



BOARD OF DENTURISTS WEBINAR MEETING AGENDA

Thursday, August 18, 2022
3:00 p.m.

**This meeting is only available via webinar.
To join the webinar, please see the link on the last page of this agenda.**

BOARD MEMBERS: JOSHUA BROOKS; CODY CARSON; VALLAN CHARRON, CHAIR; KEITH GRESSELL, DMD; GAYLE HORNER, PUBLIC MEMBER; SHIRLYNN WALTER, PUBLIC MEMBER; SZILARD ZOMBOR, VICE-CHAIR

CONTACT: VICKI BROWN, HEALTH SERVICES CONSULTANT 4
(360) 236-4865; FAX (360) 236-2901
vicki.brown@doh.wa.gov

In accordance with the Open Public Meetings Act, notices were mailed electronically to individuals who requested notification of meetings of the Board of Denturists.

Times and Order: The open session meeting will start at 3:00 p.m. on Thursday, August 18, 2022 and continue until all agenda items are complete. This agenda schedule may change and items may not be taken in order of the agenda. The board will adjourn as determined by the agenda and the members. This agenda is subject to change.

Accessibility: This meeting is accessible to person with disabilities. Special aids and services can be made available upon advanced request. Advance request for special aids and services must be made no later than one week before the meeting. If you need assistance with special needs and services, you may leave a message with that request at 1-800-525-0127 or, if calling from outside Washington State, call 360-236-4052. TDD may also be accessed by calling the TDD relay service at 1-800-833-6388. If you need assistance due to a speech disability, Speech-to-Speech provides human voicers for people with difficulty being understood. The Washington Speech-to-Speech toll free access number is 1-877-833-6341. If you wish general information about this meeting, please call the program at 360-236-4865.

Please Note: Comments from the public in attendance may be solicited after each agenda item.

Thursday, August 18, 2022 – 3:00 p.m.

OPEN SESSION

1. CALL TO ORDER

- 1.1 Introduction of board members and staff
- 1.2 Determination of reasonable safety of holding a public meeting

PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER WASHINGTON

- 1.3 Public Comment – The public will have an opportunity to provide comments. If you would like to comment during this time, please limit your comments to two minutes. Please identify yourself and who you represent, if applicable, when the Chair opens the floor for public comment.
- 1.4 Approval of agenda
- 1.5 Approval of May 13, 2022 webinar meeting minutes
- 1.6 Approval of June 14, 2022 special webinar meeting minutes

2. WRITTEN EXAMINATION REQUEST FOR ADDITIONAL TIME

- 2.1 The board will have a further discussion on the amount of additional time a candidate can request to take the written examination.
- 2.2 The board will review and may make a decision on a recent request for additional times to take the written examination.

3. UPDATE FROM SPECIAL TOPICS COMMITTEE – The committee members will provide an update on the progress regarding the rules workshops.

4. PROGRAM MANAGEMENT REPORT – Information provided to the board by the Executive Director and Program Manager.

- 4.1 Interim Operating Budget Report
- 4.2 Licensing and Disciplinary Statistics
- 4.3 2021 – 2023 Business Plan
- 4.4 Other

5. CONSENT AGENDA – CORRESPONDENCE

The following item(s) and any additional correspondence received or sent is for the board's information. If separate discussion is desired on an item, a single motion by a board member will place the specific item(s) on the regular business agenda. If there is no motion, there will be no discussion.

6. FUTURE AGENDA ITEMS AND PLANNING FOR FUTURE MEETINGS

- 2021 – 2023 Business Plan
- Licensing and disciplinary statistics
- Health Equity continuing education
- Update from Special Topics Committee

7. ADJOURNMENT

Microsoft Teams meeting

Join on your computer or mobile app

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Or call in (audio only)

[+1 564-999-2000,,583664898#](#) United States, Olympia

Phone Conference ID: 583 664 898#

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BOARD OF DENTURISTS WEBINAR MEETING MINUTES

Friday, May 13, 2022

Board Members Present: Joshua Brooks
Cody Carson
Vallan Charron, Chair
Keith Gressell, DMD
Gayle Horner, Public Member
Shirlynn Walter, Public Member
Eric Hansen, Pro-Tem
Melissa Loucks, Pro-Tem

Board Members Absent: Szilard Zombor, Vice-Chair

Staff Present: Vicki Brown, Health Services Consultant 4
Trina Crawford, Executive Director
Sandie Pearson, Health Services Consultant 1
Heather Carter, Assistant Attorney General (AAG)
Ashley Bell, Behavioral Health Programs Coordinator

Others Present: Lauren Johnson, Washington State Dental Association (WSDA)
Carolyn Logue, Washington Denturist Association (WDA)

OPEN SESSION

1. CALL TO ORDER

The open session of the webinar was called to order at 12:01 p.m. by Val Charron, Chair.

1.1 Introduction of board members and staff

The board members and staff were introduced.

1.2 Approval of agenda

A motion was made by Josh Brooks to approve the May 13, 2022 agenda as amended. The date was amended under Item 4. Universal Testing Services (UTS) Clinical Examination from early to late summer 2023 to the correct date of October 8,

2022. The motion was seconded, and the board unanimously approved the agenda as amended.

1.3 Approval of February 18, 2022 special webinar meeting minutes

A motion was made by Shirlynn Walter to approve the February 18, 2022 special webinar meeting minutes as presented. The motion was seconded, and the board unanimously approved the February 18, 2022 special webinar meeting minutes as presented.

2. ENGROSSED SUBSTITUTE SENATE BILL (ESSB) 5229 Health Care Professionals – Health Equity Continuing Education

Ms. Bell provided the board an update regarding ESSB 5229. She shared with board members that four listening sessions had been held. At this point there have been three rules-workshops to draft rule language and develop minimum standards. Another rules-workshop is scheduled for late May. Rule language for minimum standards will need to be in place by July 2023. Boards and commissions will have until January 2024 to adopt rules pertaining to ESSB 5229. Ms. Bell asked for comments to be emailed to her.

3. 2022 MEETING DATES

The board revisited their 2022 meeting dates for possible changes. The August 18, 2022 meeting was changed from a webinar to an in-person meeting in the Tacoma vicinity. The start time will be 3:00 p.m. Staff will procure a meeting location.

4. UNIVERSAL TESTING SERVICES (UTS) CLINICAL EXAMINATION

The board discussed and decided on the individuals that will be observing the UTS clinical examination on October 8, 2022. The clinical examination will be held at Natural Dentures in Eugene, Oregon. The observers from the board will be Josh Brooks and Keith Gressell, DMD. Vicki Brown will be attending as staff. Val Charron will be a back-up observer. Staff will notify UTS of the attendees.

5. CLINICAL EXAMINATION – The board will discuss and decide on the items listed below.

5.1 Proposed changes to the clinical examination outline form.

Ms. Brown provided an updated draft version of the clinical outline form sent out to candidates prior to the clinical exam. Board members reviewed and discussed the draft changes made to the clinical outline form. A motion was made and seconded to accept the updated clinical outline form as presented. Board members voted in favor of the motion.

5.2 Teeth used during trial denture set-up.

The board discussed a question it received regarding the teeth and whether certain manufacturers of teeth are permitted to be used during the trial denture set up portion of the clinical exam. Board members agreed that any manufacturer of posterior teeth that is 20° anatomical is acceptable.

6. WRITTEN EXAMINATION REQUEST FOR ADDITIONAL TIME

Board members reviewed a request for additional time to take the written examination. A suggestion was made to allow the candidate an additional hour to take the exam. A motion was made by Shirlynn Walter to allow the requesting candidate three hours to take the written examination. The motion was seconded, and the board voted seven in favor of the motion and one opposed. The motion passed.

7. DENTURIST COVID-19 RESPONSE – The board discussed and made a decision regarding the current continuing competency requirement allowing online courses and whether to grant an extension.

Board members discussed whether to grant an extension to the current continuing competency requirement that allows online courses. Members agreed that the extension did not need to be granted.

8. PROGRAM MANAGEMENT REPORT – Information provided to the board by the Executive Director and Program Manager.

8.1 Interim Operating Budget Report – Ms. Crawford shared that the budget is in good shape with revenue continuing to exceed expenditures. She also shared that travel costs will rise with the upcoming in-person meeting as well as other travel related expenditures.

The legislature passed Senate Bill 5753, this raises the amount of board pay from \$50 per day to \$250 per day and is effective July 1, 2022. This increase in pay may also have an impact on future budget reports.

8.2 Other

There was no other business presented to the board at this time.

9. CONSENT AGENDA – CORRESPONDENCE

The following item(s) and any additional correspondence received or sent is for the board's information. If separate discussion is desired on an item, a single motion by a board member will place the specific item(s) on the regular business agenda. If there is no motion, there will be no discussion.

No items were added to the Consent Agenda at this time.

10. FUTURE AGENDA ITEMS AND PLANNING FOR FUTURE MEETINGS

- 2021 – 2023 Business Plan
- Licensing and disciplinary statistics
- Health Equity continuing education
- Update from Special Topics Committee

11. OPEN FORUM FOR PUBLIC INPUT

There was no public input at this time.

12. ADJOURNMENT

There being no further business before the board, the webinar was adjourned at 1:05 p.m. on Friday, May 13, 2022. The next meeting is scheduled for Thursday, August 18, 2022 and will be held in-person at the Courtyard Marriott in Tacoma or at another location in the Tacoma vicinity. Updated meeting information will be posted to the Board of Denturists webpage.

Respectfully Submitted By:

Approved By:

Vicki Brown, Program Manager

Vallan Charron, Chair
Board of Denturists



**BOARD OF DENTURISTS
SPECIAL WEBINAR MEETING MINUTES**

Tuesday, June 14, 2022

Board Members Present: Joshua Brooks
Cody Carson
Vallan Charron, Chair
Keith Gressell, DMD
Gayle Horner, Public Member
Shirlynn Walter, Public Member
Szilard Zombor, Vice-Chair
Melissa Loucks, Pro-Tem
Sandie McNaughton, Pro-Tem

Board Members Absent: Eric Hansen, Pro-Tem

Staff Present: Vicki Brown, Health Services Consultant 4
Trina Crawford, Executive Director
Sandie Pearson, Health Services Consultant 1
Heather Carter, Assistant Attorney General (AAG)

Others Present: Lauren Johnson, Washington State Dental Association (WSDA)

Tuesday, June 14, 2021

OPEN SESSION

The open session of the special webinar meeting was called to order at 12:00 p.m. by Val Charron, Chair.

1. CALL TO ORDER

1.1 Introduction of board members and staff

The board members and staff were introduced.

- 1.2 Changes to the Open Public Meetings Act and determination of reasonable safety of holding a public meeting – Heather Carter, Assistant Attorney General (AAG)

The board moved to make a determination that due to the declared state of emergency from the COVID-19 pandemic, the board cannot meet with public in attendance with reasonable safety at its two August meetings. The board will hold remote meetings only in August. The factors considered were the high levels of transmission on COVID in the community, inability to social distance in available facilities, and the lack of ability to enforce masking and vaccination for the public.

- 1.3 Public Comment – The public will have an opportunity to provide comments. If you would like to comment during this time, please limit your comments to two minutes. Please identify yourself and who you represent, if applicable, when the Chair opens the floor for public comment.

No public comment was provided.

2. ADJOURNMENT

There being no further business before the board, the special webinar meeting was adjourned at 12:06 p.m. on Tuesday, June 14, 2022. The next regular meeting is scheduled for Thursday, August 18, 2022 and will be held by webinar. Updated meeting information will be posted to the Board of Denturists webpage.

From: [Keith Gressell](#)
To: val@northwestdental.com; [Brown, Vicki L \(DOH\)](#)
Subject: Next Board Meeting
Date: Friday, May 13, 2022 2:28:17 PM

External Email

Hey Vicki,

Not sure the procedure for this or if it is even possible. But I would like us to further discuss the issue that came up with the exam and the time limit. I feel that it was apparent that the board was NOT on the same page and with time and recollection on the issue, it is my opinion that further debate on the topic is warranted.

I cc'd the Chair on this email as well.

Let me know your thoughts and if it is even possible

Thanks a lot!! And I look forward to hearing from you.

Dr Gressell

Sent from my iPhone

From:
To: [Brown, Vicki L \(DOH\)](#)
Subject: Fwd: Written exam
Date: Wednesday, May 18, 2022 12:49:49 PM

External Email

Dear Vicky,

I would like to request the Board of Denturist to consider my request to add additional time when I do the online written test.

As an ESL student, I found out that it takes double, sometimes triple time for me to read English then translate in my first language in order to understand the content. This is the reason why I would like to request more time during my written exam. I would like to ask for double the time if at all possible. This will give me a chance to really think through and understand the questions so that I can better answer them.

Thank you so much for your consideration.

Sincerely,

| 62605-DENTURISTS | Biennium Budget | Current Month Jun 2022 | | | | 2023 Biennium-To-Date Jul 01, 2021 Thru Jun 30, 2022 | | | |
|----------------------|-----------------|------------------------|--------|-------------|----------|--|--------|-------------|----------|
| | | Allotment | Actual | Encumbrance | Variance | Allotment | Actual | Encumbrance | Variance |
| FTE, Staff and Board | 24.00 | 1.00 | 1.20 | 0.00 | (0.20) | 12.00 | 12.95 | 0.00 | (0.95) |

Expenditures

Direct Charges

| | | | | | | | | | |
|--------------------------------------|----------------|---------------|---------------|----------|----------------|----------------|----------------|----------|---------------|
| Salaries Staff (A) | 157,260 | 6,393 | 6,393 | 0 | 0 | 76,716 | 77,255 | 0 | (539) |
| Board (AE) | 29,421 | 325 | 850 | 0 | (525) | 3,900 | 5,156 | 0 | (1,256) |
| Benefits (B) | 55,667 | 2,153 | 2,172 | 0 | (19) | 25,836 | 25,868 | 0 | (32) |
| Personal Svcs (C) | 2,808 | 117 | 0 | 0 | 117 | 1,404 | 0 | 0 | 1,404 |
| Goods and Supplies (E) | 83,277 | 3,388 | 5,512 | 0 | (2,124) | 40,656 | 29,046 | 0 | 11,610 |
| Supplies (EA) | 2,040 | 85 | 0 | 0 | 85 | 1,020 | 145 | 0 | 875 |
| Communications (EB) | 240 | 10 | 0 | 0 | 10 | 120 | 0 | 0 | 120 |
| Bldg/Rent/Utilities (EC/ED) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Repairs, Alterations, & Maint. (EE) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Printing (EF) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Training/Dues/Conference (EG) | 2,640 | 110 | 170 | 0 | (60) | 1,320 | 9,217 | 0 | (7,897) |
| Rental/Leases (EH) | 3,960 | 165 | 0 | 0 | 165 | 1,980 | 0 | 0 | 1,980 |
| Subscriptions (EJ) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Consolidated Mail (EK) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Data Processing Services (EL) | 72 | 3 | 0 | 0 | 3 | 36 | 0 | 0 | 36 |
| AG Support (EM) | 73,882 | 3,000 | 5,315 | 0 | (2,315) | 36,000 | 19,537 | 0 | 16,463 |
| Insurance (EP) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Contractual Services (ER) | 0 | 0 | 0 | 0 | 0 | 0 | 31 | 0 | (31) |
| Vehicle Maint. & Oper Costs (ES) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Software Licenses, Maint. (EY) | 360 | 15 | 34 | 0 | (19) | 180 | 122 | 0 | 58 |
| Other Goods & Services (EZ) | 0 | 0 | (7) | 0 | 7 | 0 | (7) | 0 | 7 |
| Travel (G) | 42,000 | 1,750 | 826 | 0 | 924 | 21,000 | 7,743 | 0 | 13,257 |
| Equipment (J) | 2,760 | 115 | 0 | 0 | 115 | 1,380 | 0 | 0 | 1,380 |
| Grants and Subsidies (N) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Inter-Agency Reimb. (S) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Intra-Agency Reimb. (T) | 166,356 | 7,050 | 12,448 | 0 | (5,398) | 77,123 | 58,202 | 0 | 18,921 |
| Goods and Services (TE) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| G & S-Rent (TE 6740) | 10,200 | 425 | 622 | 0 | (197) | 5,100 | 4,556 | 0 | 544 |
| G & S-IT Support (TE E350 & TE E360) | 4,008 | 164 | 164 | 0 | 0 | 1,968 | 1,732 | 0 | 236 |
| G & S-Phone (TE E370) | 468 | 19 | 20 | 0 | (1) | 228 | 191 | 0 | 37 |
| Sub Total Direct Charges | 387,786 | 14,849 | 16,559 | 0 | (1,710) | 178,188 | 151,547 | 0 | 26,641 |

| | Biennium Budget | Current Month Jun 2022 | | | | 2023 Biennium-To-Date Jul 01, 2021 Thru Jun 30, 2022 | | | |
|-----------------------------------|-----------------|------------------------|--------|-------------|----------|--|---------|-------------|----------|
| | | Allotment | Actual | Encumbrance | Variance | Allotment | Actual | Encumbrance | Variance |
| Service Units (TA) | | | | | | | | | |
| Adjudicative Clerks Office (A010) | 2,703 | 109 | 9 | 0 | 100 | 1,311 | 45 | 0 | 1,266 |
| Adjudicative Services Unit (A020) | 24,651 | 1,084 | 0 | 0 | 1,084 | 10,814 | 0 | 0 | 10,814 |
| WRAMP (A230) | 80 | 4 | 2 | 0 | 2 | 20 | 14 | 0 | 6 |
| HP Investigations (A100) | 45,676 | 1,923 | 6,919 | 0 | (4,996) | 21,292 | 17,760 | 0 | 3,532 |
| Self Insurance (A220) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Legal Services (A150) | 23,347 | 995 | 367 | 0 | 628 | 10,711 | 7,944 | 0 | 2,767 |
| Call Center (A030) | 1,411 | 59 | 47 | 0 | 12 | 655 | 664 | 0 | (9) |
| Public Disclosure (A180) | 1,140 | 46 | 438 | 0 | (392) | 552 | 1,238 | 0 | (686) |
| Online Licensing Project (A130) | 240 | 10 | 19 | 0 | (9) | 120 | 119 | 0 | 1 |
| Investigations Case Mgt (A070) | 4,884 | 198 | 198 | 0 | 0 | 2,376 | 2,270 | 0 | 106 |
| Complaint Intake (A040) | 4,152 | 181 | 115 | 0 | 66 | 1,848 | 1,690 | 0 | 158 |
| Legal Compliance (A140) | 13,968 | 565 | 502 | 0 | 63 | 6,780 | 6,213 | 0 | 567 |
| HP & Director (A110) | 18,511 | 826 | 1,450 | 0 | (624) | 8,035 | 8,887 | 0 | (852) |
| Credentialing (A060) | 8,910 | 360 | 730 | 0 | (370) | 4,326 | 3,424 | 0 | 902 |
| Home Care Aide (A240) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Renewal Unit (A190) | 1,599 | 65 | 417 | 0 | (352) | 783 | 817 | 0 | (34) |
| Revenue Unit (A200) | 240 | 10 | 22 | 0 | (12) | 120 | 138 | 0 | (18) |
| FBI Background Check (A090) | 24 | 1 | 4 | 0 | (3) | 12 | 24 | 0 | (12) |
| HP Suicide Assessment (A120) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| OS Review Officer (A210) | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Sub Total Service Units (TA) | 151,536 | 6,436 | 11,238 | 0 | (4,802) | 69,755 | 51,246 | 0 | 18,509 |
| Sub Total Expenditures | 539,322 | 21,285 | 27,797 | 0 | (6,512) | 247,943 | 202,793 | 0 | 45,150 |
| Indirect Charges | | | | | | | | | |
| Agency Management | 60,099 | 2,371 | 3,158 | 0 | (788) | 27,612 | 30,341 | 0 | (2,729) |
| Assistant Secretary | 60,635 | 2,392 | 3,187 | 0 | (795) | 27,859 | 22,961 | 0 | 4,898 |
| Sub Total Indirect Charges | 120,734 | 4,763 | 6,345 | 0 | (1,582) | 55,471 | 53,302 | 0 | 2,169 |
| Total Charges | 660,056 | 26,048 | 34,142 | 0 | (8,095) | 303,414 | 256,095 | 0 | 47,319 |
| Beginning Balance | | | | | | 419,925 | | | |
| Revenue | | | | | | 281,970 | | | |
| Fines | | | | | | 0 | | | |
| Total Revenue | | | | | | 281,970 | | | |
| Current Balance | | | | | | 445,800 | | | |

ITEM 4.2

Credential Status = ACTIVE

| | DENR | DNLT | Total |
|--------------|------|------|-------|
| Unknown | 2 | 0 | 2 |
| Adams | 0 | 0 | 0 |
| Asotin | 1 | 0 | 1 |
| Benton | 4 | 1 | 5 |
| Chelan | 3 | 0 | 3 |
| Clallam | 4 | 0 | 4 |
| Clark | 9 | 0 | 9 |
| Cowlitz | 2 | 0 | 2 |
| Franklin | 2 | 2 | 4 |
| Grant | 0 | 0 | 0 |
| Grays Harbor | 2 | 0 | 2 |
| Island | 0 | 0 | 0 |
| King | 31 | 0 | 31 |
| Kitsap | 5 | 0 | 5 |
| Kittitas | 1 | 0 | 1 |
| Lewis | 5 | 0 | 5 |
| Mason | 1 | 0 | 1 |
| Pacific | 1 | 0 | 1 |
| Pierce | 22 | 0 | 22 |
| Skagit | 0 | 4 | 4 |
| Snohomish | 16 | 5 | 21 |
| Spokane | 8 | 2 | 10 |
| Thurston | 8 | 0 | 8 |
| Walla Walla | 1 | 1 | 2 |
| Whatcom | 7 | 3 | 10 |
| Yakima | 2 | 1 | 3 |
| Out of State | 5 | 0 | 5 |
| Total | 142 | 19 | 161 |

Temporary Practice Permits

| | |
|--------|---|
| Clark | 0 |
| King | 0 |
| Pierce | 0 |
| TOTAL | 0 |

Credential Status = REVOKED

| | |
|-------|---|
| King | 1 |
| Total | 1 |

Statistics as of 07/27/2022

Credential Status = ACTIVE WITH CONDITIONS

| | DENR |
|-------|------|
| King | 1 |
| Total | 1 |

Credential Status = RETIRED ACTIVE

| | |
|---------|---|
| King | 3 |
| Spokane | 1 |
| Total | 4 |

Credential Status = INACTIVE

| | DENR |
|---------|------|
| Unknown | 1 |
| King | 1 |
| Total | 2 |

Credential Status = ACTIVE ON PROBATION

| | DENR |
|-------|------|
| Total | 0 |

Credential Status = VOLUNTARY SURRENDER

| | DENR |
|-------|------|
| Total | 1 |
| King | 1 |
| Total | 1 |

Total

Credential Status - SURRENDER

| | |
|-------|---|
| King | 1 |
| Total | 1 |

Credential Status = SUSPENDED

| | DENR | DNLT | Total |
|-----------|------|------|-------|
| Benton | 1 | 0 | 1 |
| Island | 0 | 1 | 1 |
| Okanogan | 1 | 0 | 1 |
| Pierce | 3 | 0 | 3 |
| Skagit | 1 | 0 | 1 |
| Snohomish | 2 | 0 | 2 |
| Unknown | 0 | 1 | 1 |
| Total | 8 | 2 | 10 |

Statistics from 01/04/2022 to 07/28/2022

Count of Alleged Issues

Count of Case Natures

| | | | |
|---|---|--|---|
| Federal or State Statutes, Regulations or | 1 | Abuse | 1 |
| Patient Care | 2 | Practice Without a Valid License (Expired, Suspended, Revoked) | 1 |
| Substandard or Inadequate Care | 5 | Standard of Care / Services | 8 |
| Improper or Inadequate Practicing | 1 | Unlicensed Practice (Never had a License) | 2 |
| Without a Valid Inadequate Skill Level | 1 | Violation of Regulations or Rules | 5 |
| Unlicensed Practice | 2 | | |
| Abuse - Physical | 1 | | |
| Mental | 1 | | |
| Improper or Abusive Billing | 2 | | |
| Providing or Ordering Unnecessary Tests or Services | 1 | | |
| Allowing or Aiding Unlicensed Practice | 1 | | |

**DEPARTMENT OF HEALTH
Washington State Board of Denturists
Business Plan 2021 – 2023**

MISSION: To protect the health, safety, and welfare of the dentist-using public in Washington State.

GOAL 1

Provide testing mechanism to assure competent and safe practitioners.

| Objective | Method – Time Line | Lead |
|---|--|-------------------------|
| A. License qualified candidates | Method: Periodically review and update both the written and jurisprudence examinations. Time Line: Ongoing | Board / Program Manager |
| | Method: Continued calibration of practical examination. Time Line: Before each exam | Board / Program Manager |
| | Method: Review examination statistics for developing trends. Time Line: Ongoing. | Board / Program Manager |
| | Method: Review and update candidate examination handbook and other examination instructions. Time Line: Annually | Board / Program Manager |
| | Method: Research requirements of other state(s) to determine equivalency to Washington State requirements. Time Line: Ongoing with an entire state review beginning in 2020 and then every 5 years after this date. | Board / Program Manager |
| | Method: Review the UTS or other regional examination and contract. Time Line: Every two years | Board / Program Manager |
| B. Bi-annual review of the Universal Testing Services, Inc. (UTS) or other regional examination and contract. | Method: Participate in a multi-state or regional examination such as the UTS examinations. Time Line: Every two years | Board / Program Manager |
| | Method: Board will designate a public member to participate at the annual conference to obtain skills and tools to use while they provide profession specific regulation and setting standards. Time Line: Annually | Board / Program Manager |

GOAL 2

Protect the public through education and credentials review process and continuing competency requirements.

| Objective | Method – Time Line | Lead |
|--|--|-------------------------|
| Review and make necessary rule changes relating to educational criteria, exam and continuing competency. | Method: Review rules as needed. Time Line: Ongoing. | Board / Program Manager |

GOAL 3

Improve education, awareness, and communication with denturists, consumers, and the Board in a cost efficient manner.

| Objective | Method – Time Line | Lead |
|--|---|-------------------------|
| Outreach to board approved schools and/or licensees. | Method: Presentation and update at school(s) and association meetings on rules, discipline and licensing requirements. Time Line: Annually | Board / Program Manager |

**DEPARTMENT OF HEALTH
Washington State Board of Denturists
Business Plan 2021 – 2023 cont.**

GOAL 4

Continue to define, evaluate and recognize educational programs for effectiveness and adherence to educational standards set by statute and rule.

| Objective | Method – Time Line | Lead |
|---|--|-------------------------|
| Continue to evaluate and define standards for school recognition. | Method: Develop policy and procedure for recognition of denturist educational programs. | Board / Program Manager |
| | Time Line: Every three years | |
| | Method: Review recognized programs to ensure continued compliance. | Board / Program Manager |
| | Time Line: Ongoing | |
| | Method: Perform site review as needed | Board / Program Manager |
| | Time Line: Ongoing | |

GOAL 5

Promote administrative efficiency.

| Objective | Method – Time Line | Lead |
|--|---|---|
| A. Review Board policies and procedures | Method: Evaluate Board policies and procedures during open public meetings. Time Line: Every two years | Board / Program Manager |
| B. Communicate HSQA policies, procedures, and processes. | Method: Promote HSQA office policies, procedures, and process presentations to the Board. Time Line: Every two years | Board / Program Manager / HSQA Office Directors |