

The Voices that Improve Patient Care



In advance of amalgamation with other oral health practitioners in the province, the College of Dental Surgeons of British Columbia went looking for a way to better understand how to support patient-centered care. What did patients think of dental care in the province, and what did they know about dental care regulation and standards? CDSBC chose a Voice of the Patient public engagement approach that recognizes the complexity of healthcare environments and increases diversity, equity and inclusion when applied to service design and standards reform.



Protecting the dental patient in British Columbia through oversight of conduct and competence.



The project sought to understand the experiences of all dental care patients, including Indigenous patients, those whose first language is not English, and those who reside in both urban and rural locations. Through exploring the various phases throughout a patient's dental journey, patients provided an assessment on a variety of care considerations including quality, safety, accessibility, and patient agency.

The study was designed to shed light on how regulation of the dental profession impacts patient experience in the province.



Over the course of 3 days, 16 individuals from across the province participated in an online qualitative bulletin board. Participants

were asked to answer questions, complete activities, and engage in group discussions around the dental care experience of British Columbians. Insights from the bulletin board informed the development of an online survey (n=2,000) launched annually with subsequent quarterly waves (n=500). The survey gathers data from both recent, and non-recent, dental patients to enhance their patient journey and perceptions of regulation. Research outcomes are presented through a digital dashboard to elevate CDSBC's decision-making process.



The research shed light on important regulation related issues and topics that had not yet been explored in-depth by the College. The

results are informing evidence-based quality improvements to CDSBC policies, guidelines, communications, and practices. Ultimately, the research equips the College with the intelligence to enhance dental patients' drivers of satisfaction in BC, while elevating their advocacy to start powerful conversations and ultimately influence regulations and policies on dental practice in the province.



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