



Dental Hygiene Committee of California

Strategic Plan

2017-2021

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Dental Hygiene Committee of California

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Anthony Lum, Assistant Executive Officer, DHCC

Message from the Committee President

As President of the Dental Hygiene Committee of California (DHCC) which is the only autonomous governing body for Registered Dental Hygienists, Registered Dental Hygienists in Alternative practice, and Registered Dental Hygienists in Extended Functions in the nation, I am pleased to bring forward and present the DHCC's 2017-2021 Strategic Plan. This document represents our mission "The DHCC licenses, enforces and regulates the Dental Hygiene professionals to protect the public and meet the oral hygiene needs of all Californians."

I want to thank everyone who has been involved in the creation of this plan. The strategic planning process has been a collaborative effort between the DHCC Members and staff, dental hygienists, and the public. I also want to thank the Department of Consumer Affairs' SOLID Training Unit for facilitating the Strategic Planning session on September 24, 2016. The plans that are in this document identify key issues and goals for which the DHCC will be accountable, and the actions we will implement to accomplish them.

The DHCC continually strives to attain meaningful improvements in our programs and services. Some of the most significant DHCC accomplishments over the past few years are:

- The new BreEZe computer system to make licensee and applicant transactions easier and in real time;
- New regulations to improve consumer's access to dental hygiene care; and
- Additional staff to help with customer service for licensees, applicants, and all interested stakeholders.

As President of the DHCC, I invite all interested stakeholders to join in working with us over the next five years to achieve the goals outlined in this strategic plan. The DHCC publishes advanced notice of all its public meetings on its website and through email blasts, and encourages your participation and contribution.

As a committee, we believe the new plan offers a roadmap to the future with a clear focus on building the basic framework for the regulation and oversight of the Dental Hygiene profession in California.

Thank you,

Noel Kelsch, RDHAP, MS, President

Dental Hygiene Committee of California

About the Dental Hygiene Committee of California

The Dental Hygiene Committee of California (DHCC) is responsible for licensing three categories of primary oral health care professionals in dental hygiene. They are the Registered Dental Hygienist (RDH), Registered Dental Hygienist in Alternative Practice (RDHAP), and the Registered Dental Hygienist in Extended Functions (RDHEF). The DHCC develops and administers the written law and ethics examinations, enforces the rules and regulations governing the practice of dental hygiene, and oversees the dental hygiene educational programs. The DHCC also participates in outreach and support of the community and its stakeholders, with the goal of ensuring the highest quality of oral health care for all Californians.

Mission

The DHCC licenses, enforces and regulates the Dental Hygiene professionals to protect the public and meet the oral hygiene needs of all Californians.

Vision

Provide access to quality dental hygiene care for all Californians.

Values

Communication
Teamwork
Customer Service
Excellence
Respect
Transparency

Strategic Goal Areas

1	Licensing and Law & Ethics Examination <i>The DHCC establishes and maintains licensing standards and the Law and Ethics examination(s) to protect consumers while allowing reasonable access to the profession.</i>
2	Enforcement <i>The DHCC protects the health and safety of California consumers through the enforcement of laws and regulations governing the practice of dental hygiene.</i>
3	Legislation and Regulation <i>The DHCC advocates for statutes and adopts regulations, policies, and procedures that strengthen and support its mandates, mission, and vision.</i>
4	Educational Oversight <i>The DHCC regulates and enforces dental hygiene educational program standards to increase consistency and quality in order to protect consumers.</i>
5	Organizational Development <i>The DHCC continues to build and maintain an excellent organization with effective Committee governance, strong leadership, and responsible management.</i>

Goal 1: Licensing and Law and Ethics Examination

The DHCC establishes and maintains licensing standards and the Law and Ethics examinations to protect consumers while allowing reasonable access to the profession.

- 1.1 Promote the DHCC's transparency with information dissemination through its website (including the posting of vital items to provide updated and consistent information), enhance online accessibility, increase stakeholder participation in DHCC activities, and promote environmental responsibility.
- 1.2 Inform stakeholders via the website, newsletter, and other methods about the availability of information and resources to increase productivity and enhance communication and transparency with stakeholders.
- 1.3 Educate licensees about the role of the DHCC by communicating its purpose and significance to the profession.
- 1.4 Develop continuing education regulations to require specific training unique to Registered Dental Hygiene professionals to protect public health and safety.
- 1.5 Hire additional licensing staff to address existing and future mandates to improve access to care, response times, and service quality.
- 1.6 Study the feasibility of alternative pathways for initial licensure.¹

¹ Rollover from 2010-2015 Strategic Plan

Goal 2: Enforcement

The DHCC protects the health and safety of consumers through the enforcement of laws and regulations governing the practice of dental hygiene.

- 2.1 Hire additional enforcement staff to investigate allegations, enforce statutes and regulations, and preside over on-site investigations.
- 2.2 Create and implement a continuing education compliance program to verify licensees' completion of the continuing education requirements for license renewal in order to protect the public.
- 2.3 Review and if appropriate modify existing enforcement statutes regarding unprofessional conduct and disciplinary guidelines to clarify, strengthen, and enhance oversight for consumer protection.

Goal 3: Legislation and Regulation

The DHCC advocates for statutes and adopts regulations, policies, and procedures that strengthen and support its mandate, mission, and vision.

- 3.1 Hire additional legislative staff to pursue and monitor legislation and regulations to advance the DHCC's mission and vision.
- 3.2 Promulgate regulations for existing and new statutes to clarify the law.
- 3.3 Research and advocate for legislation that pertains to the continuity of care for patients dealing with "right to choose" issues and want to utilize a Registered Dental Hygienist in Alternative Practice provider.
- 3.4 Research and advocate the removal of the direct supervision duties to allow direct access to a Dental Hygienist without the supervision of a Dentist. This will enhance consumer accessibility to dental hygiene care.
- 3.5 Research and advocate legislation for Dental Hygiene professionals to practice in underserved areas to increase consumer accessibility to dental hygiene care.

Goal 4: Educational Oversight

The DHCC regulates and enforces dental hygiene educational program standards to increase consistency and quality in order to protect consumers.

- 4.1 Hire additional educational program staff to address existing and new mandates to improve regulatory compliance of educational programs to protect the public.
- 4.2 Promote and encourage educational oversight transparency and communication by developing improved relationships with stakeholders.
- 4.3 Increase oversight of educational program compliance with California regulations and accreditation standards to maintain the quality of dental hygiene education in California.
- 4.4 Develop regulatory language to implement cite and fine options for non-compliant educational institutions to increase consumer protection.
- 4.5 Seek statutory authority to create a probationary status for non-compliant educational institutions as an alternative enforcement method that provides an opportunity for compliance.

Goal 5: Organizational Development

The Committee continues to build and maintain an excellent organization with effective Committee governance, strong leadership, and responsible management.

- 5.1 Hire additional administrative staff to improve efficiency and enhance customer service.
- 5.2 Explore additional office space to meet the programmatic needs of the Dental Hygiene Committee of California's mission and mandate.
- 5.3 Continue with staff's professional development that expands knowledge, maximizes motivation, and promotes retention.

Strategic Planning Process

To understand the environment in which the DHCC operates and identify factors that could impact its success, the California Department of Consumer Affairs' SOLID Unit conducted an environmental scan of the internal and external environments by collecting information through the following methods:

- An online survey sent to DHCC stakeholders in July and August 2016. The online survey received 547 responses.
- An online survey sent to all DHCC employees in July and August 2016. This survey received responses from five employees.
- Interviews were conducted with seven DHCC members, the Executive Officer, and the Assistant Executive Officer in July and August 2016.

The most significant themes and trends identified from the environmental scan were discussed by DHCC members, the Executive Officer, and the Assistant Executive Officer during a public strategic planning session facilitated by SOLID on September 24, 2016. This information guided the DHCC in the development of its strategic objectives outlined in this 2017 – 2021 strategic plan.



Dental Hygiene Committee of California

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This strategic plan is based on stakeholder information and discussions facilitated by SOLID for the Dental Hygiene Committee of California in September 2016. Subsequent amendments may have been made after board adoption of this plan.

