saskatchewan Oral Health Professions (SOHP)
  - 1.2.231 SDAA
  - 1.2.232 SDHA
  - 1.2.233 SDTA
  - 1.2.234 DAS
  - 1.2.235 DTAS
  - 1.2.236 NIRO

1.2.3 Regulation Enhancement
- 1.2.31 Infonex
- 1.2.31 Other

### 1.3 Administration, Sustainability

1.3.1 Strategic Planning
1.3.2 Five Year Renewal
1.3.3 Pandemic/Disaster Planning
1.3.4 Administrative Policy
- 1.3.41 Governance
- 1.3.42 Administration
- 1.3.43 Committees
- 1.3.44 Meetings of Members
- 1.3.45 Dental Service Plans

1.3.5 Workforce
- 1.3.51 CEO, Registrar
- 1.3.52 Executive Director
- 1.3.53 Director, Professional Services
- 1.3.54 Director Events, Marketing

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!.3.55 PEP Coordinator
1.3.56 Executive Assistant, Reception
1.3.6 Facility, Database and Communications
1.3.61 Premises
1.3.62 Equipment
1.3.63 Database
1.3.64 Communications
1.3.641 Website
1.3.642 Newsletter
1.3.643 Email
1.3.644 Mail
1.3.7 Finance
1.3.71 General Account
1.3.72 Annual Conference Account
1.3.73 Foundation, Sask. Dental Fund Account
1.3.74 C.E. Account
1.3.8 Audits
1.3.81 Council Functionality
1.3.82 Policy/Processes
1.3.83 Human Resources
1.3.84 Financial

## 2. Healthy Members, Member Support

### 2.1 Members Professional Health

2.1.1 Quality Assurance
2.1.11Practice Enhancement Review Program
2.1.12 Advertising Review
2.1.2 Continued Education and Learning
2.1.3 SOHP Annual Session
2.1.4 CDA Services

### 2.2 Members General Health

2.2.1 Fitness to practice Support
2.2.11 Team Assistance Program
2.2.12 CDSPI Member Assistance Program
2.2.13 Alternate Member Support Contact
2.2.2 CDA Services/Insurance Support
2.2.3 Recognition of Service
2.2.31 CDSS Awards
2.2.32 International College of Dentists
2.2.33 Pierre Fauchard Academy
2.2.34 CDA Awards
2.2.35 Sask. Health Excellence Award
2.2.36 U of S Awards
2.2.37 Past Presidents

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**2.3 Members Economic Health, Sustainability**

2.3.1 Fee Guides and Third-Party Payers
2.3.2 Wage Surveys
2.3.3 Economic Surveys
2.3.4 USC & LS
2.3.5 Facility Insurance
2.3.6 Overhead Insurance
2.3.7 Consultants and CDA Services
2.3.8 Provider Workforce
2.3.81 Generalists
2.3.82 U of S COD
2.3.83 CDSS/COD Mentorship Program
2.3.84 Specialists
2.3.85 Allied Professionals, Disciplines
2.3.86 Sask. Polytechnic/Dental Assistants
2.3.87 Sask. Polytechnic/Dental Hygienists
2.3.88 Training/Dental Therapists

## 3. Healthy Public - Public Interest and Support

**3.1 Regulatory Policy, Government Legislation, Oversight**

3.1.1 Registrar, SK Gov., Health, Policy/Planning Liaison
3.1.11 Registration/Membership/Licensure Policy
3.1.12 Professional Conduct Policy
3.1.13 Discipline Policy
3.1.14 CDSS Professional Practice Standard Development

**3.2 Population Oral Health Care Liaison, Programs, Services**

3.2.1 Chief Dental Officer/ Public Health - Government, Agencies Liaison
3.2.11 Federal First Nations Programs, FNIHB
3.2.12 Federal/Provincial New Canadians Programs
3.2.13 Provincial Supplementary Health Program
3.2.14 SHA Public Health Programs
3.2.15 Saskatchewan Oral Health Coalition
3.2.2 Chief of Dental Staff, SHA Liaison,
3.2.21 Facility Accreditation/Privileges/Standards
3.2.22 Long Term Care Programs
3.2.23 Special Needs/Residency Services
3.2.24 Hospital Operating Room Services
3.2.251 Oral, Maxillo-Facial Surgery /Pediatric GA Services/Clefts
3.2.252 Emergency Call Rosters
3.2.25 Health, MCIB and Implant program

**3.4 Public Education, Oral Health Promotion**

3.4.1 Dental Health Month
3.4.2 Ask the Expert
3.3.3 Radio/T.V. spots
3.3.4 Other

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| **Objective 1 : Provide governance consistent with the DDA and in alignment with our Mission, Vsion, Values (Legislation and Sustainability)** | | | |
|---|---|---|---|
| **Strategic Category 1: Bylaws & Policy** | | | |
| **Strategic Initiative** | **Actions** | **Responsibilities** | **Timeline** |
| Review and update bylaws, policies and processess | Complete Bylaw approval process | Chair, Governance Committee | One year |
| | Continuous surveillance for bylaw amendments | Chair, Governance Committee | Continuous; Major reviews every 5 years |
| | continuous Policy and protocol surveillance for improved functionality' | Chair, Governance Committee | Continuous; Major reviews every 5 years |
| **Strategic Category 2: Stakeholder Affiliation/Interaction** | | | |
| **Strategic Initiative** | **Actions** | **Responsibilities** | **Timeline** |
| Strengthen and Maintain External Relationships | Coninuous positive interaction with government, other professions | Executive Committee | Continuous |
| Regulation Enhancement | Attend seminars | CEO, E.D.,Director of proffessional Services | Yearly |
| **Strategic Category 3: Administration, Sustainability** | | | |
| **Strategic Initiative** | **Actions** | **Responsibilities** | **Timeline** |
| Strategic & Disaster Planning | Maintain Currency | Council | % years review |
| Administrative Policy<br><br>CDSS Workforce<br><br>Facility, Database, communications | Review<br><br><br><br>Review | Administration/Executive<br><br>CEO<br><br>CEO, Executive, Communictions Committee | Continuous, General review 5 years<br><br>Continuous<br><br>As required |
| Annual Financial Audit | Coordinate annual CDSS audit | Executive Committee | Annual |
| Investment Policy | Esnure strategies in place for cash, short and long term investments | Executive Committee | Every 3 years |
| SDF Policy | ensure policy, Terms of reference for Distribution of funds | Executive Committee | Annual |
| Review CEO/Registrar Position | Review employment contract | Executive Committee | Annual |
| Transition Planning | Review long term employment strategy | Executive Committee | Annual |

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| **Objective 2 : Provide member support in the public interest and in alignment with our Mission, Vision, Values (Supporting Healthy Members)** | | | |
|---|---|---|---|
| **Strategic Category 4: Members Health, Service Sustainability** | | | |
| **Strategic Initiative** | **Actions** | **Responsibilities** | **Timeline** |
| **Support members General Health** | | | |
| EFAP Program strategy | Supply programs | Executive Committee | Annual |
| LTD,Life Insurance Programs | Supply programs | Executive Committee | Annual |
| **Support Members Professional Health** | | | |
| Mentorship Strategy | review student mentorship programs | Executive Committee | Major review every 5 years |
| Practice Enhancement Strategy | Review Practices for Compliance | QAC/PERP Committee | Each Practice reviewed every 3-5 years |
| | Recommend Improvements | QAC/PERP Committee | Each Practice reviewed every 3-5 years |
| **Support Sustainable Practices** | | | |
| Economic Strategy | continuous survellience of provincial and national economic climate | Economics Committee | Annual |
| Fee guide Strategy | | Economics Committee | Annual |
| Future of the Profession | monitor practice model trends in the profession | Executive Committee | Review every 3 years |
| **Objective 3: Provide regulation of members in the public interest and in alignment with our Mission, Vision, Values (Supporting Healthy Publics)** | | | |
| **Strategic Category 5: Licensing, process** | | | |
| **Strategic Initiative** | **Actions** | **Responsibilities** | **Timeline** |
| Review licensing/registration policy | continuous policy and process improvement | Executive Committee | Continuous, Major review every 3 years |
| **Strategic Category 6: Standards, Quality Assurance** | | | |
| Competence and Standards | continuous policy review and surveillance | Standards Committee | Continous, Major review every 5 Years |
| **Strategic Category 7: Complaint Resolution** | | | |
| Review complaint resolution policy | continuous policy and process improvement | Professional Conduct Committee | Continuous, Major review every 5 years |

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