



Education/Outreach

Subcommittee

Agenda



Notice is hereby given that a public meeting of the Education and Outreach Subcommittee of the Dental Hygiene Committee of California will be held as follows:

EDUCATION/OUTREACH SUBCOMMITTEE MEETING

**Monday, September 27, 2010
Evergreen Hearing Room
2005 Evergreen Street, 1st Floor
Sacramento, CA 95815
9:00 A.M.**

AGENDA

- EDU 1** – Roll Call/Establishment of Quorum
- EDU 2** – Public Comment
- EDU 3** – Approval of Minutes
- EDU 4** – Report of Attended Outreach Events
- EDU 5** – Upcoming Scheduled Outreach Events
- EDU 6** – Information on Website
 - a. Frequently asked questions
 - b. Consumer Protection Information
 - c. License Type Fact Sheet
 - d. Licensing Survey Information
- EDU 7** – Future Agenda Items
- EDU 8** – Adjournment

**Education/Outreach
Subcommittee**

Chair – Rita Chen Fujisawa
Cathy DiFrancesco, RDH
Michelle Hurlbutt, RDH
Andrew Wong

A quorum of the Committee may be present at the subcommittee meeting. However, Committee members who are not on the subcommittee may observe, but may not participate or vote. Public comments will be taken on agenda items at the time the specific item is raised. The subcommittee may take action on any item listed on the agenda, unless listed as informational only. All times are approximate and subject to change. Agenda items may be taken out of order to accommodate speakers and to maintain a quorum. The meeting may be cancelled without notice. For verification of the meeting, call (916) 263-1978 or access the Committee's Web Site at www.dhcc.ca.gov.

The meeting facilities are accessible to individuals with physical disabilities. A person who needs a disability-related accommodation or modification in order to participate in the meeting may make a request by contacting Tom Jurach at (916) 576-5002 or e-mail tom.jurach@dca.ca.gov or send a written request to DHCC at 2005 Evergreen Street, Ste. 1050, Sacramento, CA 95815. Providing your request at least five (5) business days before the meeting will help to ensure availability of the requested accommodation.



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Agenda

Tab: EDU 3



Dental Hygiene Committee of California

2005 Evergreen Street, Suite 1050, Sacramento, California 95815
Phone 916.263.1978 Fax 916.263.2688 | www.dhcc.ca.gov

***Dental Hygiene Committee of California
Education/Outreach Subcommittee Meeting
Hilton Hotel, Ontario Airport
700 North Haven Avenue
Ontario, CA 91764***

March 22, 2010

Minutes - DRAFT

1. Roll Call/Establishment of Quorum

Members Present

Rita Chen Fujisawa, Chair
Michelle Hurlbutt, RDH
Andrew Wong, Public Member

Chair, Rita Chen Fujisawa had the Members of the Subcommittee introduce themselves.

2. Traci Napper, DHCC staff analyst, presented an overview of the outreach events which have been attended as well as those scheduled. She informed the subcommittee that typically the executive officer and a staff member attends these events.

Members were encouraged to suggest other events they would like to see DHCC represent. It was noted that when a new event is suggested the DHCC president must approve attendance.

Ms. Chen Fujisawa requested that Ms. Napper provide the DHCC materials presented at outreach events to the members for their information and input.

Staff was encouraged to make sure information is disseminated to licensees regarding the retroactive fingerprinting. Ms. Hubble stated she will provide this information at CDA's and CDHA's conventions. She also informed the members that fingerprint information will be on the website and contained in renewal notices when appropriate.

Member Wong requested participation data from staff to determine the effectiveness of sending DHCC representation to outreach events. This would be valuable feedback to ensure that attendance at these events is cost effective and justified.

Ms. Hurlbutt suggested purchasing a live scan machine to assist in the taking of fingerprints. Mr. Salute said that the Dental Board looked into it at one time and he believes their decision not to purchase was based upon the costs involved.

Chair Chen Fujisawa stated she believed that DHCC's initial year should be focused on the development and establishment of its infrastructure as a priority and that next year DHCC may look into other venues of outreach and education, besides the already planned activities.

Cindy Callaghan from San Joaquin College in Sacramento said she felt DHCC's attendance at CDHEA was very beneficial.

3. Future Agenda Items

4. Public Comment

Katie Dawson, CDHA, suggested that DHCC develop information for the public explaining outlining what a hygienist does. She feels consumers do not know specifically what a hygienist is. She further suggested the categories of RDHAP and RDHEF be explained as well.

There being no further business, the subcommittee meeting was adjourned.



DATE	September 27, 2010
TO	DHCC Subcommittee Members
FROM	Traci Napper, Dental Hygiene Committee of California
SUBJECT	EDU 6: Information on Website

Attached are screen prints from the DHCC's website:

- The first attachment has frequently asked questions regarding the consumer complaint process.
- The second attachment is a copy of the consumer complaint form.
- The third attachment is a copy of the DHCC home page.

All information placed on the web site must be reviewed and approved by legal counsel. At this time, staff is in the process of developing frequently asked questions regarding licensure renewal, fingerprinting, continuing education, examination, and allowable duties. It was also requested that staff develop a fact sheet describing the types of licenses issued by DHCC.

Staff will provide an update at its next meeting.



Consumers' Frequently Asked Questions

QUICK HITS

- Hygiene Survey Data
- DHCC's Customer Satisfaction Survey
- Join Our Email List
- New DHCC Committee Members
- 2010 Examination Schedules
- License Renewal Information
- California Dental Board
- How to Become Licensed?
- FNP Application and Requirements
- Committee Meetings
- Regulatory Hearings
- License Verification
- Laws and Regulations

The following information is intended to inform consumers of the procedures for filing a complaint against individuals licensed by the Dental Hygiene Committee of California. Board licensees are those who practice in the following license categories:

- Hygienist
- Hygienist in Alternate Practice (HAP)
- Hygienist in Extended Functions (HEF)

If you need information or have a problem with a **health plan (HMO)**, contact the **Department of Managed Health Care at 1-800-400-0815**.

Who Can/Should File a Complaint?

A complaint should be filed by anyone who believes that a licensee of the Dental Hygiene Committee has engaged in illegal activities which are related to his/her professional responsibilities. This includes substandard dental care rendered by any of the license categories mentioned above.

In addition, if you have evidence which indicates that an unlicensed person is participating in activities for which a license is required, you should report such activity to the Committee.

Complaints involving allegations which are not within the jurisdiction of this Committee may be referred to other agencies or organizations which may be better able to assist the complainant. **Complaints not within the authority of the Committee concern: fee/billing disputes, general business practices, and personality conflicts.**

Done

- Laws and Regulations
- Educational Programs and Courses
- RDH Examination Recorders
- Committee Newsletters

RELATED LINKS

- Disaster Healthcare Volunteers
- Department of Consumer Affairs
- Business and Professions Code
- State of California Web Site
- California Legislative Information



fee/billing disputes, general business practices, and personality conflicts.

How Do I File a Complaint?

All complaints must be in writing. The information contained in your complaint will determine what action the Committee will take. Please provide a statement which describes the nature of your complaint. Include as many specific details as possible as well as any documentary evidence related to your complaint. This may include patient records, photographs, contracts, invoices, and correspondence. It is not necessary to refer to specific sections of the law which you feel have been violated. While anonymous complaints will be reviewed, they may be impossible to pursue without support from the complainant.

How Are Complaints Processed?

The Committee receives complaints concerning a wide variety of issues and situations. Complaints are reviewed immediately upon receipt. Those complaints containing allegations that would warrant disciplinary action (e.g., sexual abuse, negligence, incompetence, etc.), and can be substantiated, are immediately referred to an investigator. The complainant is notified that the matter is being formally investigated (approximately two-four weeks after complaint is received).

Complaints which may be unlikely causes for any disciplinary action, and which are substantiated, are dealt with through direct mediation and/or referral. Complaints that are clearly nonjurisdictional (i.e., fee disputes, insurance issues) are referred to other agencies or organizations which may be more able to assist the complainant.

If it has been determined that a complaint must be formally investigated, the complainant is advised and can expect to be interviewed by the investigator assigned to the case. This interview will provide the complainant an opportunity to fully discuss the details of the complaint, answer the investigator's questions, and ask any questions regarding the overall process. The investigator may also interview the subject (licensee) of the complaint who will be advised of the nature of the complaint. To ensure that the success of the investigation is not jeopardized in any way, the details of the investigation remain confidential and are not public record.

Once the investigation is completed and the allegations are confirmed, the case may be submitted to the Office of the Attorney General for formal administrative disciplinary action. In signing the Accusation, the Committee's executive officer becomes the complainant. Once the Accusation is filed, it becomes a public document. The licensee may request a hearing to contest the charges. At the hearing, the Committee must demonstrate "by clear and convincing evidence to a reasonable certainty" that the allegations are true. For that reason, it may be necessary for the person who made the original complaint to testify.

In many cases, defense counsel and the Deputy Attorney General representing the Committee may engage in discussions of proposals for stipulated settlements prior to the hearing. Stipulated settlements generally include admission to one or more of the violations alleged and a proposal for appropriate discipline. The Committee encourages negotiated settlements because they eliminate

When a case does go to hearing, the hearing is presided over by an Administrative Law Judge (ALJ). After the hearing is completed, the ALJ will issue a "Proposed Decision" stating the findings (facts that were proven in the hearing) and offer a recommendation for resolution (i.e., dismissal, revocation, probation). The ALJ utilizes the Committee's Disciplinary Guidelines in formulating a recommendation. The proposed decision is distributed to the Committee members for a vote. If the Committee votes to non-adopt the proposed decision, the hearing transcript is then circulated among Committee members, along with written arguments from the defense counsel and the Committee's counsel, and the Committee issues its own Final Decision. Final Decisions are a matter of public record and are available upon written request.

In conclusion, it should be noted that the time frame involved in the disciplinary process, from the time a complaint is originally received by the Committee until a final decision is rendered, generally takes a minimum of at least two years.

Should Unlicensed Practice be Reported to the Committee?

If you have evidence which indicates that an unlicensed person is participating in activities (Hygienist) for which a license is required, you should definitely report such activity to the Committee. However, you should be aware that as a licensing agency the Committee only has jurisdiction to take disciplinary action against its licensees. In certain circumstances, however, the Committee will investigate allegations of unlicensed practice, and, if sufficient evidence is found, will forward this information to the local District Attorney's Office for criminal prosecution.

Applicants for licensure, interns and trainees may also be engaged in unlicensed practice. In those cases, the Committee will investigate and pursue appropriate administrative action.

If you have further questions regarding the complaint process, please write or call the Dental Hygiene office.



Done

GOVERNOR SCHWARZENEGGER



[Visit his Website](#)

Pursuant to the Governor's Executive Order S-12-10, beginning August 20, 2010, the Department of Consumer Affairs will be closed the second, third and fourth Friday of each month until further notice.

- RELATED LINKS**
- [Department of Consumer Affairs](#)
 - [Business and Professions Code](#)
 - [Pharmacy Board](#)
 - [State of California Web Site](#)
 - [California Legislative Information](#)

- QUICK HITS**
- [Hygiene Survey Data](#)
 - [DHCC's Customer Satisfaction Survey](#)
 - [Join Our Email List](#)
 - [New DHCC Committee Members](#)
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 - [License Renewal Information](#)
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 - [Regulatory Hearings](#)
 - [Board Meeting Calendar](#)
 - [License Verification](#)



Welcome to the new Dental Hygiene Committee of California (DHCC) web site. We are proud and excited that DHCC is the first of its kind in the United States.

The DHCC will consist of nine-members appointed by the Governor; four public members, one practicing dentist and four dental hygienists. The responsibilities of DHCC include issuing, reviewing, and revoking licenses as well as developing and administering examinations. Additional functions include adopting regulations, determining fees and continuing education requirements for all hygiene licensure categories. In the near future, the DHCC will establish a Diversion Program for licensees whose competency may be impaired due to drug or alcohol abuse and will establish a Diversion Evaluation Committee.



CONSUMER COMPLAINT FORM

PLEASE PRINT OR TYPE

COMPLAINT REGISTERED AGAINST

Name:			Name of Dental Office:
Address:			
City:	State:	Zip Code:	Office Phone Number:

PERSON REGISTERING COMPLAINT

Mr. <input type="checkbox"/> Mrs. <input type="checkbox"/> Ms. <input type="checkbox"/>	Name:	Relationship to Patient:
Address:		Home Phone Number:
City:	State:	Zip Code:
Patient Name:		<input type="checkbox"/> Male <input type="checkbox"/> Female Patient's Date of Birth:
Legal authority to act on patient's behalf? If yes, must attach legal documentation.		
Has patient been examined or treated by another hygienist for this same complaint? YES <input type="checkbox"/> NO <input type="checkbox"/> If yes, please provide full names and addresses on the back of this form.		

DETAILS OF COMPLAINT

Dates of Visits:

State your complaint in detail:

NOTICE: As much information as possible should be provided, in addition to any supporting documents pertaining to your specific complaint. Failure to provide sufficient information or documentation may prevent or delay the review of your complaint. The information will be used to determine whether a violation of law has occurred. If a violation is substantiated, the information may be transmitted to other governmental agencies, including the Attorney General's Office. The Dental Hygiene Committee of California does not have jurisdiction over fee disputes or office business procedures.

DO NOT WRITE IN THIS SPACE

Signature _____ Date _____



SUPPLEMENTAL COMPLAINT INFORMATION

PLEASE PROVIDE THE NAME, ADDRESS, TELEPHONE NUMBER AND DATE OF VISIT TO ANY OTHER HYGIENIST OR HYGIENIST IN ALTERNATIVE PRACTICE YOU HAVE SEEN SINCE BEING TREATED BY THE SUBJECT OF YOUR COMPLAINT.

1.	_____	_____
		SUITE #
	_____	_____
	PHONE #	DATE(S)
2.	_____	_____
		SUITE #
	_____	_____
	PHONE #	DATE(S)
3.	_____	_____
		SUITE #
	_____	_____
	PHONE #	DATE(S)
4.	_____	_____
		SUITE #
	_____	_____
	PHONE #	DATE(S)



Authorization for Release of Dental/Medical Patient Records

Patient Name: _____ Date of Birth: _____

AUTHORIZATION TO RELEASE INFORMATION: I, the undersigned, authorize any physician, dentist, medical practitioner, hospital, clinic or other dental or dental related facility having records (original and/or electronic) available as to diagnosis, treatment and prognosis with respect to any dental or medical condition and/or treatment of me (or the patient) to release to the Dental Hygiene Committee of California or any Committee representative, related local, state and federal governmental agencies, including but not limited to, investigators and legal staff.

I understand that this information will be maintained in confidence and will be used solely in conjunction with any investigation and possible legal proceeding regarding any violations of California laws and regulations. I further agree to allow the Committee, Committee representatives and related governmental agencies, to process and possibly file other charges based on my complaint.

I also understand that the subject of my complaint may receive a copy of my complaint and records pursuant to the Administrative Procedures Act and the Information Practices Act.

I agree that a photocopy of this Authorization shall be as valid as the original. This Authorization shall remain valid until the Dental Hygiene Committee of California or other authorized Government Agency completes its review and the proceedings arising out of the investigation.

I understand that I have a right to receive a copy of this authorization if requested by me.
Patient/Guardian

Signature: _____ **Date:** _____

Attach written proof of authorization to act on patient's behalf.

This release is in compliance with the requirements of Civil Code § 56.11.



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Tab: EDU 4



DATE	September 27, 2010
TO	DHCC Subcommittee Members
FROM	Traci Napper, Dental Hygiene Committee of California
SUBJECT	EDU 4: Report of Attended Outreach Events

The Dental Hygiene Committee of California was invited to several outreach events. Staff believes that attending outreach events are very beneficial to the licensees and consumers. Benefits include consumer protection awareness along with licensure and enforcement information.

Staff attended the following outreach events:

January 29, 2010

California Dental Hygiene
 Educators' Association (CDHEA)
 San Jose, CA

June 11-13, 2010

California Dental Hygienists' Association (CDHA)
 House of Delegates (HOD)
 San Francisco, CA

May 14, 2010

California Dental Hygienists' Association (CDHA)
 "Spring Scientific Session"
 Anaheim, CA

September 9-11, 2010

California Dental Association (CDA)
 "Art and Science of Dentistry"
 San Francisco, CA

May 14-17, 2010

California Dental Association (CDA)
 "Art and Science of Dentistry"
 Anaheim, CA

Listed below is information associated with attending outreach events:

** (Please note that expenditures include but are not limited to lodging, airlines, mileage and per diem).*

Event	Number of RDH/RDHAP/RDHEF that attended.	Number that visited DHCC's Booth	Number of Staff Attended	*Expense
CDHEA	Approx 150	Spoke to Group	1	\$380.00
CDA/CDHA, Anaheim	2,410	378	4	\$3,150
CDHA House of Delegates	292	200	2	\$782
CDA, San Francisco	1,1633	265	3	\$1054

Event	Number of RDH/RDHAP/RDHEF that attended.	Number of Members Attended	*Expense
CDHA - HOD	292	1	\$85



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Tab: EDU 5



DATE	September 27, 2010
TO	DHCC Subcommittee Members
FROM	Traci Napper, Dental Hygiene Committee of California
SUBJECT	EDU 5: Upcoming Scheduled Outreach Events

DHCC is scheduled to attend the following outreach event contingent on an approved budget:

November 5-6, 2010
California Dental Hygienists' Association (CDHA)
Fall CE Extravaganza and Board of Trustees
Burlingame, CA

The schedule for Outreach Events for 2011 will be presented at the December 2010 meeting.



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Tab: EDU 6