



Dental Hygiene Board of California Meeting Minutes

Friday, March 22, 2024

Department of Consumer Affairs
1747 North Market Blvd.
Ruby Room
Sacramento, CA 95834

DHBC Members Present:

President – Dr. Carmen Dones, Registered Dental Hygienist (RDH) Educator Member
Vice President – Sonia “Pat” Hansen, RDH Member
Secretary – Naleni “Lolly” Tribble-Agarwal, RDH Member
Registered Dental Hygienist in Alternative Practice (RDHAP) Member – Michael Long
Public Health Dentist Member – Sridevi Ponnala
Public Member – Sherman King
Public Member – Dr. Justin Matthews
Public Member – Vacant
Public Member – Vacant

DHBC Staff Present:

Anthony Lum, Executive Officer
Albert Law, Assistant Executive Officer
Traci Napper, Licensing Analyst
Adina A. Pineschi-Petty, Doctor of Dental Surgery (DDS), Education, Legislative, and Regulatory Specialist
Crystal Yuyama, Administrative Analyst
Yuping Lin, Department of Consumer Affairs (DCA) Legal Counsel for the DHBC
Elizabeth Dietzen-Olsen, DCA Regulatory Legal Counsel for the DHBC

1. Agenda Item 1: Roll Call and Establishment of a Quorum

Dr. Carmen Dones, President of the Dental Hygiene Board of California (DHBC, Board), reviewed meeting guidelines and called the meeting to order at **9:04 a.m.** Board Secretary Naleni “Lolly” Tribble-Agarwal completed the roll call, and a quorum was established with seven (7) members present.

2. Agenda Item 2: Public Comment for Items Not on the Agenda.

Board Member comment: None.

Public comment: None.

3. Agenda Item 3: Strategic Planning Session.

Strategic Planning Facilitators: Ann Fisher and Trisha St. Claire.

1. Team Building:

a. Training videos:

i. Value of DEI (Diversity, Equity, and Inclusion).

1. Diversity: All the characteristics and experiences which define each of us as individuals and the groups to which we belong.
2. Equality: We provide the same, equal treatment.
3. Equity: We create pathways to equal outcomes.
4. Inclusion: The practice it takes to create a positive environment where the difference of every person is recognized, understood, and valued.
5. DCA Mission Statement: To advance a diverse, equitable, and inclusive California Department of Consumer Affairs for ALL.
6. DCA Support Services:
 - a. Equal Employment Opportunity (EEO) Office.
 - b. Consumer Information Center (CIC).
 - c. Office of Human Resources (OHR).
 - d. Office of Publications, Design & Editing (PDE).
 - e. SOLID Training & Planning Solutions.
 - f. Office of Professional Examination Services (OPES).

ii. Advancing Equity.

b. "Why Create a Strategic Plan" exercise.

- i. The point of the exercise was to invoke the idea that devising a structured plan (goals and objectives) can help the Board to stay organized and on track to accomplish the requests and concerns of its stakeholders.

2. Strategic Planning Answers:

a. Where Are We Now?

i. **Mission Statement:**

1. To protect the public and consumers by meeting the oral health needs of all Californians through equitable educational oversight, regulation, and enforcement.

ii. **Values:**

1. Accessibility, Collaboration, Communication, Diversity, Equity, Inclusion, Integrity, Public Service, Transparency.

iii. **Environmental Scan:**

1. DHBC conducted a survey to gather the current concerns and requests from a total of 513 participating stakeholders, including 500 External Stakeholders, 6 Board Members, 7 Executive Office and Staff.

b. Where Are We Going?

i. **Vision:**

1. Access to high quality oral health care for all Californians.

ii. **Goal Areas:**

1. Licensing, Enforcement, Legislation and Regulation, Education Oversight, Administration, Outreach and Communication.

iii. **Objectives:**

1. The focus of today's strategic planning session is to establish the objectives.

- a. Aim for 3 to 6 objectives per goal area.

- b. Refer to SWOT Analysis, DEI Questions, Board and Staff Roles and Responsibilities, and SMARTIE Methodology to develop objectives.

3. SWOT Analysis.

- a. Strengths, Weaknesses, Opportunities, and Threats

4. DEI Questions.

- a. Different perspectives about ideas and priorities.
- b. Unnecessary requirements or barriers to licensure.
- c. Outreach and connection to all Californians.
- d. Furthering equal access to opportunities.

5. Board and Staff Roles and Responsibilities.

- a. Consider consumer protection mandates.
- b. Consider board staff's available time and resources.

6. Instructions:

- a. Identify 3 to 6 objectives per goal area.
 - i. The issue/topic.
 - ii. Why the issue/topic should be addressed.
 - iii. How the Board can solve/address the issue/topic.
 - iv. The desired outcome.
- b. Confirm the objectives use the SMARTIE Methodology.

7. SMARTIE Methodology.

- a. Specific: Details what needs to be done.
- b. Measurable: Success that can be measured.

- c. Actionable: Uses action words.
 - d. Realistic: Possible to attain.
 - e. Time-Based: Deadline can be assigned.
 - f. Inclusive: Considers all individuals.
 - g. Equitable: Created pathways to equal outcomes.
8. Goal Area 1: Licensing – To protect consumers, the Board establishes and maintains licensure and regulatory standards for access to licensure in the profession.
- a. Objective 1 – Revise language and clarify inactive/active questions on the renewal application to eliminate licensee’s confusion when filling out the application.
 - b. Objective 2 – Implement a CE tracking tool to assist licensees as they complete their CEs so that they can more easily track their progress and help them remain compliant in the event of a CE audit. Examples of tracking tools discussed included a CE checklist form posted to the DHBC website or a potential BreZE feature.
 - c. Objective 3 – Offer exam in Spanish to accommodate California’s Hispanic population. Providing the exam in Spanish will increase the opportunities for this demographic to seek out the dental hygiene profession, increase the Hispanic licensee pool, and have more RDHAPs that speak Spanish that can support the California’s Spanish-speaking population.
 - d. Objective 4 – Inform each college of their Law and Ethics exam pass rates to provide insight on how their educational program is performing. Awareness of their performance allows the colleges to adjust and improve to their educational programs to better prepare dental hygiene students for the Law and Ethics Exams and increase their respective pass rates.
 - e. Miscellaneous 1 – Explanation of costs and fees associated with licensure will be addressed in the upcoming newsletter.
 - f. Miscellaneous 2 – Explanation for typodont and removal of clinical exam will be addressed in the upcoming newsletter.

Public comment: None.

9. Goal Area 2: Enforcement – The Board protects the health and safety of California consumers through the enforcements of laws and regulations governing the practice of dental hygiene.
- a. Objective 1 – Increase the percentage of audits performed to surpass the minimum 5% required by the law. Conducting more CE audits than required by law will contribute to increased compliance of licensees as more oversight and verification over CEs will take place. Over time, this practice will effectively reduce the CE audit failure rates from its current 40%.
 - b. Objective 2 – Decrease general processing times and meet DCA targets to avoid a backlog of CE audits, citations, cases, and other enforcement related items.
 - c. Objective 3 – Reduce knowledge gaps between staff by allowing more cross training opportunities across DHBC staff. Promote a smoother transition of new staff into positions by developing a stronger onboarding process.
 - d. Objective 4 – Update the procedure manual and create a written document board members can reference when responding to enforcement cases. A refined onboarding process and thorough training will allow the board members to settle into their roles. It will also set expectations for new board members that are subsequently added.
 - e. Objective 5 – Educate licensees on the Board’s enforcement process. It may be addressed in the upcoming newsletter.
 - f. Objective 6 – Inform consumers on how to file complaints and provide resources for consumers to file a complaint at the dental office. Potential methods include bilingual brochures with minimal information or a QR code with a link to DHBC website that can be posted alongside the dental office’s wall of licenses.
 - g. Objective 7 – Review and update enforcement disciplinary guidelines for uniform staff application.

Public comment:

JoAnn Galliano stated licensees are struggling with the reporting unlicensed practice process and reporting responsibilities, including how to report, where to report (DBC or DHBC), consequences for reporting/not reporting, anonymous reporting, and job protections. She proposed for more education for licensees to better understand their lawful reporting duties and to prevent unlicensed practice and violations. She recommends that this be an entry on the newsletter.

Darla Dale stated the Board should consider creating guidelines on DHBC's enforcement process when filing a complaint with the DHBC so RDH's can distribute the resources directly to patients/consumers.

10. Goal Area 3: Legislation and Regulation – The Board advocates for statutes and adopts regulations, policies, and procedures that strengthen and support its mandates, mission, and vision.

- a. Objective 1 – Obtain legislation and discuss with interested stakeholders on the issue of reexamining RDH's and RDHAP's supervision of local anesthesia and soft tissue curettage to increase access for patient care and reduction of disease.
- b. Objective 2 – Obtain legislation and explore the issues via subcommittee on expanding scope of practice for prescription writing to increase access to patient care and reduction of disease. Research States (e.g. Arkansas) that currently authorize prescriptions for oxygen, fluoride, injections, medical necessary Botox that can be used as basis for expansion.
- c. Objective 3 – Transfer authority of regulations to the appropriate board. Establish Dental Hygiene Board of California (DHBC) regulations from the Dental Board of California (DBC) existing set of regulations to allow for more freedom to qualify CE courses.
- d. Miscellaneous 1 – Explanation for aspects of the code (including range of supervision) will be addressed in the upcoming newsletter.

Public comment:

JoAnn Galliano suggested the Board reiterate to stakeholders that they have access to discussion on legislation and regulation and can provide input if they participate in board meetings. She suggested the Board add the item to the newsletter so licensees are aware that they can sign for the mailing list for legislation and regulation alert emails.

11. Goal Area 4: Education Oversight – To protect consumers, the Board regulates and enforces dental hygiene educational standards to improve both consistency and quality of the programs.

- a. Objective 1 – Increase staffing numbers to improve oversight for compliance of the law.
- b. Objective 2 – Create a penalties and warnings structure to establish standardized actions and fines for non-compliant schools. Incorporating this structure into the

disciplinary guidelines ensures that programs are aware of the repercussions of non-compliance.

- c. Objective 3 – Propose new laws (aligned with DBC regulations and DHBC’s own regulations) that allow for non-dental hygiene dental courses to apply to continuing education (CE). More access to CE classes will increase efficiency for practitioners. Licensees and campuses will be aware of what CEs are eligible or not.
- d. Objective 4 – Advocate for regulation change to allow applicants to receive credit for initial coursework to avoid applicants having to retake courses. Board will research alignment with CODA and other related issues.
- e. Objective 5 – Encourage educational programs to set up extramural settings to increase access to care for rural settings and allow students to stay in rural settings post-graduation. Distance education/virtual learning, extramural programs (satellite campus) allow for more graduates and more well-rounded experience for students.
- f. Objective 6 – Support dental hygiene students’ work in healthcare environments as part of training and community service hours. Legislation AB 936 to allow students to practice pre-licensure. Encourage schools to think broadly and include as curriculum. This allows an increase in access to care, broader education for students, and overall increase access to public health.

Public comment:

JoAnn Galliano stated that the Dental Board’s Sunset Review proposed mental health courses to be consider adding mental health courses for CE credit in addition to physical health courses due to the correlations between depression and suicide rates with dentistry. She questioned whether DHBC would consider doing the same or potentially collaborate with DBC on the matter.

12. Goal Area 5: Administration – The board builds and maintains an organization with effective governance, strong leadership, and qualified management.

- a. Objective 1 – Establish new positions and develop staff organizational structure to increase effectiveness and improve oversight over programs. Plans include requesting for a Staff Services Manager (II) to oversee all Staff Services Managers (I).
- b. Objective 2 – Improve process of organizing and sending Board Meeting preparation documents by using a Dropbox depository, distribute supporting

- documents individually, use page separators to distinguish different sections, label meeting packets, and prioritize presentation of bills.
- c. Objective 3 – Write and distribute an updated Board Member procedural manual.
 - d. Objective 4 – Develop and update the website to make it easier to navigate. Collaborate with DCA to work on how to implement changes to website.
 - e. Miscellaneous 1 – Information on the new phone system will be addressed in the upcoming newsletter.

Public comment:

Darla Dale requested that administration have protocol in place for staff to follow up on received complaints from licensees and consumers.

13. Goal Area 6: Outreach and Communication – The Board provides communication, education, and information to stakeholders regarding the practice and regulation of the dental hygiene profession.

- a. Objective 1 – Improve approach on how to inform graduating students on the licensing processes to reduce the number of questions and delays during application process. Methods to improve approach includes videos, FAQs, collaborations with other boards.
- b. Objective 2 – Develop information channels by implementing social media accounts, streamlining website, and reestablishing newsletter. Developing the Board’s presence online allows applicants to be more informed and may generate more interest in the dental hygiene profession.
- c. Objective 3 – Maintain relationships with interested stakeholders (associations, exam administrators, accreditations, organizations, etc.) by creating communication channels and keeping an open dialogue between entities.
- d. Objective 4 – Establish specialized position(s) to maintain outreach and communication between the Board and the public. This includes RDHAP information outreach to underserved areas.

Public comment:

JoAnn Galliano expressed that the Board should consider doing outreach to communities that would benefit from RDHAP’s operations. She highlighted the importance of promoting

dental hygiene care in disenfranchised communities such as nursing homes and minority populations in rural areas.

Strategic Plan Timeframe: 5 years for 28 objectives

4. Adjournment

Meeting was adjourned at **3:41 p.m.**