



Ordre des  
**hygiénistes dentaires**  
du Québec

## **General Supervision Program**

*“Daily and continually updated skills”*

### **GENERAL AND PREPORATORY INFORMATION**

*Keep for your preparation for the visit*

*[Translation] “Every professional Order has the obligation to ensure the upkeep of competencies of their members troughout their professional life, notably by establishing a professional inspection program.”*

*Reference: Ordre de protéger - Conseil interprofessionnel du Québec*

700-606, rue Cathcart  
Montréal (Québec) H3B 1K9

**Tél. : 514 284-7639**  
1-800-361-2996  
Télec.: 514 284-3147

[www.ohdq.com](http://www.ohdq.com)  
[info@ohdq.com](mailto:info@ohdq.com)

### The general supervision program aims to:

- Ensure the protection of the public by evaluating the competence and quality of the acts provided
- To promote an understanding of the role, duties and professional obligations as well as a good knowledge of the laws and regulations governing the profession.
- Identify members in difficulty and make appropriate recommendations.
- Suggest tools and/or professional and/or continuing education programs to correct observed weaknesses.

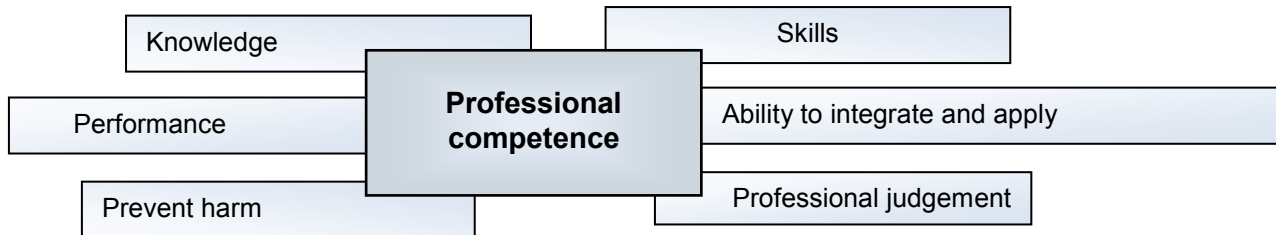
### The general supervision program aims to be preventive and constructive.

#### The concept of professional competence

This commonly refers to the body of knowledge and skills required to perform professional activities. Today, we associate competence to the ability for an individual to fit into a workplace, or to their adaptability or to their performance.

*[Translation] “The competence understood in the sense of professional competence, specifically, the competence aspect of risk of prejudice, has specific dimensions. Indeed, beyond the knowledge and skills specific to a domain, the professional must demonstrate an ability to integrate and apply them in different and complex situations when providing services to a client or an employer and preventing harm to it. We’re talking about using ethical and moral dimensions when assessing needs and services. Competence, so defined, is the basis for exercising professional judgment.”*

*Reference: Ordre de protéger - Conseil interprofessionnel du Québec*



### The competencies of the surveillance program are divided into four components and thirteen objectives:

#### Protection of the public

- I Perform acts according to the appropriate interpretation of information provided by the medical questionnaire
- II Optimally apply all the asepsis measures required, in accordance to the accepted standards
- III Organize the place of work so that it is safe

#### Professional Ethics

- IV Perform acts according to the duties and obligations required by professionals and members of the OHDQ
- V Act with full consciousness and understanding of the Regulations
- VI Proceed according to the elements recorded during the screening detection of dental oral diseases
- VII Implement the concepts and skills acquired through continuing professional training activities, which are carried out on a regular basis

#### Management of the practice and of the practice and execution of the mandates

- VIII Depending on the situation and on the client, provide the best care and service possible
- IX Refer the client to another professional when necessary
- X Maximize the material resources
- XI Actively participate in improving ones work

#### Communication

- XII Fully exercise ones role to inform and prevent
- XIII Provide interventions to clients based on their needs, circumstances and treatments required

**To ensure public protection, the Professional Inspection Committee of the Order uses various tools for assessing competence, including:**

- a written questionnaire
- a meeting with an inspector of the OHDQ
- a visit report and follow-up

**Professional file**

All documents relating to this process are confidential and are kept at the Head Office of the Order in your professional file, as constituted for each member visited in the context of the general surveillance program.

**Notice of Inspection**

The official notice of your visit is sent to your home by mail indicating:

- the date, time and address of the inspection
- the date of your last inspection visit (unless it's your first visit)
- the date on which you must return your questionnaire

The notice also states:

- that you have to preselect three patient files that you have filled out in the last year, that will need to be ready to be viewed upon the arrival of the inspector.
- that you will need to present:
  - your most recent CPR certification
  - your attestations for continuing education hours you followed prior to March 31 of the reference period specified in your letter (excluding the five hours of scientific readings awarded annually). The list of courses you reported is attached to your letter of notice of inspection.

Depending on the date of your visit, examples of the reference period are given under the **Inspection** section of the “**Membres et étudiants**” section on the Order’s Website: [www.ohdq.com](http://www.ohdq.com)

**Notice to Employer**

The visit is confidential, this letter is the only document that we send to your employer to:

- inform him/her of the meeting
- ask his/her collaboration to provide a suitable room, conducive to discretion and confidentiality
- mention to him/her that for educational purposes, the inspector will verify three patient files with you

**Preparation**

You have about four weeks to complete the questionnaire. We ask that you answer the questions by short answers and considering the legal aspect, a questionnaire filled out in pencil will be rejected. An electronic version of the questionnaire is available upon request.

The questionnaire must be returned to the Head Office on the date specified in the letter of notice of inspection, as no questionnaire will be accepted on the day of the visit. Before your visit, the inspector will review your questionnaire to better understand your individual practice. This step will allow the inspector to customize his/her meeting with you and thus, be as constructive as possible.

**Confidentiality**

We count on your professionalism and your collaboration to respect the mention of "CONFIDENTIAL" on your letter of notice of inspection and on your questionnaire. Seeking help from colleagues or to provide answers to a colleague, distorts the assessment of the Professional Inspection Committee, who must ensure the competence of each member who practice the profession.

## Reference documents

For the questionnaire and preparation for the visit, reference documents concerning the general supervision program are detailed in the “**Boîte à outils**” in the tab **Inspection** of the “**Membres et étudiants**” section of the Order’s Website: [www.ohdq.com](http://www.ohdq.com). Examples:

- Regulation
  - Mandatory continuing education Policy
  - Articles from the sections “**L’hygiéniste dentaire et la loi**” or “**Inspection**” of *L’Explorateur*
  - Excerpts from *Mots d’Ordre*
  - *Professional Code*
  - *Information Document on Infection Control Dentistry*, 2009 Edition
- For the CSSS:
- *Le contrôle de l’infection appliqué aux interventions de dépistage, de suivis individualisés et de pose d’agents de scellement dentaire dans les établissements scolaires*, MSSS, 2012

## Visit

This process which takes place in a positive and enriching context include:

- discussion regarding the four components of the program, particularly in regard to the protection of the public and professional ethics
- feedback of elements from the written questionnaire that were less understood
- discussion between the inspector and the dental hygienist about actions and measures to take to ensure and improve care and maintain the highest quality service

## Visit Report

The written questionnaire and a summary of the inspector's visit will be submitted to the Professional Inspection Committee, who will prepare a written visit report.

## Follow-Up

The confidential report you receive at home, following the meeting of the Professional Inspection Committee, will inform you of any actions, commitments and follow ups that are required, such as:

- Summary of readings
- Report of modifications
- C.E. Attestations
- Other

**The *Professional Inspection Committee* thanks you for your cooperation and sincerely hopes that this general supervision visit be a source of motivation and professional development for you.**

## CHECK LIST

### Am I ready for my professional inspection visit?

- I am familiar with the reference documents noted in the “**Boîte à outils**” of the Inspection
- I answered all questions, including questions A.1 to A.19 and E.1 to E.7
- I have kept a copy of my completed questionnaire
- On or before the date specified in the letter of notice of inspection, I mail my questionnaire to the Order:

By mail: **OHDQ**

**700-606, rue Cathcart  
Montréal QC - H3B 1K9**

By e-mail: **inspection@ohdq.com**

Or by fax: **514 284-3147**

### For the visit, I will bring:

- My photocopy of the completed questionnaire
- My attestations for the continuing education hours I followed for the year or the reference period specified in my letter of notice of inspection
- My most recent CPR certification
- The 3 patient files that I have pre-selected

*Exceptions: sectors Teaching and Other or visit held at the Head Office of the Ordre*