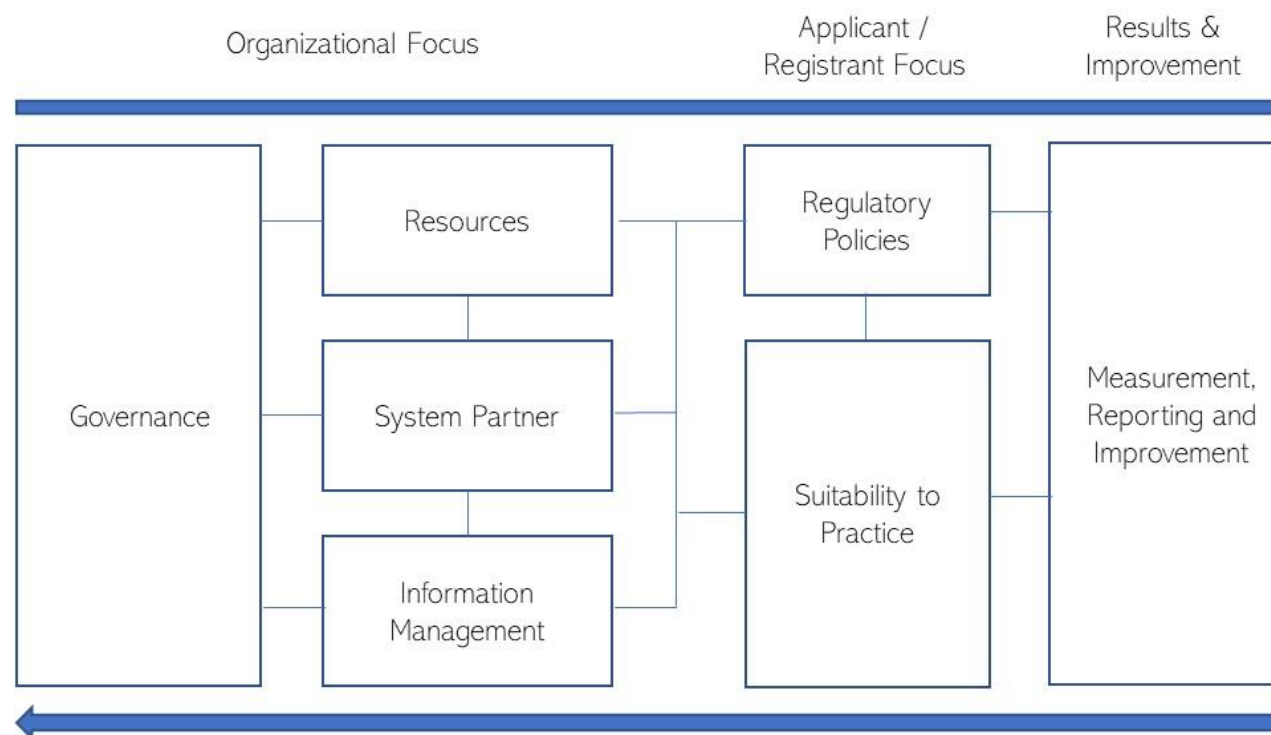


College Performance Measurement Framework (CPMF) Overview

CPMF is an initiative by the Ministry of Health with the aim of answering the question “how well are regulatory health colleges in Ontario executing their mandate which is to act in the public interest?”. CPMF is divided into 7 domains identified as the most critical attributes that contribute to a College effectively serving and protecting the public interest. The domains are interdependent and together lead to the outcomes that a College is expected to achieve as an excellent regulator.



Each domain is further divided into:

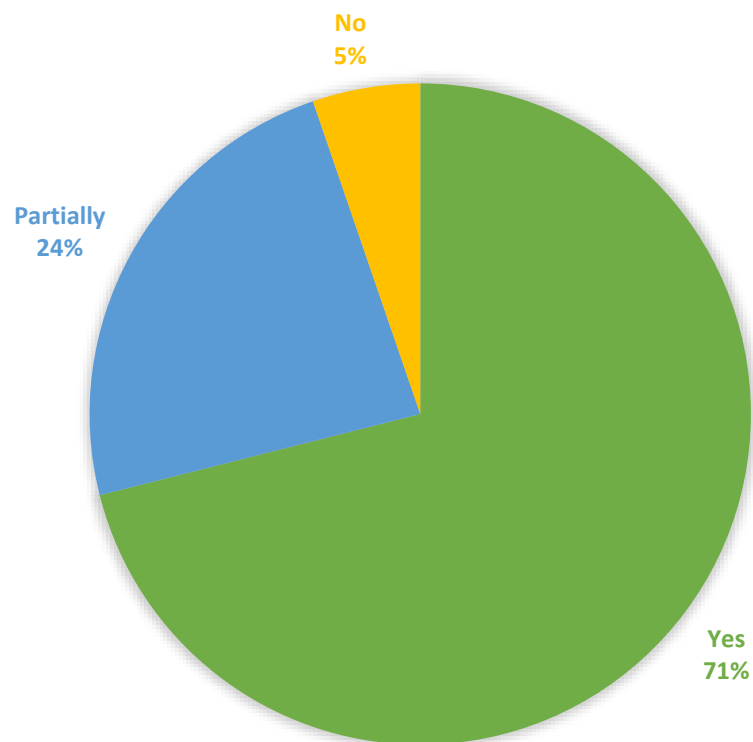
1. Standards – Best practices of regulatory excellence
2. Measures – Further specifications of the standard
3. Evidence – Decisions, activities, processes or quantifiable results
4. Context measures – Statistical data that will provide helpful context

Summary of the College of Dental Technologists of Ontario's (CDTO) Performance

Performance on six of the domains are measured through the degree to which a College can provide the required evidence: Yes, Partially, No. The System Partners domain asks Colleges to report on initiatives and projects undertaken to demonstrate system partnerships.

Of the 38 sections of required evidence, CDTO was able to demonstrate 27 completely, 9 on a partial level and no at 2. CDTO was also able to provide examples of initiatives and projects undertaken with its system partners, and how it identifies and maintains these relationships.

CDTO PERFORMANCE ON REQUIRED EVIDENCE (6 DOMAINS)



Domain 3: System Partners

- ✓ The College actively engages with other health regulatory colleges and system partners to align oversight of the practice of the profession and support execution of its mandate.
- ✓ The College maintains cooperative and collaborative relationships to ensure it is responsive to changing public/societal expectations.
- ✓ The College responds in a timely and effective manner to changing public expectations.

Highlights of CDTO's Performance

Below are some highlights of the 27 sections where CDTO was able to provide the required evidence.

- ✓ Information provided by the College is accessible and timely: notice of Council meetings and Discipline hearings are posted at least one week in advance.
- ✓ Meeting materials for Council enable the public to clearly identify the public interest rationale.
- ✓ Council has developed and implemented a framework to regularly evaluate the effectiveness of: Council meetings and Council.
- ✓ The College Council has a Code of Conduct and 'Conflict of Interest' policy that is accessible to the public.
- ✓ The College posts its strategic plan and/or strategic objectives clearly on the website.
- ✓ Council uses performance and risk information to regularly assess the College's progress against stated strategic objectives and regulatory outcomes.
- ✓ The College responds to 90% of inquiries from the public within 5 business days, with follow-up timelines as necessary.
- ✓ The different stages of the complaints process and all relevant supports available to complainants are clearly communicated and set out on the College's website and are communicated directly to complainants.
- ✓ All parties to a complaint and discipline process are kept up to date on the progress of their case, and complainants are supported to participate effectively in the process.
- ✓ Processes are in place to ensure that only those who meet the registration requirements receive a certificate to practice.
- ✓ 167 registrants participated in the QA Program in Calendar Year 2020.

Summary of CDTO's Planned Improvements

Where a College responds that the required evidence is demonstrated partially or not at all, a College is able to provide information about planned improvements over the next reporting period. CDTO has committed to working on improving its performance in all areas. These may include starting the process to review best practices or achieving improvements within the next reporting period. Below is a list of the areas where CDTO has provided planned improvements.

CPMF #	Domain	CDTO Response	Planned Improvements
1.1 a.	Governance	Partially	CDTO will conduct a review to establish and assess professional members against key-behavioural competencies prior to election.
1.1 b.	Governance	Partially	Competency/suitability criteria will be established for Statutory and non-Statutory Committees based on the Terms of References set out in CDTO's Policy Governance Manual and will review best practices.
1.2 b.	Governance	No	A governance expert has been engaged to improve CDTO's current evaluation framework to include a third-party assessment of Council's effectiveness.
1.2 c.	Governance	Partially	Council performance evaluation and Council member self-evaluation questionnaires will be updated to ensure more fulsome consideration of training opportunities.
2.1 c.	Governance	Partially	Conflict of interest questionnaires will be attached to each Council meeting package in 2021.
4.1 b.	Resources	No	A financial reserve policy will be presented to Council for approval in 2021.
4.1 c.	Resources	Partially	CDTO will consult with other regulators on best practices for human resource planning.
10.3. a.	Suitability to Practice	Partially	CDTO is updating the Applicants section of its website to align with the changes to credentialing and assessment brought about by the Access to Dental Technology Project .
11.2 a.	Suitability to Practice	Partially	The QA Program is under review as part of the 2018-2022 Strategic Plan to implement a best practice redesigned QA program (e.g., right-touch approach).
14.1 a.	Suitability to Practice	Partially	A policy will be developed to outline the criteria for disclosing concerns about registrants to system partners (e.g., other regulators, employers).
15.1 a.	Measurement, Reporting and Improvement	Partially	A governance expert has been engaged to improve CDTO's current evaluation framework to include measures to track Council's performance, and assess internal and external risks to evaluate governance effectiveness.