

National Competency Profile – Canada

Denturists

May 2020

This competency profile, together with provincial Standards of Practice and Codes of Ethics, describes the practice requirements and expectations of Canadian denturists at entry-to-practice. That is, these competencies identify the minimum learning outcomes required of denturists at entry-to-practice. These competencies have been validated with information obtained through a broad national consultation with members of the profession and other stakeholders.

Purpose

The competency profile is a foundational document that describes a national standard that supports the provision of safe, effective and ethical patient care by denturists at entry-to-practice.

This document is the primary source of information used in the creation of blueprints for the Canadian multi-jurisdictional denturist regulatory examinations.

The competency profiles will be of value to registered and aspiring members of the profession, students, educators, regulators, patients and members of the public. However, this competency profile is not to be considered a curriculum guide. Educational institutions should determine the educational approach to establishing the necessary relationship between successful completion of a denturism academic program and meeting the entry-to-practice competency at the expected level of proficiency set out by provincial regulators.

History

The national entry-to-practice competencies for denturists were originally developed and approved in 2013. An extensive review and revision of the 2013 profile involving denturists across the country, educators and other stakeholders took place in 2019. This resulting revised profile was approved, in 2020, by the denturism regulators in British Columbia, Alberta and Ontario. This competency profile is a living document that will be reviewed regularly to capture the evolving entry-to-practice standards that support the provision of safe, effective and ethical patient care by denturists at entry-to-practice.

Structure

The complete competency profile for an entry-to-practice denturist is organized into five broad Competency Areas:

- Jurisprudence, ethics and professional responsibilities
- Patient-centred clinical care
- Records management
- Laboratory procedures
- Business management

Entry-to-practice competencies are articulated for each Competency Area. For each competency, performance indicators articulate how proficiency in the competency is demonstrated.

Assessment Vehicles

A competency or performance indicator may be appropriately assessed in one or more assessment environments. An assessment vehicle is a way to determine how the individual's competence in the competency or performance indicator is best completed. Five assessment vehicles are provided in the competency profile table and include:

- Regulatory Exam (MCQ): a multiple-choice question examination that is approved by the regulator

- Regulatory Exam (OSCE): an objective structured clinical assessment that is approved by the regulator
- Academic – Academic: assessment of competencies in the didactic setting provided by the dentist program
- Academic – Simulated: assessment of competencies in a standardized, simulated environment, provided by the dentist program
- Academic – Clinical: assessment of competencies in a clinical environment provided by the dentist program in an onsite clinic or through preceptorship or mentoring

Competency Area 1: Jurisprudence, Ethics and Professional Responsibilities

| Competency | | Performance Indicators | |
|------------|--|------------------------|---|
| 1.1 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines in all aspects of professional practice. | 1.1.1 | Adheres to mandatory reporting obligations articulated in applicable legislation, regulatory requirements, Standards of Practice and guidelines. |
| | | 1.1.2 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to human resource management. |
| | | 1.1.3 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to business financial management. |
| | | 1.1.4 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to occupational health and safety. |
| | | 1.1.5 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to infection prevention and control. |
| | | 1.1.6 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to patient records and data protection. |
| | | 1.1.7 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines as they pertain to patient rights. |
| 1.2 | Adheres to a Code of Ethics. | 1.2.1 | Demonstrates responsibility and accountability for professional actions and decisions. |
| | | 1.2.2 | Demonstrates fair, transparent, respectful and truthful professional behaviour, including communicating professional title and designation accurately. |
| | | 1.2.3 | Declares and manages real, potential and perceived conflicts of interest. |
| | | 1.2.4 | Maintains professional boundaries and recognizes and manages inequalities in the power imbalance between the dentist, patient, substitute decision-maker, staff and practicum students. |
| 1.3 | Demonstrates a commitment to continuing professional development. | 1.3.1 | Recognizes personal areas of professional expertise and opportunities for improvement. |
| | | 1.3.2 | Maintains an awareness of changes and emerging trends in clinical practice. |
| | | 1.3.3 | Engages in self-assessment, self-reflection, peer and practice assessment, continuous learning and professional development. |
| | | 1.3.4 | Supports and encourages the professional development of staff and practicum students. |
| | | 1.3.5 | Shares professional knowledge with staff, patients, practicum students and colleagues. |

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| 1.4 | Establishes collaborative professional relationships with other health care providers and consults with them in a timely manner, as required. | 1.4.1 | Builds professional relationships with other health care providers based on mutual trust and respect. |
| | | 1.4.2 | Demonstrates knowledge of other healthcare providers' scopes of practice. |
| | | 1.4.3 | Collaborates with other healthcare providers to develop treatment plans and dental prostheses or oral devices. |
| | | 1.4.4 | Manages differences of opinion and misunderstandings in a manner that promotes positive interprofessional collaboration. |
| | | 1.4.5 | Refers patients to other healthcare professionals when the required services are beyond the dentist's knowledge, skill, judgement or scope of practice. |
| | | 1.4.6 | Provides information and support to help the patient seek and obtain funding and required services. |

Competency Area 2: Patient-Centred Clinical Practice

| Competency | | Performance Indicators | |
|------------|---|------------------------|---|
| 2.1 | Performs and manages clinical procedures competently and safely. | 2.1.1 | Identifies the foundational knowledge, skills and judgement that are required to meet the patient's denturism needs. |
| | | 2.1.2 | Determines whether the proposed clinical procedure is within the legislated denturism scope of practice. |
| | | 2.1.3 | Identifies the personal knowledge, skills and judgement required to perform a procedure. |
| | | 2.1.4 | Consults with other professionals, as needed, to confirm treatment direction. |
| | | 2.1.5 | Understands how physical and psychosocial factors may affect the provision of denturism services and treatment outcomes. |
| | | 2.1.6 | Understands how assessment results may affect the treatment plan and expected outcomes. |
| | | 2.1.7 | Determines and manages the risk of undesirable outcomes associated with a clinical procedure. |
| | | 2.1.8 | Incorporates knowledge and assessment of relative contraindications for specific materials and patient limitations into proposed treatment plans. |
| | | 2.1.9 | Applies foundational knowledge and follows up-to-date, evidence-informed practice to produce accurate, functional results. |
| | | 2.1.10 | Knows when denturism services may be discontinued and discontinues treatment appropriately. |
| 2.2 | Determines the appropriateness of a requested service. | 2.2.1 | Demonstrates knowledge of requested services. |
| | | 2.2.2 | Understands the indications for a requested service |
| | | 2.2.3 | Discusses expected short- and long-term outcomes of the treatment with the patient and the referral source. |

| Competency | | Performance Indicators | |
|------------|--|------------------------|--|
| | | 2.2.4 | Manages the patient's expectations in light of pre-existing medical conditions. |
| 2.3 | Assesses the patient to determine a treatment plan. | 2.3.1 | Gathers, assesses and documents information about the patient's general and oral health history. |
| | | 2.3.2 | Gathers, assesses and documents information about the patient's current prescription and over-the-counter medication use. |
| | | 2.3.3 | Gathers, assesses and documents information about the patient's lifestyle (e.g., cigarette smoking, pipe use, coffee drinking) and the patient's ancillary medical devices (i.e., oxygen tanks, mobility aids) that may affect the treatment plan. |
| | | 2.3.4 | Gathers, assesses and documents information about the patient's use of snoring or obstructive sleep apnea treatment devices or aids (e.g., CPAP, recreational or breathing regulators) that may affect the treatment plan. |
| | | 2.3.5 | Assesses the patient's attitude to dental services and their readiness to accept a dental prosthesis or oral device. |
| | | 2.3.6 | Performs intra- and extra-oral examinations to assess for abnormal and normal oral structure and function and any associated indications of systemic disease (e.g., ulcers, oral thrush, denture-induced fibrosis). |
| | | 2.3.7 | Assesses the function of the patient's temporomandibular joint. |
| | | 2.3.8 | Assesses the patient's current dental prosthesis or oral device, if any, to determine fit and patterns of function and wear. |
| | | 2.3.9 | Considers the information in the patient's radiographic report and incorporates that information into the treatment plan, as appropriate. |
| 2.4 | Communicates in a clear, respectful and effective manner. | 2.4.1 | Provides accurate and timely verbal and written information. |
| | | 2.4.2 | Assesses the patient's communication skills. |
| | | 2.4.3 | Identifies barriers to effective communication with the patient. |
| | | 2.4.4 | Modifies communication style to meet the patient's needs. |
| | | 2.4.5 | Communicates in a manner that respects the patient's needs and beliefs. |
| | | 2.4.6 | Uses active listening techniques. |
| | | 2.4.7 | Demonstrates cultural sensitivity and competence to support the delivery of respectful, unbiased and professional patient care and services. |
| | | 2.4.8 | Uses profession-specific abbreviations and terminology, where appropriate. |
| 2.5 | Obtains informed consent from patients. | 2.5.1 | Assesses the patient's capacity to provide informed consent and addresses barriers to obtaining informed consent when they exist. |
| | | 2.5.2 | Identifies a substitute decision-maker and involves the substitute decision-maker in the patient's care, when appropriate. |
| | | 2.5.3 | Obtains informed consent from the patient, in accordance with applicable legislation, regulatory requirements, Standards of Practice and guidelines, for the services to be provided and for the staff members who will be providing the services, prior to initiating or changing a treatment plan. |

| Competency | | Performance Indicators | |
|------------|--|------------------------|--|
| 2.6 | Develops a treatment plan in collaboration with the patient. | 2.6.1 | Ensures the patient understands the assessment findings and clinical implications of the assessment. |
| | | 2.6.2 | Develops treatment options based on the results of the assessment and the patient's medical history, needs and goals. |
| | | 2.6.3 | Determines the treatment plan in collaboration with the patient. |
| | | 2.6.4 | Identifies the contraindications, benefits, disadvantages and risks of the treatment options. |
| | | 2.6.5 | Discusses the treatment options with the patient, ensuring the patient understands the benefits, disadvantages, contraindications, risks and reasonable expected outcomes for each treatment option. |
| | | 2.6.6 | Ensures the patient understands the associated costs of and payment options for each suggested treatment option. |
| | | 2.6.7 | Assesses progress and modifies the treatment plan as required, informing the patient of any changes, the rationale for such changes, and whether the changes will affect the treatment outcome. |
| | | 2.6.8 | Takes measurements or impressions, as appropriate, to establish the ideal restoration that would maximize comfort, fit, function and aesthetics. |
| | | 2.6.9 | Selects the most suitable impression material that fits with the patient's anatomical conditions and variations. |
| | | 2.6.10 | Assesses and addresses the patient's safety and comfort when taking measurements or impressions. |
| 2.7 | Fulfills a laboratory design prescription to support the fabrication of the dental prosthesis or oral device. | 2.7.1 | Determines, in collaboration with the patient, the colour, size and tooth arrangement to be used in the dental prosthesis. |
| | | 2.7.2 | Uses the assessment results to fulfill the laboratory design prescription. |
| | | 2.7.3 | Documents the desired materials and fabrication instructions in the design prescription, as appropriate. |
| | | 2.7.4 | Communicates the laboratory design prescription to the dental technologist/technician and ensures the technologist/technician understands the prescription, as appropriate. |
| 2.8 | Ensures that the dental prosthesis or oral device meets Standards of Practice and the patient's needs. | 2.8.1 | Assesses the fit of the dental prosthesis or oral device. |
| | | 2.8.2 | Verifies the aesthetics of and phonetics associated with the dental prosthesis or oral device. |
| | | 2.8.3 | Discusses the use, care and maintenance of the dental prosthesis or oral device with the patient. |
| | | 2.8.4 | Confirms acceptance of the dental prosthesis or oral device by the patient. |
| | | 2.8.5 | Schedules follow-up appointments, as required. |
| | | 2.8.6 | Ensures that the patient understands when they should seek urgent follow-up treatment. |
| 2.9 | Provides the patient with education about oral healthcare and how to use, | 2.9.1 | Assesses the patient's educational needs in relation to the patient's medical and dental history, their ability to understand and comply with the treatment |

| Competency | | Performance Indicators | |
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| | care for and maintain the dental prosthesis or oral device. | | plan, and the services being provided. |
| | | 2.9.2 | Modifies educational materials and delivery methods to meet the needs of the patient. |
| | | 2.9.3 | Provides education appropriate to the patient and the required services. |
| | | 2.9.4 | Assesses the effectiveness of patient education materials. |
| 2.10 | Conducts follow-up appointments to assess and address the comfort, fit, function, biocompatibility and aesthetics of the dental prosthesis or oral device. | 2.10.1 | Assesses the patient's oral cavity during follow-up assessments |
| | | 2.10.2 | Makes appropriate modifications to the patient's dental prosthesis or oral device to address patient concerns and irregularities of the dental prosthesis or oral device. |

Competency Area 3: Records Management

| Competency | | Performance Indicators | |
|------------|---|------------------------|---|
| 3.1 | Maintains the confidentiality and privacy of patient information, including information in the patient record. | 3.1.1 | Protects patient privacy and confidentiality in accordance with applicable legislation, Standards of Practice, regulatory requirements and guidelines. |
| | | 3.1.2 | Obtains consent to collect, disclose, store and use patient information. |
| | | 3.1.3 | Knows when patient information may be released without the consent of the patient. |
| 3.2 | Maintains patient records. | 3.2.1 | Maintains complete patient records that include necessary and accurate information about other healthcare providers involved in the patient's care. |
| | | 3.2.2 | Documents patient communications in a clear, concise, comprehensive and timely manner, in accordance with applicable legislation, regulatory requirements, Standards of Practice and guidelines. |
| | | 3.2.3 | Understands a patient's right to access their record. |
| | | 3.2.4 | Understands that a denturist's professional regulatory body has a right to access patient records. |
| | | 3.2.5 | Provides a patient with access to their record upon request. |
| | | 3.2.6 | Transfers a patient record in accordance with applicable legislation, regulatory requirements, Standards of Practice and guidelines when closing or selling a practice. |
| | | 3.2.7 | Obtains contact information for relevant professionals associated with the patient's care, including the patient's dentist, physician or nursing services, and other past or present medical professionals, as indicated. |

Competency Area 4: Laboratory Procedures

| Competency | | Performance Indicators | |
|------------|---|------------------------|---|
| 4.1 | Fabricates dental prostheses and oral devices to ensure structural integrity, comfort, fit, function, biocompatibility and aesthetics. | 4.1.1 | Understands the key factors involved in selecting dental materials used to fabricate dental prostheses or oral devices, including the characteristics of the materials, the patient's presentation and goals, manufacturer instructions, contraindications for use and recommendations. |
| | | 4.1.2 | Prepares and uses fabrication materials according to manufacturer instructions. |
| | | 4.1.3 | Chooses occlusal strategies based on patient assessment, condition and requirements, including the condition of the ridges, the maxillomandibular relationship and other case-specific measures. |
| | | 4.1.4 | Operates fabrication equipment and tools safely and appropriately. |
| | | 4.1.5 | Uses dental materials safely and appropriately. |
| | | 4.1.6 | Assesses laboratory and fabricated components to ensure they comply with the laboratory design prescription. |
| 4.2 | Performs corrective procedures on dental prostheses or oral devices to ensure structural integrity, comfort, fit, function, biocompatibility and aesthetics. | 4.2.1 | Assesses defective or broken dental prostheses or oral devices to determine the reason for the defect or breakage. |
| | | 4.2.2 | Identifies the materials used in the dental prosthesis or oral device. |
| | | 4.2.3 | Determines options to correct any defect in the dental prosthesis or oral device, as appropriate, and recognizes when a dental prosthesis or oral device is irreparable. |
| | | 4.2.4 | Assesses the compatibility of the materials used in repairs with the existing materials, patient assessments and history of the dental prosthesis or oral device. |
| | | 4.2.5 | Uses evidence-informed practice to correct the defect or breakage. |
| | | 4.2.6 | Repairs the dental prosthesis or oral device to ensure structural integrity, comfort, fit, function, biocompatibility and aesthetics. |
| | | 4.2.7 | Consults with or seeks service from an external laboratory, as required. |
| 4.3 | Adjusts or alters dental prostheses or oral devices, as required. | 4.3.1 | Determines the reason for the adjustment or alteration. |
| | | 4.3.2 | Takes measurements or impressions to facilitate laboratory procedures. |
| | | 4.3.3 | Informs the laboratory of the reasons for the adjustment or alteration. |
| | | 4.3.4 | Makes the adjustment or alteration, taking into consideration structural integrity, comfort, fit, function, biocompatibility and aesthetics. |
| | | 4.3.5 | Encourages the patient to book a follow-up appointment to reassess the fit and function of dental prosthesis or oral device after an adjustment or alteration. |

Competency Area 5: Business Management

| Competency | | Performance Indicators | |
|------------|--|------------------------|--|
| 5.1 | Manages risks and ensures the safety of patients, staff and practicum students. | 5.1.1 | Continually assesses the clinic or other environment to identify potential risks to the safety of patients, staff and practicum students. |
| | | 5.1.2 | Has a plan to address emergency situations in the clinic or other environment that includes a periodic review of fire extinguisher locations, emergency exits, muster points, and roles and responsibilities, and disseminates this information to staff and practicum students. |
| | | 5.1.3 | Maintains certification, as required, in cardiopulmonary resuscitation, first aid and management of medical emergencies. |
| | | 5.1.4 | Takes appropriate steps to mitigate identified risks to safety for self, patients, staff and practicum students. |
| | | 5.1.5 | Educates staff and practicum students about safety and emergency procedures. |
| | | 5.1.6 | Integrates safety practices into daily practice activities. |
| | | 5.1.7 | Establishes policies and protocols to prevent, and manage abusive workplace behaviour, when necessary |
| | | 5.1.8 | Ensures that clinic and laboratory policies and procedures align with applicable legislation, Standards of Practice, regulatory requirements and guidelines. |
| | | 5.1.9 | Complies with infection prevention and control legislation, guidelines and Standards of Practice. |
| | | 5.1.10 | Ensures that staff and practicum students are trained in the appropriate use of personal protective equipment (PPE), and ensures that PPE is used when required. |
| 5.2 | Manages day-to-day and emergency practice processes. | 5.2.1 | Manages workload with respect to patient services, practice requirements, and professional responsibilities. |
| | | 5.2.2 | Provides necessary professional services based on thorough assessments and professional judgement. |
| | | 5.2.3 | Uses professional judgement, insight, and empathy to communicate with patients regarding their treatment requests, expectations, or outcomes. |
| | | 5.2.4 | Responds promptly to patients who are experiencing medical emergencies. |
| | | 5.2.5 | Measures, monitors, and reflects on productivity to support efficient, timely service delivery. |

| Competency | | Performance Indicators | |
|------------|---|------------------------|---|
| 5.3 | Manages human resource activities. | 5.3.1 | Adheres to applicable legislation, regulatory requirements, Standards of Practice and guidelines in the supervision of staff and practicum students. |
| | | 5.3.2 | Provides an orientation session for new staff and practicum students. |
| | | 5.3.3 | Provides regular, documented feedback to staff and practicum students. |
| | | 5.3.4 | Communicates changes in policies, processes and services to staff, practicum students, patients and others. |
| | | 5.3.5 | Ensures that staff and practicum students comply with applicable legislation, regulatory requirements, Standards of Practice and guidelines; and clinic or other practice environment policies, procedures and systems. |
| | | 5.3.6 | Ensures that staff and practicum students work within their scope of practice. |
| 5.4 | Uses ethical advertising practices. | 5.4.1 | Ensures that practice-related advertising is true, accurate, verifiable and professional. |
| | | 5.4.2 | Acts with professional courtesy and in accordance with applicable legislation, regulatory requirements, Standards of Practice and guidelines with regard to professional competition. |
| 5.5 | Uses appropriate financial management practices. | 5.5.1 | Ensures financial records are accurate, current and adhere to applicable legislation, Standards of Practice, regulatory requirements or guidelines. |
| | | 5.5.2 | Ensures accounting and bookkeeping systems are accurate, current and adhere to applicable legislation, Standards of Practice, regulatory requirements and guidelines. |
| | | 5.5.3 | Maintains copies of all invoices and payment receipts and provides them on request, as appropriate. |
| | | 5.5.4 | Informs patients about payment, refund and warranty policies. |
| | | 5.5.5 | Ensures clinic fee structures are transparent. |

Glossary

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| Aesthetics | The contribution of a prosthetic or denture to a patient's appearance that is determined by acrylic colour, tooth shade, position, size and alignment and the interaction of the device with the patient's existing physical features. |
| Biocompatibility | A characteristic of a material that describes its lack of deleterious effects on vital tissue of the host or patient. Deleterious effects can include non-specific tissue irritation or inflammation, carcinogenicity or genetic toxicity. |
| Code of Ethics | A statement of moral conduct, ethical principles and values that guides professional conduct and usually includes traits such as honesty, trust, transparency, respect, fairness and accountability. |
| Competence | The degree to which an individual uses the knowledge, skills and judgement associated with the profession to perform effectively in the domain of professional encounters within the scope of professional practice. ¹ |
| Competency | An observable task that can be performed with entry-level proficiency and that, in conjunction with all of the other competencies, ensures safe, competent and ethical practice. |
| Laboratory design prescription | A document that identifies specifications, measurements and/or fabrication instructions. May also be called a design document or laboratory prescription. |
| Evidence-informed practice | Practice that is based on successful strategies that improve patient outcomes and are derived from various sources of evidence that include a patient's perspective, research, guidelines, policies, consensus statements, expert opinion and quality improvement data. |
| Patient | The person requesting or receiving treatment. May also refer to a legally identified substitute decision-maker where appropriate as defined in the Standards of Practice. |
| Patient-centred | A value that is demonstrated by respecting the patient, encouraging a patient's involvement in their treatment decisions, advocating for the patient's needs and acknowledging the patient's experience and knowledge. |
| Informed consent | Permission given by a patient after the patient has been fully informed of the nature, benefits, risks and side effects of an assessment, treatment or intervention; and the likely consequence of not having the assessment, treatment or intervention. During the informed consent process the patient is given the opportunity to ask questions and efforts are made to ensure the patient fully understands the information provided. |
| Performance indicator | A measurable behaviour that is indicative of, or related to, a competency. |
| Scope of practice | The procedures, actions and processes that members of a particular profession are, as codified in statute, authorized to perform. |
| Standard of practice | The minimum expectation defined by a profession as articulated in a specific jurisdiction. |
| Stakeholders | The significant participants in any given process. May include the public, patients, health professionals, support staff and employers. |
| Substitute decision-maker | A person who legally makes decisions for someone who is incapable of making their own decisions. These decisions can be associated with consent to, or refusal of healthcare. In many cases a substitute decision-maker is a family member or partner; however, it may be another individual appointed by the patient (as an Attorney for Personal Care), or a court, board, public guardian or trustee. Please note the legal requirements in your province to ensure that instructions are taken from the actual and appropriate substitute decision maker. |

¹ https://med.uottawa.ca/department-innovation/sites/med.uottawa.ca.department-innovation/files/example1_successful_aim_e_grant.pdf