

Professional Conduct Committee Report to the CDSS Council (March 2024)

The Professional Conduct Committee (PCC) continues to operate under the mandate of the Dental Disciplines Act.

The Professional Conduct Committee is a Statutory Committee required under the Dental Disciplines Act (The Act) Section 28(1), stating each association shall establish a Professional Conduct Committee. In addition, as required under The Act Section 15 (2) (f) (i) each association can make bylaws to prescribe procedures for the review, investigation and disposition of complaints by the PCC or the mediation of complaints alleging that a member is guilty of professional misconduct or professional incompetence.

The Professional Conduct Committee has implemented the changes in the updated Dental Disciplines Act, specifically Section 29. It has utilized this updated section to deal with several recent complaints and has also utilized the changes to modify its communication with the complainant to provide additional relevant information in a more transparent manner. It also utilized the ability to provide a formal caution to several registrants under Section 29.

The PCC includes Registrants of the CDSS as well as a member of the public. Lisa Cassidy, the Senior Coordinator of Professional Standards and Complaint Process has been training Dayzia Twordik as Lisa will be on maternity leave beginning in March. We wish Lisa all the best during her time away from the CDSS office. Dr. Dean Zimmer continues to be a valuable resource for the PCC with his knowledge and experience.

The PCC continues to work closely with the Advertising Review Committee as well as the Quality Assurance Committee. The PCC relies on the expertise and analysis of both of these committees to aid in its decision making.

As of December 31, 2023, the PCC had received 65 complaints in 2023. 56 involved clinical care and 9 involved Advertising. To date, the PCC have completed 36 cases that arose in 2023. The PCC also completed an additional 24 cases that had been carried forward from 2022.

In my January report I sought out direction on the use of a Mediation Committee as outlined in Section 29 (c) of the DDA from council. I did not receive any direction back which is fine as the PCC has many other tools at its discretion as outlined in the DDA without the need to strike another committee or sub-committee.

The Professional Conduct Committee had a virtual meeting in February to go through PCC processes and to make sure that all committee members were aligned on the goals and processes of the PCC. Minutes for that meeting have been supplied to Dr. Zimmer and Jaime Korczak.

Thank you to all the members of the PCC who dedicate enormous amounts of their time, experience, and knowledge to help ensure that this vital role of the CDSS is executed.

Respectfully submitted,
Dr. Drew Krainyk, Chair