



Dental Board of California Strategic Plan 2022 -2025

ADOPTED: NOVEMBER 18, 2021

SOLID PLANNING



Table of Contents

Dental Board of California Members 2

About the Board..... 3

 History and Function of the Board..... 3

 Dental Board Composition..... 3

Mission, Vision, and Values 4

 Mission 4

 Vision..... 4

 Values..... 4

Goal 1: Licensing and Examinations..... 5

Goal 2: Consumer Protection and Enforcement..... 6

Goal 3: Communication and Customer Service 7

Goal 4: Administrative Services 8

Strategic Planning Process 9

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About the Board

History and Function of the Board

The Dental Board of California (Board) was created by the California Legislature in 1885 and was originally established to regulate dentists. The Board currently regulates approximately 89,000 licensees consisting of approximately 43,500 dentists (DDS), 44,500 registered dental assistants (RDA), and 1,700 registered dental assistants in extended functions (RDAEF). In addition, the Board has the responsibility for setting the duties and functions of approximately 50,000 unlicensed dental assistants. Pursuant to Business and Professions Code Section 1601.2, the Board's highest priority is the protection of the public when exercising its licensing, regulatory, and disciplinary functions. The primary methods by which the Board achieves these goals are: issuing licenses to eligible applicants; investigating complaints against licensees and disciplining licensees for violations of the Dental Practice Act (Act); monitoring licensees whose licenses have been placed on probation; and managing the Diversion Evaluation Program for licensees whose practice may be impaired due to abuse of dangerous drugs or alcohol.

Dental Board Composition

The Board is composed of 15 members consisting of eight (8) practicing dentists, one (1) registered dental hygienist (RDH), one (1) RDA, and five (5) public members. The dentists, the RDH, the RDA, and three public members are appointed by the Governor. Of the remaining two public members, one is appointed by the Speaker of the Assembly and one by the Senate Rules Committee. Public membership accounts for a third of the composition of the Board. Of the eight practicing dentists, one must be a member of the faculty of any California dental school, and one is required to be a dentist practicing in a nonprofit community clinic. Our membership meets these requirements and there is currently one (1) public member vacancy. Members of the Board are each appointed for a term of four years. Board members may continue to hold office beyond their term until the appointment of a successor or until one year has elapsed since the expiration of the term, whichever occurs first. Each member may serve no more than two full terms. The Board meets at least four times throughout each calendar year to conduct business and may meet in closed session as authorized by Government Code Section 11126 et. seq.

Mission, Vision, and Values

Mission

The Dental Board of California's mission is to protect and promote the oral health and safety of California consumers by ensuring the quality of dental health care within the State.

Vision

The Dental Board of California will be a recognized leader in public protection, promotion of oral health, and access to quality care.

Values

- Consumer Protection
- Professionalism
- Accountability
- Efficiency
- Diversity
- Fairness

Goal 1: Licensing and Examinations

Provide a licensing process that permits applicants timely access to the workforce without compromising consumer protection. Administer fair, valid, timely, comprehensive, and relevant licensing examinations.

- 1.1 Review and promote, if appropriate, the national movement to a curriculum integrated exam concept to improve license portability.
- 1.2 Support dental schools' utilization of the portfolio licensure pathway, to gain recognition of a portfolio pathway in other states.
- 1.3 Identify and partner with stakeholders to examine problems and challenges in dental assisting, to determine whether there is a workforce shortage, to work toward removing barriers to licensure for the dental assisting community, and expand access to care.
- 1.4 Evaluate and change, if necessary, dental assisting licensure requirements, which include educational and exam requirements to decrease barriers to licensure and increase license portability across states.
- 1.5 Evaluate and improve the continuing education audit process to ensure licensee compliance.
- 1.6 Review and revise licensure pathways to remove barriers to licensure.

Goal 2: Consumer Protection and Enforcement

Ensure the Board's enforcement and diversion programs provide timely and equitable consumer protection.

- 2.1 Evaluate additional enforcement tools, including hiring additional staff, recruiting more investigators, and tracking unethical dentists, to reduce investigation timeframes.
- 2.2 Contract with a vendor to audit and recommend improvements to the enforcement program's workload efficiency and effectiveness.
- 2.3 Explore increasing per diem compensation for expert witnesses and implement change, if necessary, so the Board can recruit the most qualified professionals.

Goal 3: Communication and Customer Service

Provide the most current information and quality customer service to the Board's stakeholders.

- 3.1 Research and support, if possible, outreach to underserved communities regarding free clinics and health care events to support access to care for underserved communities.
- 3.2 Research and evaluate various communication methods (print, website, and social media) to determine the best methods for effective communication with consumers, licensees, and stakeholders.
- 3.3 Provide ongoing updates to Board member onboarding information, so Board members have sufficient reference tools.
- 3.4 Develop outreach to consumers and enforcement education for applicants and licensees to improve their understanding of Board functions and dental professional laws.

Goal 4: Administrative Services

Build an excellent organization, with engaged employees, through effective leadership and responsible management.

- 4.1 Develop a robust onboarding and continuing education program for Board staff to improve: communication with consumers and licensees; staff efficiency and effectiveness; retention and job satisfaction; and employee engagement.
- 4.2 Develop and implement a program to translate the data obtained from the workforce survey required at license renewal to determine licensing trends and identify gaps with regards to access to care.
- 4.3 Review and eliminate, if necessary, inactive or unnecessary committees to increase Board efficiency.

Strategic Planning Process

Information for the Board's environmental scan survey was gathered by surveying external stakeholders and internal stakeholders (Board members and executive management) using the following methods:

- Interviews were conducted with nearly all Board members and Board executive management, completed during the months of March through August 2021, to assess the challenges and opportunities the Board is currently facing or will face in the upcoming years.
- An online survey was sent to external stakeholders on May 28, 2021, closing on June 3, 2021. In the survey, external stakeholders provided anonymous input regarding the challenges and opportunities the Board is currently facing or will face in the upcoming years. A total of 4,028 external stakeholders participated in the survey.

Board members and Board executive staff were provided the results of the environmental scan, along with an objectives worksheet, one month before the strategic planning session on Friday, October 15, 2021. Many Board members and executive management submitted objective suggestions before the strategic planning session. These suggestions were reviewed and edited or deleted after careful deliberation by Board members and staff.