

MEMO

TO: Dr. James Mandigo, Chair APPC

FROM: Cindy Schultz, Associate Dean, Faculty of Health Sciences

CC: Dr. Lara Duke, Dean, Faculty of Health Sciences
Dr. Chris Campbell, Associate Director, Program Development and Quality Assurance

DATE: 19 February 2025

RE: Dean's Summary Report: Program Review of the School Health Studies Certified Dental Assistant Program

Attached please find the Dean's Summary Report of the completed external review of the Certified Dental Assistant Program (CDA). Also attached is the UFV CDA Survey Report 2023, Certificate from the Commission on Dental Accreditation of Canada (CDAC), and the Transmittal Letter to the CDA Program. I ask that this information be forwarded for review as appropriate by APPC and Senate.

I would be pleased to provide further information should you have questions or concerns.

Thank you.

Cindy Schultz
Associate Dean, Faculty of Health Sciences

The Certified Dental Assistant (CDA) program certificate resides within the School of Health Studies, within the Faculty of Health Science. Three full time-faculty, one Limited Term Appointment and one sessional faculty deliver the course culminating in the 10-month CDA Certificate. A total of 24 students are admitted to the cohort-based program annually. Applications to the program remain stable and targeted recruitment of students has been enhanced over the last two years. Students who complete the program at UFV are welcomed into a stable job market.

CDA programs continue to operate based on accreditation provided by the Commission on Dental Accreditation of Canada (CDAC). The External Review Committee (ERC) is comprised of three survey team members external to UFV. As part of the review process, faculty complete an extensive review of institutional structure, the educational program, administration/faculty/faculty development, educational support and services, clinic administration, research and scholarly activities, and program relationships. Detailed documentation and a self-study outlining evidence addressing the accreditation requirements are submitted to the ERC and followed up with an onsite visit. The CDA curriculum is designed to balance lecture, case-based learning, small group work activities, extensive laboratory practice, and clinical placements.

In Fall 2022 and Winter 2023, faculty members in the CDA program engaged in the extensive self-study review, in accordance with CDAC accreditation requirements, submitting their CDA Survey Report to the ERC in March 2023. On May 15th and 16th, 2023, CDAC representatives engaged in a two-day site visit at UFV. Site visitors met with various individuals over the course of the two-day site visit. This included the following:

- Program administrators
- Dean and Associate Dean
- Director, School of Health Studies
- Program Coordinator (now Program Head)
- Admissions (Registrar/Officer)
- Advisory Committee Chair (external member of Program Advisory)
- Engaged in an open forum with students and a separate open forum with faculty

During the site visit the ERC also toured the facilities and learning resource centre, engaged in clinical observation, and held an exit conference with the program head, clinic coordinator and Director of the School of Health Studies.

On November 18, 2023, CDAC met to review the 2023 Survey Report completed by the CDA faculty, and additional information provided. At this time CDAC noted the strengths of the CDA program and commended the work of the professional faculty members and staff. With this, CDAC granted accreditation status of ***approved without reporting requirements***, for the

maximum period of seven years. This is a significant achievement and speaks to the exceptional work of the dedicated faculty members and program administrators.

The evaluation of the CDA Program against the CDAC accreditation requirements identified recommendations as outlined in the table below. Responses to these recommendations have also been included and were approved by CDAC.

Recommendation	Response/Action	Time Frame
1. That the program ensure the privacy of student records. (requirement 5.1.1)	To ensure the privacy of student medical histories, these student records have been moved to a locked mobile cabinet that is stored in the same location as patient files, which are kept in a locked room. Students are provided access only when needed for patient care. To ensure confidentiality of student grades and evaluation, the instructor evaluations have been removed from the student clinical manuals and are now stored in a locked filing cabinet only accessible by instructors when students are ready for evaluation.	Completed for the Fall 2023 enrollment. This practice will be ongoing.
2. That patient treatment records be comprehensive and adequate for teaching purposes and consistent with current regulatory requirements for record keeping. (requirement 5.1.3)	Immediately action was taken to address the feedback provided by the CDAC site team during the exit meeting. A faculty meeting was scheduled the day after the CDAC site visit on May 17, 2023, to discuss the discrepancies and inconsistencies identified by the site visitors with patient charts. Based on the feedback, a faculty patient care calibration quality assurance checklist was created as a tool to be used by faculty to help with calibration during the final client care clinics scheduled on May 23 and 25th. Faculty referenced this QA document during the client care clinic as a calibration tool and when conducting post clinic chart audits. Any discrepancies or inconsistencies identified were addressed with student operators and if required late chart entries were completed under faculty supervision. The ability to implement this QA checklist has enabled the	Completed for the Fall 2023 enrollment. This practice will be ongoing.

	program to address the concerns with discrepancies and inconsistencies previously found in program charts, demonstrating that patient treatment records are comprehensive and adequate for teaching purposes and consistent with current regulatory requirements for record keeping. As recognized by the CDAC team, medical histories are completed by the parent/legal guardian prior to the scheduled appointment for clients booked for the School Clinics. These forms are initially reviewed by the UFV Clinic Coordinator to ensure all questions have been answered, any medical alerts have been noted, and any follow-up information has been received. The UFV dentist also reviews and updates each medical history with the child on the day of the school visit. Considering the feedback from the CDAC survey team, the UFV School Clinic medical history forms were immediately revised to include a statement that the parent/legal guardian MUST advise the dental clinic if there are ANY changes to their child's medical history. Though the revised <u>form</u> did not get used with the 2023 School Clinic Program the new <u>protocol</u> for updating medical histories was implemented for the final School Clinic visit on May 18th (after the May 16th site visit). An email was sent to the schoolteacher to advise all parents/ legal guardians that ANY medical history changes MUST be communicated to the UFV School Clinic Coordinator or to the CDA Clinic Coordinator before the class visit. Going forward the new form will be used in conjunction with email reminders.	
3. That the program have the appropriate signage and flow (non-	Signage on the walls and red/green colored trim tape on the counters in the sterilization room have been mounted that clearly identify the	Completed for the Fall

sterile/sterile) in the sterilization area, no other items/equipment be placed in the sterilization area not related to reprocessing, and oral hygiene aids and other noncontaminated items should be stored in an area that will not become contaminated. (requirement 5.2.2)	separation from the non-sterile sterilization dirty areas and the sterile clean areas. The refrigerator located in the sterilization room that contained food has been moved to the faculty lunchroom where food items will be stored. A smaller fridge was purchased for the sterilization room used for clinic supplies only. No food or drink will be stored in the fridge located in the sterilization room. Storage of oral hygiene aids and other noncontaminated items have been moved so there is no risk for them to become contaminated. The oral hygiene aids stored in the plastic container drawers adjacent to the Statim sterilizer have been moved out of the sterilization room and stored on a trolley in the main dental clinic during client clinics.	2023 enrollment.
4. That students, faculty members, and staff wear puncture-resistant, heavy-duty utility gloves when handling or manually cleaning contaminated instruments. (requirement 5.2.2)	Immediately after the CDAC site visit, students and faculty began using heavy-duty puncture resistant nitrile utility gloves when manually cleaning, handling, and bagging contaminated instruments. In addition, the procedural guidelines and Competency #11 Practice Principles of Asepsis- Maintain Sterilization Area have been revised to reflect this change	Completed for the Fall 2023 enrollment.
5. That patients be provided with protective eyewear during dental procedures and throughout the dental appointment. (requirement 5.2.2)	Providing patient protective eyewear during dental appointments has always been a UFV CDA program policy and procedure that students are expected to adhere to. Students are provided with specific guidelines on this during their training, it is outlined in the Patient Positioning Procedural Guidelines, additionally, this is also outlined in the student competency criteria used for student skills evaluation found in the DENT 150 Competency #2 Manage Patient Comfort and Position Patient and Team.	Completed for the fall 2023 enrollment.

	In the learning environment it is expected that on occasion students will make mistakes. Although faculty are always closely monitoring to ensure that students adhere to all safety policies and procedures, which includes ensuring patients are wearing safety glasses during treatment, it is not realistically possible to be watching all student's 100 percent of the time. During the site visit the CDAC site visitors clearly stated to faculty that they were there to evaluate CDAC program requirements, and not student performance, therefore we ask that this is taken into consideration as student error, opposed to a program deficiency. Faculty have considered this feedback carefully, and revisions have been made to competency related to this policy to further highlight the importance, expectations, and timing of providing protective eyewear for patients	
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As identified by the CDA Program Head and faculty, they are committed to ensuring the program continues to meet the minimum national requirements as outlined by CDAC. Upon receiving feedback from CDAC the program implemented changes and fully addressed the recommendations outlined.

The CDAC ERC also put forward the suggestions as identified in the table below.

Suggestion	Response/Action	Time Frame
1. That the program have an AED within the program clinic. (requirement 5.2.2)	An AED is now available in the clinic.	Completed
2. That the program store the lab coats in such a way to provide visibility and easy access to the clinic fire extinguisher. (requirement 5.2.2)	The coat hooks have now been moved over to allow for easy visualization of the fire extinguisher.	Completed

3. That internal chemical indicators be used to detect penetration into the package. <i>(requirement 5.2.2)</i>	This is not a requirement of the regulatory body in BC.	N/A
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At this time, no further action is required by CDAC. Faculty in the CDA program remain committed to providing quality education, ensuring students are well prepared for practice upon successful completion of the CDA program.