

STRATEGIC PLAN

(SP2 20180406)



I. VISION

Regulated Healthy Members, Enabling a Healthy Public.

II. MISSION

The CDSS regulates and assists members through registration, licensing and communicating professional standards to enable the provision of safe, excellent, comprehensive patient centered oral-facial health care within a well performing oral-facial and general health care system.

III. OUR VALUES

The following values will guide the CDSS decisions while executing its' mission.

- (i) Fairness*
- (ii) Transparency*
- (iii) Objectivity*
- (iv) Impartiality*
- (v) Respect*
- (vi) Courtesy*
- (vii) Integrity*
- (viii) Confidentiality*
- (ix) Excellence*
- (x) Evidentiary Practice*

IV. CUSTOMER VALUE PROPOSITION

The CDSS and its members serve two publics- the individual patient or family and the general population. The value propositions for individual clients and the general population are different but related. The expectations of an individual (or family) receiving oral health service in private practice come from a different perspective than the expectations of the general population regarding the performance of the overall oral-facial and general health care system.

The CDSS also serves its members to assist in provision of service to the two publics.

Value propositions are important and synergistic in achieving exceptional service and a well performing oral-facial and general health care system.

A Customer Value Proposition defines how the CDSS intends to *add value to its members and to the two publics* based on the stated values. The Customer Value Proposition *reflects the perception of the publics served by the CDSS and by CDSS members. Both the basic requirements of service and the attributes of service that would make the publics' oral health experience excellent* should be addressed.

1) PRIVATE PRACTICE MEMBER/ INDIVIDUAL PATIENT AND/OR FAMILY VALUE PROPOSITION

| BASIC REQUIREMENTS Requirements of every individual service encounter. | ATTRIBUTES OF EXCELLENT SERVICE Attributes which delight the customer and make the service experience exceptional. |
|---|---|
| Care for me with dignity, respect and courtesy | Partner with me, inform me so I can make excellent informed choices in a friendly, non-threatening environment |
| Provide me the care I need when I need it | Truly care about me with understanding and compassion |
| Keep me safe without harm | Anticipate my future needs |
| Help me reach my oral health goal | Make services simple to understand and to navigate the system for optimal health |
| Meet my expectations | Exceed my expectations |

2) CDSS AND CDSS MEMBERS/POPULATION AND PUBLIC HEALTH VALUE PROPOSITION

| BASIC REQUIREMENTS Basic requirements of the Saskatchewan Oral Health System. | ATTRIBUTES OF EXCELLENT SERVICE Attributes which delight the population and make the Saskatchewan Oral Health System exceptional. |
|--|--|
| Affordable, value for individual and public investment | Excellent, Innovative, equitable oral-facial health care outcomes |
| Acceptable standards and access of Oral-facial Health Care | Excellent performance of the Oral-facial Health Care system within the general health care system |
| Effective Leadership | Outstanding Leadership |
| Competent Public Oral Health Care within the general health care system | Excellent Public Oral Health Care integrated with the General Health Care wherein ‘the mouth is part of the body!’ |

3) CDSS/CDSS MEMBER VALUE PROPOSITION

| BASIC REQUIREMENTS OF THE CDSS | ATTRIBUTES OF EXCELLENT SERVICE which delight CDSS Member and make the CDSS exceptional. |
|---|---|
| Efficient license and regulatory processes | Efficient, user friendly license and regulatory processes that respect the members, the CDSS foundational values and the principles of natural justice |
| Effective Leadership | Outstanding Leadership |
| Support for members general, professional and economic health | Innovative, quality support services for members to enable the provision of safe, responsible, excellent oral healthcare in a variety of efficient service models |

V. THE STRATEGIC FRAMEWORK:

1. ENABLING LEGISLATION, ADMINISTERING THE VISION AND MISSION

1.1 Regulation

- 1.1.1 DDA, SOHP MOU
- 1.1.2 Regulatory Bylaws
- 1.1.3 Administrative Bylaws

1.2 Regulatory Affiliation, Enhancement

- 1.2.1 National Affiliations
 - 1.2.11 CDRAF
 - 1.2.12 ACFD
 - 1.2.13 NDEB
 - 1.2.14 RCDC
 - 1.2.15 CDA
 - 1.2.16 CDS
 - 1.2.17 CDAC
 - 1.2.18 Registrars, CEOs Meeting
- 1.2.2 Provincial Affiliations
 - 1.2.21 College of Dentistry, U of S
 - 1.2.22 Dental Assisting, Hygiene programs, SIAST
 - 1.2.23 Saskatchewan Oral Health Professions (SOHP)
 - 1.2.231 SDAA
 - 1.2.232 SDHA
 - 1.2.233 SDTA
 - 1.2.234 DAS
 - 1.2.235 DTAS
 - 1.2.236 NIRO
- 1.2.3 Regulation Enhancement
 - 1.2.31 Infonex
 - 1.2.31 Other

1.3 Administration, Sustainability

- 1.3.1 Strategic Planning
- 1.3.2 Five Year Renewal
- 1.3.3 Pandemic/Disaster Planning

- 1.3.4 Administrative Policy
 - 1.3.41 Governance
 - 1.3.42 Administration
 - 1.3.43 Committees
 - 1.3.44 Meetings of Members
 - 1.3.45 Dental Service Plans
- 1.3.5 Workforce
 - 1.3.51 CEO, Registrar
 - 1.3.52 Executive Director
 - 1.3.53 Director, Professional Services
 - 1.3.54 Director Events, Marketing
 - 1.3.55 PEP Coordinator
 - 1.3.56 Executive Assistant, Reception
- 1.3.6 Facility, Database and Communications
 - 1.3.61 Premises
 - 1.3.62 Equipment
 - 1.3.63 Database
 - 1.3.64 Communications
 - 1.3.641 Website
 - 1.3.642 Newsletter
 - 1.3.643 Email
 - 1.3.644 Mail
- 1.3.7 Finance
 - 1.3.71 General Account
 - 1.3.72 Annual Conference Account
 - 1.3.73 Foundation, Sask. Dental Fund Account
 - 1.3.74 C.E. Account
- 1.3.8 Audits
 - 1.3.81 Council Functionality
 - 1.3.82 Policy/Processes
 - 1.3.83 Human Resources
 - 1.3.84 Financial

2. HEALTHY MEMBERS, MEMBER SUPPORT

2.1 Members Professional Health

- 2.1.1 Practice Enhancement Review Program
- 2.1.2 Continued Education and Learning
- 2.1.3 SOHP Annual Session
- 2.1.4 CDA Services

2.2 Members General Health

- 2.2.1 Fitness to practice Support
 - 2.2.11 Team Assistance Program
 - 2.2.12 CDSPI Member Assistance Program
 - 2.2.13 Alternate Member Support Contact
- 2.2.2 CDA Services/Insurance Support
- 2.2.3 Recognition of Service
 - 2.2.31 CDSS Awards
 - 2.2.32 International College of Dentists
 - 2.2.33 Pierre Fauchard Academy
 - 2.2.34 CDA Awards
 - 2.2.35 Sask. Health Excellence Award
 - 2.2.36 U of S Awards
 - 2.2.37 Past Presidents

2.3 Members Economic Health, Sustainability

- 2.3.1 Fee Guides and Third-Party Payers
- 2.3.2 Wage Surveys
- 2.3.3 Economic Surveys
- 2.3.4 USC & LS
- 2.3.5 Facility Insurance
- 2.3.6 Overhead Insurance
- 2.3.7 Consultants and CDA Services
- 2.3.8 Provider Workforce
 - 2.3.81 Generalists
 - 2.3.82 U of S COD
 - 2.3.83 CDSS/COD Mentorship Program
 - 2.3.84 Specialists
 - 2.3.85 Allied Professionals, Disciplines
 - 2.3.86 Sask. Polytechnic/ Dental Assistants
 - 2.3.87 Sask. Polytechnic/ Dental Hygienists
 - 2.3.88 Training/Dental Therapists

3. HEALTHY PUBLIC—PUBLIC INTEREST AND SUPPORT

3.1 Regulatory Policy, Government Legislation, Oversight

3.1.1 Registrar, SK Gov., Health, Policy/ Planning Liaison

3.1.11 Registration/Membership/ Licensure Policy

3.1.12 Professional Conduct Policy

3.1.13 Discipline Policy

3.1.14 CDSS Professional Practice Standard Development

3.2 Population Oral Health Care Liaison, Programs, Services

3.2.1 Chief Dental Officer/UofS Public Health - Government, Agencies Liaison

3.2.11 Federal First Nations Programs, FNIHB

3.2.12 Federal/Provincial New Canadians Programs

3.2.13 Provincial Supplementary Health Program

3.2.14 SHA Public Health Programs

3.2.15 Saskatchewan Oral Health Coalition

3.2.2 Chief of Dental Staff, SHA Liaison

3.2.21 Facility Accreditation/Privileges/ Standards

3.2.22 Long Term Care Programs

3.2.23 Special Needs/Residency Services

3.2.24 Hospital Operating Room Services

3.2.251 Oral, Maxillo-Facial Surgery / Pediatric GA Services/Clefts

3.2.252 Emergency Call Rosters

3.2.25 Health, MCIB and Implant program

3.3 Public Education, Oral Health Promotion

3.3.1 Dental Health Month

3.3.2 Ask the Expert

3.3.3 Radio/T.V. spots

3.3.4 Other



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