

# Guidebook on supervision of dental practitioners

## 1. Purpose

The Singapore Dental Council (SDC) has the moral duty to protect the safety and well-being of the public by ensuring that registered dental practitioners practice ethically, safely and competently. This guidebook serves to provide dental practitioners, who take on the role as supervisors, with an important reference to improve supervised practices on Conditional registered (C reg) dentists and Oral Health Therapists (OHTs) registered under Part II of the Register of Oral Health Therapists (Part II OHTs).

The supervisor plays a critical role to guide the C reg dentists and Part II OHTs to hone their clinical skills, competencies, professionalism, confidence, teamwork and attention on patient safety. Proper supervision guides a dental practitioner to carry out treatment procedures safely and not put the patient at risk.

This guidebook will cover

- A C reg dentist and Part II OHT supervised practice journey
- Criteria, Roles and Responsibilities of the supervisor, employer and supervisee
- Supervisory Framework for C reg dentist and Part II OHT
- Code of Professional Conduct
- Common questions and answers

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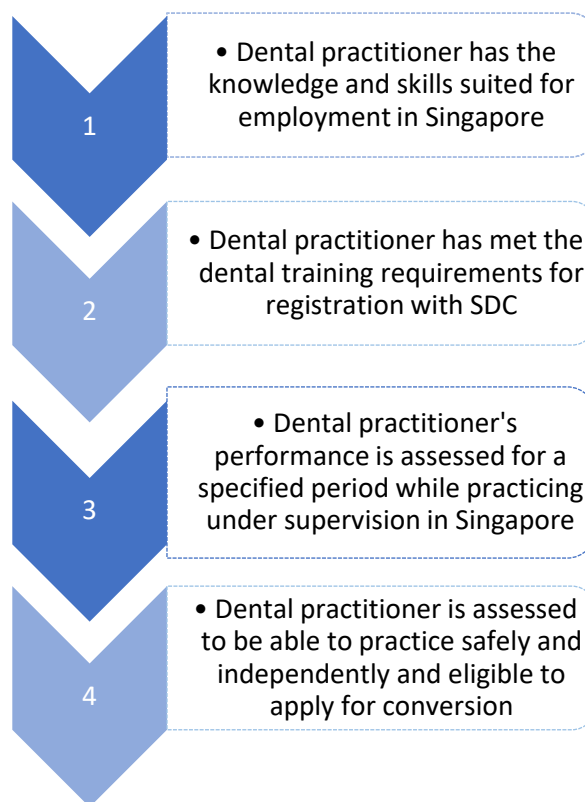
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## 2. A C reg dentist and Part II OHT supervised practice journey

The C reg dentist and Part II OHT employer must submit the nominated supervisors to SDC and obtained written approval before the C reg dentist and Part II OHT can commence practice. The criteria, roles and responsibilities of the supervisor, employer and supervisee are covered in Part 3 of this guidebook.

A C reg dentist or Part II OHT must complete at least 2 or 5 years of practice under supervision respectively, before the dental practitioner is eligible to apply for conversion to Full registration (F reg) or Part I of the Register of OHTs. The C reg dentist and Part II OHT must have at least 30 hours of supervised practice per week (at least 35 hours per week prior to April 2018) to meet one of the key requirements to be eligible for conversion.

*Figure 1 Dental Practitioner (with foreign qualification) supervised journey in Singapore*

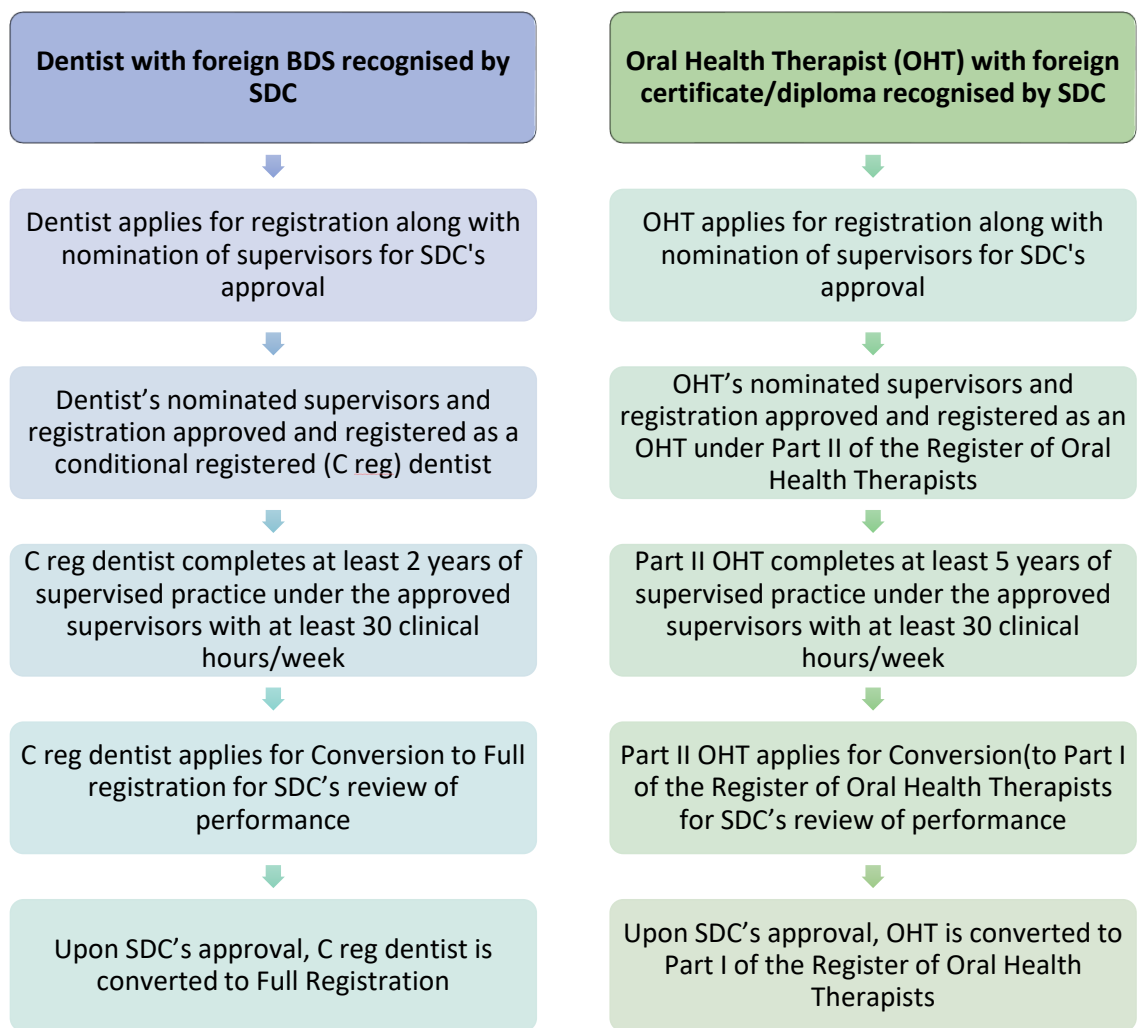


SDC will review all the assessment reports that were submitted by the approved supervisors to assess the C reg dentist or Part II OHT's eligibility for conversion. Applications submitted by Part II OHTs are also reviewed by the Oral Health Therapist Accreditation Committee (OHTAC) before assessment by SDC.

Where the assessment reports are deemed to be less than satisfactory, the SDC may extend the C reg dentist and Part II OHT's registration period so as to help the C reg dentist and Part II OHT to address the areas of concerns and make the necessary improvements with the supervisors' guidance.

The C reg dentist and Part II OHT supervised practice journey are illustrated in Figures 1 & 2.

Figure 2 A C-reg dentist and Part II OHT supervised practice journey



### 3. Criteria, roles and responsibilities of the supervisor, employer and supervisee

Every health professional at some stage of their profession has to play the role of either a supervisee or supervisor which not only benefits the organisation and practitioner but also improves patient care (Bajad, Gaikwad, Spearpoint, & Srivastava, 2019). SDC standing policy mandates that all C reg dentists and Part II OHT (collectively termed as supervisee) must be supervised by fully registered dentists when working in approved practice place(s).

#### 3.1 Criteria to be a supervisor

The employer must check that the supervisor has fulfilled the following requirements:

- i. be a fully registered dentist under first division of the Dentist Register
- ii. has at least 5 years post-BDS experience
- iii. work in the same clinic premises as the supervisee
- iv. supervise not more than 2 C reg dentists at any one time, and
- v. not involved in any disciplinary or criminal investigations\*.

*\*If a prospective supervisor is found to be involved in any disciplinary or criminal investigations, he/she should not be nominated to take on a supervisory role.*

#### 3.2 Nomination of supervisors

The employer is required to submit the Letter of Undertaking (*previously known as Nomination Form*) to SDC and obtained written approval before the C reg dentist and Part II OHT can commence practice.

##### 3.2.1 Submission of nomination

The Letter of Undertaking should be downloaded from the SDC website and submitted to SDC **at least two weeks** before the supervisee's tentative commencement date. SDC generally takes about one to two weeks to process the application. All relevant parties i.e. supervisors, employer and supervisee will be informed of the outcome. Please refer to Figure 3 for a summary of the nomination process.

“Supervision is an intervention provided by a senior member of a profession to a more junior member or member... This relationship is evaluative, extends over time, and has the simultaneous purposes of enhancing the professional functioning of the more junior person(s); monitoring the quality of professional services offered to the clients that she, he or they see; and serving as a gatekeeper of those who are to enter the particular profession.”

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(Bernard & Goodyear, 2014)

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The employer has to submit a new Letter of Undertaking when there is a change in supervisor(s) or when both approved supervisors are away for a long period (refer to [3.8 Guidelines when supervisor\(s\) are away](#)).

**C reg dentist and Part II OHT shall not commence practice until he / she has received the SDC official notice.**

*Figure 3 Process of nomination of supervisors*



### 3.3 Roles and responsibilities of supervisor

A supervisor should:

- i. always be present when the supervisee is practising at the approved practice place(s)
- ii. update practice place(s) details to align with that of the supervisee via the Professional Registration System
- iii. provide proper guidance and training to the supervisee
- iv. conduct periodic discussions with the supervisee to review his or her progress
- v. ensure that the conduct and practice of the supervisee adheres to the regulations and guidelines of the SDC i.e. Dental Registration Act and Ethical Code & Ethical Guidelines (ECEG) and is befitting of the dental profession
- vi. report to SDC immediately if the supervisee is considered unsafe to practise
- vii. exercise due diligence when completing the assessment reports
- viii. ensure that there are adequate time to supervise and debrief the supervisee of the performance

Clinical supervision can provide staff with the opportunity to:

- Review professional standards
- Keep up to date with developments in their profession
- Identify professional training and continuing development needs
- Ensure that they are working within professional codes of conduct and boundaries

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**(Care Quality Commission, 2013)**

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- ix. be responsible on the quality of clinical care provided by the supervisee to the patients
- x. only delegate tasks within the scope of competency and capability of the supervisee
- xi. maintain a professional relationship with the supervisee that aligns with the guidelines in the Ethical Code of Conduct.

The “Guidelines: Supervised Practice for International Medical Graduates” by the Medical Board of Australia is a valuable reference:

- To provide formal supervision for regular scheduled time to enable in-depth discussion on clinical practice which include: review on performance that identify strengths and weaknesses, observation of practical skills including procedural skills and patient communications, discussion of difficult cases and of cultural or management issues.
- Informal supervision should take place during day to day observation and provide guidance and support whenever necessary.

### 3.4 Roles and responsibilities of employer

Employer should set clear directives for the supervisors and supervisee and explain how it will bring about better care for patients and good outcomes. Supervision matters may also be included in the employment contract.

The employer should:

- i. ensure proper arrangement to facilitate adequate and constant supervision by the supervisors
- ii. ensure that there are 2 supervisors assigned to each supervisee (unless the supervisee is registered before 1 March 2018 (Part II OHT) or 15 February 2017 (C-reg Dentists), then only 1 supervisor is required)
- iii. submit the Letter of Undertaking on supervisors’ nomination for SDC’s approval in a timely manner
- iv. ensure that there are stand-in supervisors when both approved supervisors are away due to exigencies (less than 30 days)
- v. inform SDC of any request for temporary stand-in supervision
- vi. inform SDC immediately if any supervisee is considered unsafe to practise
- vii. inform SDC immediately when supervisee is no longer employed by the company/clinic.

### 3.5 Roles and responsibilities of supervisee

A supervisee should:

- i. practise within the limits of his/her competency while under supervision at all times

- ii. communicate and agree with the supervisor(s) on the frequency and period of supervision and place of practice
- iii. update the approved practice place(s) details on the SDC website as and when there are changes
- iv. seek supervisor's assistance and guidance when in doubt
- v. inform the supervisor immediately of any procedural errors
- vi. be present for periodic discussions with the supervisor
- vii. maintain a professional relationship with the supervisor that aligns with the guidelines in the Ethical Code & Ethical Guidelines (ECEG)
- viii. inform SDC immediately when ending any employment and joining any new employment.

"To maximise the effectiveness of supervision, a supervisee should prepare well before each supervision session. This consists of identifying issues from their practice for discussion with their supervisors and taking responsibility for making effective use of time. Maintaining proper records of supervision sessions will also contribute to playing an active role in their own personal and professional development. Supervisee should be ready to share their ideas and difficulties with supervisors." (Care Quality Commission, 2013)

### 3.6 Cessation of practice for supervisee

The employer and supervisee are required to inform SDC immediately when the supervisee has ceased practice. If no new employment is found or updated within the stipulated period, the C reg dentist and Part II OHT may be required to restart the entire supervised practice period when he/ she resumes practice in future.

With effect from 1 February 2020,

- i. C reg dentist who changes practice place should update Council of the changes in practice address within 28 days of the change.
- ii. C reg dentist who wishes to disrupt practice for a specified period may write to SDC to request for permission, on a condition that they are still being employed (i.e. No-pay leave).
- iii. In the event
  - a. if the C reg dentist has ceased practice for 6 months or less, he /she will be allowed to continue the supervised practice period from where it was left off previously.
  - b. if the C reg dentist has ceased practice for more than 6 months, he /she will be required to restart the 2 year supervised practice period should SDC approve the resumption of C reg.



The above general conditions apply to Part II OHTs.

### 3.7 Supervisory relationship

Quality of supervision relationship is associated with more effective evaluation, satisfaction with supervision and supervisee self-disclosure of personal and professional reactions including reactivity and counter transference. (Association, 2014)

The supervisor should:

- ✓ initiate discussions about differences, including diversity, values, beliefs, biases, and characteristic interpersonal styles that may affect the supervisory relationship and process;
- ✓ discuss inherent power differences and supervisor responsibility to manage such differences wisely; and
- ✓ take responsibility to establish relationship conditions that promote trust, reliability, predictability, competence, perceived expertise, and developmentally-appropriate challenge

“The supervision relationship is probably the single most important factor for the effectiveness of supervision, more important than the supervisory methods used.”

(Kilminster & Jolly, 2000)

(Association, 2014)

According to Kilminster & Jolly (2000), “Effective supervisors give their supervisees: responsibilities for patient care; opportunities to carry out procedures; opportunities to review patients; involvement in patient care; direction and constructive feedback” (p. 833).

According to American Psychological Association (2014), “When disruptions occur in the supervisory relationship, supervisors seek to address and resolve the impasses and disruptions openly, honestly, and in the best interest of client/patient welfare and the supervisee development” (p. 13). Kilminster & Jolly (2000) reported that “Effective supervisors have empathy, offer support, flexibility, instruction, knowledge, interest in supervision, good tracking of supervisees, and are interpretative, respectful, focused and practical” (p. 833).

### 3.8 Guidelines when supervisor(s) are away

It is important that the supervisee must always be practising under supervision, so as to ensure patient safety and for supervisors to provide proper guidance and support.

Kilminster & Jolly (2000) found that “residents who were more closely supervised (by being directly observed and observing their physician more) during continuity clinic experience, gained primary-care skills more rapidly than those who were supervised by reporting back to the physician” (p. 832).

In the event that the approved supervisor is away (“away” is defined as on official leave/medical leave/reservist), the following guidelines will apply:

- If **one of the supervisors is away**, the second supervisor must step forth and supervise the supervisee at all times. If the second supervisor is unable to supervise the supervisee in the othersupervisor’s absence or if one of the supervisor is away for more than 30 days, the employer may nominate a replacement supervisor for SDC’s approval.
- If **both approved supervisors are concurrently away but for less than 30 days**, the employer must ensure that other Division 1 dentist(s) with more than 5 years post BDS experience is/are assigned to oversee the supervisee’s work. There is no need to inform SDC of this temporary coverage. SDC may conduct audits and reserves the right to request for proof of supervisors’ period of absence, when necessary.
- If **both approved supervisors are away for more than 30 days**, the employer **must** nominate two new supervisors for SDC’s approval at least two weeks before the start of the planned leave periods.

If the supervisee is found practising unsupervised at any time, he/she will be directed to cease practice immediately and restart the supervised period (i.e. 2 years for C reg dentist and 5 years for Part II OHT). The supervisor(s) will also be suspended from continuing supervisory work. The supervisee may apply for resumption of practice and it will be subject to SDC’s approval.

### 3.9 Volunteering by Conditionally Registered Dentists

C reg dentist who wishes to volunteer and serve the community must inform SDC of the volunteer work details **at least two weeks** before the start of the volunteering event.

As C reg dentist must be under the supervision of the approved supervisor(s) at all times, as long as he/she is undertaking clinical practice and performing dental procedures on patients in Singapore, this condition applies when the C reg dentist is doing volunteering work.

C reg dentist may write to SDC with the following details:

- i. Location of volunteer work
- ii. Frequency, i.e. once-off / monthly / quarterly
- iii. Start and end dates
- iv. Nature of dental work to be carried out
- v. Approval by current approved supervisor(s) to undertake the volunteer work

- vi. Full name and DCR no. of the Division I Fully registered supervisor(s) with at least 5 years post-BDS experience who will be supervising the volunteer dental work during the volunteering period, if he/she is not one of the approved supervisors

Please refer to the SDC website for the prevailing conditions. The volunteering hours will not be counted towards the eligible period for conversion to full registration.

### 3.10 Assessment reports

All approved supervisors are responsible to complete the supervisee's assessment report.

The assessment report aims to determine if the supervisee is able to carry out dentistry practice satisfactorily, independently and safely. Hence, the supervisors must make his /her assessment professionally, objectively and factually and complete every section of the report. SDC may seek further clarifications on the assessment report and it is the supervisor's duty to clarify and explain accordingly.

The assessment report will be routed for supervisor's completion every 6 months for C reg dentist and every 12 months for Part II OHT, or whenever required. Some situations where assessment reports are required on an ad-hoc basis includes a change of supervisor(s), or when the supervisee applies for conversion or when the supervisee leaves an employment.

From February 2020 onwards, each assessment period must be at least 6 months to be eligible to count towards the 2 and 5 years supervised practice for C reg dentist and Part II OHT conversion eligibility.

#### *3.10.1 Providing good assessment of supervisee's performance*

The following are some useful guidelines to provide good assessment of supervisee's performance:

- ✓ Supervisor/ Employer may communicate the expectations and duties of the supervisee at point of hire
- ✓ Supervisor may refer to the clinical notes of the supervisee
- ✓ Supervisor may maintain proper supervision records to ensure accuracy of assessment and demonstrate the accountability of their role
- ✓ When providing feedback, it is important to be clear, timely and mindful of the manner of communication

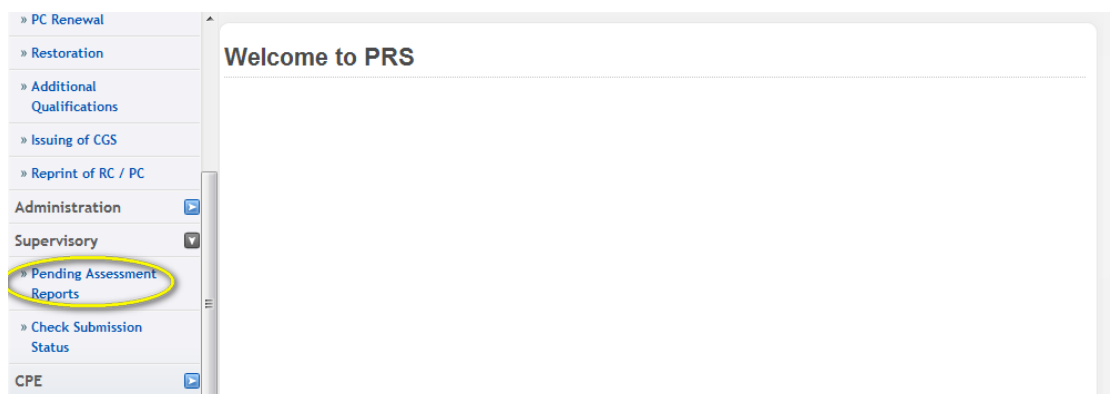
- ✓ Supervisor should also seek feedback from their supervisee on the quality of the supervision they provide

If the supervisee is deemed unsafe to practice at any point, the supervisor(s) or employer must report to SDC immediately.

It is important that supervisor provides direct guidance on clinical work promptly, to give opinions early and timely, and not to wait till the submission period of assessment report is due.

### 3.10.2 How to complete the assessment report

1. Supervisor may login to the Professional Registration System and click on **Supervisory** → **Pending Assessment Reports** on the left panel. Supervisor will be able to see the list of assessment reports assigned and pending his/her completion.



2. Click on the **S/N** hyperlink (circled as shown) to access the report for the respective supervisee.

Pending Assessment Reports							
S/N	Supervisee	Registration Type	Type of Register	Level of Supervision	Assessment Period	Submission Due Date	Status
1	Angel Tan (D11151A)	Conditional Registration		L1	16/04/2013 - 15/07/2013	30/07/2013	-

3. Check that the **assessment details** are correct.
  - a. The period of the assessment report must be the same period when the supervisor had supervised the supervisee. Supervisor may indicate the correct dates under “Change Assessment Details”, if any discrepancies are found.
  - b. Supervisor must complete the assessment report before the deadline.

4. Assessment report for C reg dentist

- a. In **questions 1.1 to 1.7**, supervisor should assess the supervisee’s performance based on the **Criteria** in the assessment report and input the **Grade**.

ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. Please circle the appropriate grade in the assessment scales below:</b>		
1.1 Knowledge of dental-related work	--Select Here--	<input type="text"/> (0/2000)
1.2 Quality of Clinical Work	--Select Here--	<input type="text"/> (0/2000)
1.3 Dedication and Commitment	--Select Here--	<input type="text"/> (0/2000)
1.4 Being a Team Member	--Select Here--	<input type="text"/> (0/2000)
1.5 Communication Skills and Consultative Skills	--Select Here--	<input type="text"/> (0/2000)
1.6 Language Proficiency (Written & Spoken)	--Select Here--	<input type="text"/> (0/2000)
1.7 Ability to Withstand Work Pressure and Stress	--Select Here--	<input type="text"/> (0/2000)

- b. **Grade levels for selection:**

Grade level	Description
❖ Poor – 1	Performance which fails to meet most requirements of the position
❖ Poor – 2	
❖ Poor – 3	
❖ Unsatisfactory – 4	Performance which fails to meet requirements in some of the duties of the position
❖ Unsatisfactory – 5	
❖ Satisfactory – 6	Performance which meet requirements in the principal duties of the position
❖ Good – 7	Performance which fully meet normal requirements and which exceeds such requirements on some of the principal duties of the position
❖ Good – 8	
❖ Very Good – 9	Performance which not only exceeds normal requirements but is also very good and deserves recommendation
❖ Very Good – 10	

**Note:** Grade levels 5 and below are considered not meeting the performance requirements

- c. Supervisor should input any comments for the respective criteria, which he/she thinks that is necessary to report to SDC.

- d. In **question 2**, supervisor should input the **average number of hours per week** over the assessment period that the supervisee is working under supervision of the approved supervisor in the Comments box. Supervisor should input **only the hours supervised by him/herself**, excluding the hours of the other approved supervisor.

2. The number of hours per week that the dentist is working under supervision	<input type="text"/>
	(0/2000)

- e. **Question 3.1** requires the supervisor to answer if the C reg dentist is able to **practise safely and independently for his/her level of experience / stage of training**. The answer should be either **“Yes” or “No”** and in addition, the supervisor may also indicate the reason for the answer in the comment box.

<b>3. Recommendations:</b>	
<b>For dentists on conditional registration:</b>	
3.1 Is the dentist able to practise safely and independently for his level of experience / stage of training?	<input type="text"/>
	(0/2000)

- f. **Question 4.11 to 4.13** require the supervisor to report **any complaints, procedural errors/adverse outcomes or disciplinary action** that concerned the C reg dentist during the assessment period.

<b>4. The following section is to be completed by the Supervisor:</b>	
4.1 I confirm the following for the named dentist:	
4.11 does not have any complaints against him/her from patients and/or colleagues.	--Select Here-- ▾
4.12 has not been responsible for any procedural errors or adverse outcomes.	--Select Here-- ▾
4.13 has not faced any disciplinary action.	--Select Here-- ▾
4.2 The details are as follows ( if applicable ) :	<input type="text"/>
	(0/2000)

- i. If C reg dentist **had any of these** situations, the supervisor should indicate **“No”** under the selection box. Supervisor is also required to provide a summary of the complaints, procedural errors/adverse outcomes or disciplinary action under 4.2.
- ii. If the C reg dentist **did not have any of these** situations, the answer should be **“Yes”**.

- g. The supervisor must select an **Overall Grading** for the C reg's performance during the assessment period in **question 5**. The Grade levels are the same as stated for questions 1.1 to 1.7.

5. Overall Grading	--Select Here-- ▾
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- h. Click on [Save] button to save the assessment report as a draft and click on [Submit] to submit the assessment report. Changes are not allowed once the assessment report is submitted. Supervisor may contact SDC for any changes.

*Note: HOD endorsement is no longer required with effect from November 2017.*

Supervisors may check the submission status in the SDC website under **Supervisory → Check Submission Status**.

- 5. Assessment report submission for Part II Oral Health Therapist
  - a. In **questions 1 to 11**, supervisor should assess the supervisee's performance based on the **Criteria** in the assessment report and input the **Grade**.

## ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. DENTAL HYGIENE / THERAPY KNOWLEDGE</b> Dental therapy and hygiene knowledge must be demonstrated in the areas relevant to practice under supervision.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>2. HISTORY TAKING</b> History taking involves the ability to review and interpret patient case notes, take comprehensive history, and gather relevant information from other reliable sources including consultation with appropriate healthcare providers.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>3. ASSESSMENT</b> Assessment involves a systematic process of examining the patient and collecting information, determining relevant risk factors and dental needs to derive accurate diagnoses.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>4. PLANNING</b> Planning involves collaboration with the patient and health professionals, and application of critical decision-making skills, to formulate a patient-centered comprehensive care plan.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>5a. TREATMENT IMPLEMENTATION (DENTAL THERAPY)</b> Treatment implementation involves the ability to execute dental therapy procedures in an effective and safe manner.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>5b. TREATMENT IMPLEMENTATION (DENTAL HYGIENE)</b> Treatment implementation involves the ability to execute dental hygiene procedures in an effective and safe manner.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>6. EVALUATING TREATMENT OUTCOMES</b> Evaluation involves the ongoing skill to objectively review the effectiveness of an implemented care plan at appropriate times, by comparing actual outcomes and expected outcomes.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>7. DOCUMENTATION &amp; RECORD KEEPING</b> Documentation and record keeping involves maintaining records consistent with applicable legislation, code of ethics and professional standards.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>8. ETHICAL BEHAVIOUR</b> Ethical behaviour includes maintaining patient's interest at the forefront of practice, respect for patient's privacy and confidentiality, and professional integrity.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>9. PROFESSIONAL RELATIONSHIPS</b> Professional relationship refers to the ability to develop and maintain professional relationships with the dental team (receptionists, assistants, dentists and specialists).	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>10. PROFESSIONAL BEHAVIOUR</b> Professional behaviour pertains to the general behavior expected of a healthcare professional.	--Select Here-- ▾	<input type="text"/> (0/2000)
<b>11. INTERPERSONAL &amp; COMMUNICATION SKILLS</b> Interpersonal and communication skills relate to the ability to communicate effectively.	--Select Here-- ▾	<input type="text"/> (0/2000)

### b. Grade levels for selection:

Grade level	Description
❖ Developing	Did not meet requirements and requires more training or supervision
❖ Competent	Meeting requirements and good performance
❖ Exceeding	Excellent performance

**Note:** Grade level "Developing" is considered not meeting the performance requirements. Supervisor may refer to the detailed description for each criterion by grade level on the SDC website.



- c. **Question 12** is optional where supervisor may indicate follow-up actions that the OHT may take in order to improve his/her performance
  
- d. In **Question 13**, supervisor must select the **Recommendation** for SDC's consideration. The options are:
  - i. Extend supervision at current level (please indicate the months of extension)
  - ii. Others (please specify):
  - iii. Progress to next level

For option i, the supervisor must indicate the additional number of months of extension that he/she thinks the OHT requires to have (in addition to the required 5 years of supervision period required for conversion).

For option ii, supervisor must indicate any other recommendation that does not fall under option i or iii.

For option iii, no comments are required, and it means that the OHT is performing well and on track to convert to Part 1 of the Register of Oral Health Therapists at the end of his/her 5<sup>th</sup> year, in terms of performance.
  
- e. Click on [Save] button to save the assessment report as a draft and click on [Submit] to submit the assessment report. Changes are not allowed once the assessment report is submitted. Supervisor may contact SDC for any changes.

Supervisors may check the submission status on the SDC website under **Supervisory → Check Submission Status**.

### 3.10.3 Examples of “adverse” and “good” assessment reports

In general, assessment reports are considered as “Good” when they satisfy the following:

- i) have “Satisfactory” grade and above in all parts of Question 1
- ii) no complaints, procedural errors or disciplinary issues reported
- iii) indication that supervisee is able to practice safely and independently

An assessment report is considered “adverse” when any of the following is reported:

- i) **Any** grade less than “Satisfactory”, i.e. Poor or Unsatisfactory for a C-reg Dentist or “Developing” grade for report of a Part II OHT,
- ii) Indication that a C-reg dentist is unable to practice safely and independently.
- iii) Indication that supervisee received complaints **or** made procedural errors **or** faced disciplinary issues
- iv) Supervisor had recommended to extend supervision at current level and had indicated the number of months of extension (For a Part II OHT)

Supervisors should ensure that the assessment is consistent throughout the report, i.e. not giving a “Poor” overall grading and “Satisfactory” grading in all other criteria.

If supervised hours are less than 30 hours for a C-reg dentist, the assessment report will not be counted into the supervised practiced period required for conversion to F reg as the minimum working hours is 30 hours per week. This is a separate matter from whether the report is “good” or “adverse”.

Examples of “Good” and “Adverse” reports are shown below:

ASSESSMENT DETAILS		
Criteria	Grade	Comments, if any
<b>1. Please circle the appropriate grade in the assessment scales below:</b>		
1.1 Knowledge of dental-related work	Unsatisfactory - 5	-
1.2 Quality of Clinical Work	Satisfactory - 6	-
1.3 Dedication and Commitment	Unsatisfactory - 5	-
1.4 Being a Team Member	Unsatisfactory - 5	-
1.5 Communication Skills and Consultative Skills	Unsatisfactory - 4	-
1.6 Language Proficiency (Written & Spoken)	Satisfactory - 6	-
1.7 Ability to Withstand Work Pressure and Stress	Satisfactory - 6	-
2. The number of hours per week that the dentist is working under supervision		36 hours
<b>3. Recommendations: For dentists on conditional registration:</b>		
3.1 Is the dentist able to practise safely and independently for his level of experience / stage of training?		yes, for basic general dentistry
<b>4. The following section is to be completed by the Supervisor:</b>		
4.1 I confirm the following for the named dentist:		
4.11 does not have any complaints against him/her from patients and/or colleagues.	Yes	
4.12 has not been responsible for any procedural errors or adverse outcomes.	Yes	
4.13 has not faced any disciplinary action.	Yes	
4.2 The details are as follows ( if applicable ) :		-
5. Overall Grading	Satisfactory	
Overall Grading	Satisfactory	

**Adverse  
Assessment report**

Adverse report as several aspects in Question 1 are graded as Unsatisfactory

## Adverse Assessment report

### ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. Please circle the appropriate grade in the assessment scales below:</b>		
1.1 Knowledge of dental-related work	Satisfactory - 6	-
1.2 Quality of Clinical Work	Satisfactory - 6	-
1.3 Dedication and Commitment	Satisfactory - 6	-
1.4 Being a Team Member	Satisfactory - 6	-
1.5 Communication Skills and Consultative Skills	Satisfactory - 6	-
1.6 Language Proficiency (Written & Spoken)	Satisfactory - 6	-
1.7 Ability to Withstand Work Pressure and Stress	Satisfactory - 6	-
2. Are you present at all times when your supervisee is practicing?	Yes	
3. How much clinical time does the dentist spend in the clinic? (Please indicate no. of hours a week)		47.5hrs
<b>4. Recommendations:</b>		
<b>For dentists on conditional registration:</b>		
4.1 Is the dentist able to practise safely and independently for his level of experience / stage of training?		Needs more supervision
<b>5. The following section is to be completed by the Director/Department Head of institution or clinic or equivalent</b>		
5.1 I confirm the following for the named dentist:		
5.11 does not have any complaints against him/her from patients and/or colleagues.	No	
5.12 has not been responsible for any procedural errors or adverse outcomes.	Yes	
5.13 has not faced any disciplinary action.	Yes	
5.2 The details are as follows ( if applicable ) :		██████ still needs close supervision as she is still inexperienced with more advanced general dentistry such as partial denture design and management of pediatric patients.
<b>6. Overall Grading</b>	Satisfactory	
<b>Overall Grading</b>	Satisfactory	

Adverse report as supervisee was deemed as unable to practise safely and independently and supervisor indicated there were complaints against the supervisee

**Adverse  
Assessment report**

ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. Please circle the appropriate grade in the assessment scales below:</b>		
1.1 Knowledge of dental-related work	Satisfactory - 6	-
1.2 Quality of Clinical Work	Good - 7	-
1.3 Dedication and Commitment	Good - 7	-
1.4 Being a Team Member	Good - 7	-
1.5 Communication Skills and Consultative Skills	Satisfactory - 6	-
1.6 Language Proficiency (Written & Spoken)	Satisfactory - 6	-
1.7 Ability to Withstand Work Pressure and Stress	Satisfactory - 6	-
2. The number of hours per week that the dentist is working under supervision		44
<b>3. Recommendations: For dentists on conditional registration:</b>		
3.1 Is the dentist able to practise safely and independently for his level of experience / stage of training?		yes
<b>4. The following section is to be completed by the Supervisor:</b>		
4.1 I confirm the following for the named dentist:		
4.11 does not have any complaints against him/her from patients and/or colleagues.	No	
4.12 has not been responsible for any procedural errors or adverse outcomes.	Yes	
4.13 has not faced any disciplinary action.	No	
4.2 The details are as follows ( if applicable ) :		constantly accessing patients' records that are not under his care
<b>5. Overall Grading</b>	Satisfactory	
<b>Overall Grading</b>	Satisfactory	

Adverse report as supervisee was reported to have complaints against him/her and had faced disciplinary action from the employer, details of such incidents indicated by supervisor in 4.2

## Good Assessment report

### ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. Please circle the appropriate grade in the assessment scales below:</b>		
1.1 Knowledge of dental-related work	Good - 8	Exhibits sound understanding of dental treatment rendered.
1.2 Quality of Clinical Work	Good - 7	Very thorough initial examinations and detailed treatment planning. Executes basic restorative work with care.
1.3 Dedication and Commitment	Very Good - 9	Shows commitment by seeking clarification on any aspects in which she is unclear of, either through research in current literature or asking a senior dentist for help.
1.4 Being a Team Member	Very Good - 9	Good communication with colleagues, collaborating on treatment plans, especially when patient has seen another dentist in the same practice.
1.5 Communication Skills and Consultative Skills	Good - 7	Speaks clearly and is thorough in her communications with patients.
1.6 Language Proficiency (Written & Spoken)	Very Good - 9	Speaks very well and clear in explanations to patients. Detailed treatment notes are written after each patient seen.
1.7 Ability to Withstand Work Pressure and Stress	Good - 8	Understands her limitations and hence manages her time well when treating patients.
2. Are you present at all times when your supervisee is practicing?	Yes	
3. How much clinical time does the dentist spend in the clinic? (Please indicate no. of hours a week)	20 hours a week	Supervision hours reported here will be combined with the supervision hours reported by the other approved supervisor.  Regardless of whether supervisee has met the minimum supervision hours required for conversion, this report is considered as "Good".
<b>4. Recommendations: For dentists on conditional registration:</b>		
4.1 Is the dentist able to practise safely and independently for his level of experience / stage of training?		Yes. Based on amount of care and dedication in providing treatment, I am certain the dentist is able to practice safely and independently.
<b>5. The following section is to be completed by the Director/Department Head of institution or clinic or equivalent</b>		
5.1 I confirm the following for the named dentist:		
5.11 does not have any complaints against him/her from patients and/or colleagues.	Yes	
5.12 has not been responsible for any procedural errors or adverse outcomes.	Yes	
5.13 has not faced any disciplinary action.	Yes	
5.2 The details are as follows ( if applicable ) :	-	
6. Overall Grading	Good	
<b>Overall Grading</b>	<b>Good</b>	

Good report as grades reported were Satisfactory or above, supervisee able to practise safely and independently and no complaints/procedural errors/disciplinary action reported. Supervisor had explained in the report, the reasons for the grade for all aspects.

## Good Assessment report

### ASSESSMENT DETAILS

Criteria	Grade	Comments, if any
<b>1. DENTAL HYGIENE / THERAPY KNOWLEDGE</b> Dental therapy and hygiene knowledge must be demonstrated in the areas relevant to practice under supervision.	Competent	-
<b>2. HISTORY TAKING</b> History taking involves the ability to review and interpret patient case notes, take comprehensive history, and gather relevant information from other reliable sources including consultation with appropriate healthcare providers.	Competent	-
<b>3. ASSESSMENT</b> Assessment involves a systematic process of examining the patient and collecting information, determining relevant risk factors and dental needs to derive accurate diagnoses.	Competent	-
<b>4. PLANNING</b> Planning involves collaboration with the patient and health professionals, and application of critical decision-making skills, to formulate a patient-centered comprehensive care plan.	Competent	-
<b>5a. TREATMENT IMPLEMENTATION (DENTAL THERAPY)</b> Treatment implementation involves the ability to execute dental therapy procedures in an effective and safe manner.	Competent	-
<b>5b. TREATMENT IMPLEMENTATION (DENTAL HYGIENE)</b> Treatment implementation involves the ability to execute dental hygiene procedures in an effective and safe manner.	Competent	-
<b>6. EVALUATING TREATMENT OUTCOMES</b> Evaluation involves the ongoing skill to objectively review the effectiveness of an implemented care plan at appropriate times, by comparing actual outcomes and expected outcomes.	Competent	-
<b>7. DOCUMENTATION &amp; RECORD KEEPING</b> Documentation and record keeping involves maintaining records consistent with applicable legislation, code of ethics and professional standards.	Competent	-
<b>8. ETHICAL BEHAVIOUR</b> Ethical behaviour includes maintaining patient's interest at the forefront of practice, respect for patient's privacy and confidentiality, and professional integrity.	Competent	-
<b>9. PROFESSIONAL RELATIONSHIPS</b> Professional relationship refers to the ability to develop and maintain professional relationships with the dental team (receptionists, assistants, dentists and specialists).	Competent	-
<b>10. PROFESSIONAL BEHAVIOUR</b> Professional behaviour pertains to the general behavior expected of a healthcare professional.	Competent	-
<b>11. INTERPERSONAL &amp; COMMUNICATION SKILLS</b> Interpersonal and communication skills relate to the ability to communicate effectively.	Competent	-
<b>12. FOLLOW-UP ACTIONS TO IMPROVE PERFORMANCE</b>		No further action required.
<b>13. RECOMMENDATION</b>	Progress to next level	OHT has shown to be able to handle most patients. No major issues and knows her jobscope.

Good report as grades reported were Competent. Supervisor recommended for supervisee to "Progress to next level" and provided reason for the recommendation.

## 4. Supervisory framework for Conditionally Registered Dentist and Part II Oral Health Therapist

### 4.1 Supervisory framework

Prior to 2018, assessment reports were reviewed at the point of supervisee's application of conversion. All assessment reports, regardless of the length of supervision period, were counted into the supervised practiced period required for conversion. Supervisee who has less than satisfactory grading (or "Developing" grading for Part II OHT) in any of their assessment reports would be informed

after he/she had applied for conversion. The outcome of the conversion application would state the areas of improvement required and the extension period decided by SDC.

“Although just one of a wide range of patient-safety measures, narrative supervision helps create a safer culture in which difficulties are discussed questions asked and hierarchies flattened. It is especially suited to the reflective practice necessary to help work through complex problems which combine ethical, personal and institutional issues.” (Tomlinson, J., 2015)

From January 2018, the supervisee’s assessment reports are reviewed as and when the reports are submitted to SDC. For C reg dentists, the assessment report is reviewed every 6 months while for Part II OHT, the assessment report is reviewed every 12 months. The supervised practiced period for C reg dentist and Part II OHT with less than satisfactory performance will be extended accordingly after extensive review by SDC.

#### 4.2 Supervisory framework from February 2020

With effect from February 2020, only assessment reports (ARs) with at least 6 months of supervision period will be counted into the total supervised practice period to be eligible for conversion. This applies to ARs with commencement date from February 2020 onwards.

Letters are issued to supervisees with less than satisfactory performance reported in the ARs. Please refer to Figure 4 for the details of the different types of letter. As a general rule, the SDC will have the option to issue the letters for each period of unsatisfactory report(s) with poor performance.

For supervisee with insufficient supervision hours, the periods will not be counted towards the requirement for conversion (ie less than 30 hours of supervised practice per week from April 2018 or less than 35 hours per week prior to April 2018).

However, a supervisee may choose to work less than the minimum hours as stipulated by SDC if he/she does not intent to convert to F reg or Part I of the Register for Oral Health Therapists.



Figure 4 Type of letters issued to supervisees with less than satisfactory performance

Letter of Advice	Letter of Review	Notice of Intention To Remove (NoIR)	Notice of Removal <sup>^</sup>
<ul style="list-style-type: none"> <li>• Issued for 1st unsatisfactory AR with poor performance.</li> <li>• Advice is given to emphasize the need for improvements and to alert that C reg dentist's name may be removed from the Register if no improvement is observed in the subsequent ARs.</li> </ul>	<ul style="list-style-type: none"> <li>• Issued for 2nd consecutive unsatisfactory AR with poor performance.</li> <li>• Advice is given to urge sustained improvements and to inform that C reg dentist's name may be removed from the Register if no further improvement is observed</li> </ul>	<ul style="list-style-type: none"> <li>• Issued for 3rd consecutive unsatisfactory AR with poor performance.</li> <li>• C reg dentist is notified of the SDC's intention to remove his/her name from the Register and given an opportunity to explain why his/her name should not be removed from the Register.</li> <li>• SDC will consider C reg dentist's explanation as well as his next AR in deciding whether the C reg dentist's name should be removed from the Register.</li> </ul>	<ul style="list-style-type: none"> <li>• Issued for 4th consecutive unsatisfactory AR, where performance remained unsatisfactory even after issuance of NoIR.</li> <li>• C reg dentist is notified of the SDC's decision to remove his/her name from the Register</li> </ul>

<sup>^</sup> The dentist may appeal to the Minister within 30 days to restore his /her name to the Register. C reg dentist whose name is removed from the Register and who wants to return to practise will have to submit an application for restoration of the names to the Register.

#### 4.2.1 Supervisory framework for a supervisee who is registered before June 2017

A C reg dentist who is registered with SDC before June 2017 may apply for conversion to Full Registration after accumulating 2 years of full-time working hours under supervision. Similarly, a Part II OHT who is registered before June 2017 may apply for conversion to Part I after accumulating 5 years of full-time working hours under supervision.

A poor performing C reg and Part II OHT may only apply for conversion after completing the extended period of supervised practice as determined by SDC. Any extension received prior to February 2020 will also be counted into the maximum period of extension.

#### *4.2.2 Supervisory framework for a supervisee who is registered from June 2017*

From January 2020, performance related letters will be issued to the C reg dentist and Part II OHT if he/she attains less than satisfactory performance as indicated in the assessment reports that are reviewed every 6 or 12 months.

A C reg dentist who has at least 2 years of satisfactory assessment reports may apply for conversion to F reg. SDC will review the conversion application and if successful, the C reg will be converted to F reg. Similarly, a Part II OHT who has at least 5 years of satisfactory assessment reports may apply for conversion to a Part I OHT.

A poor performing C reg dentist and Part II OHT may only apply for conversion after completing the extended period(s) determined by SDC. 7 non-consecutive periods of unsatisfactory AR with poor performance, will warrant a Notice of Intention To Remove (NoIR). Any extension received prior to February 2020 will also be counted into the maximum period of extension.

### 5. Code of professional conduct

Both supervisor and supervisee should refer to the 2018 Singapore Dental Council Ethical Code & Ethical Guidelines while carrying out their duties to patients, to the public, to the profession and to their colleagues.

The guidelines can be found on the SDC website under **Information for Dentists > SDC Ethical Code & Ethical Guidelines**.

### 6. Common questions and answers

The list of common queries is updated regularly on the SDC website under **Homepage → Queries**.

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