



College of  
**Dental Hygienists**  
of Ontario

*Protecting your health and your smile*

## **Guide to the Online System for Managing Individual Learning (SMILE Portal)**

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## Introduction

The CDHO online System for Managing Individual Learning (SMILE Portal) is designed to be a one-stop site that allows you to easily record, manage and monitor your own personal quality assurance records. It also allows you to submit your information directly to the College for peer assessment when you are requested to do so.

The online System for Managing Individual Learning (SMILE Portal) was designed to meet the specifications of the College and is maintained by Skilsure, a division of Claymore Inc. Skilsure is a third-party provider who maintains your quality assurance records on a site separate from the College. The information contained in your records remains under your full control and is not accessible by the College until you have authorized its submission.

The SMILE Portal was designed for dental hygienists with varying computer skills and has been through vigorous pilot testing using volunteer dental hygienists just like yourself. Complete instructions for using the SMILE Portal are provided within the system and include written and audio instructions. In addition, we have created the following guide to help introduce you to this new and exciting learning management system.

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## Logging In

To get started, go to the CDHO website at [www.cdho.org](http://www.cdho.org) and log in to the Self-Service Portal, or click on the button below.



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## User Agreement

On your initial visit to the SMILE Portal, the first thing you will see is the Skilsure User Agreement page. Briefly, this page tells you that all your personal information is confidential and will not be available to the CDHO without your authorization. Skilsure will only provide the College with overall data that shows group responses. It also tells you that your information will be retained in their system for ten years and that any records older than this will be destroyed. Please read this page carefully and check the box at the bottom of the page to agree, accept its content/intent, and continue.

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## Orientation to the Website

Once you have completed the declaration, you will be brought to the main page which will look like the figure below. You can easily navigate the site using the dashboard that will be found on the left side of the page on your computer or laptop and at the bottom of the page on other mobile devices. To get the maximum benefit from the system, it is best to complete the steps in order as described below. Please note, the images below may look different if you are viewing the SMILE Portal on an iPad, tablet or mobile device.

**Assessment Year: 2014**  
**Status: IN PROGRESS**  
**Deadline: Dec. 31, 2014**

**Learning Hours: 2013, 2014,**  
 Total: 0 / 75  
 0

**Required: 2014**

**Dashboard**

- ✓ 1. Verify Employment Status and Practice Address(es)
- ✗ 2. Self-Assessment

**Optional**

- Learning Portfolio
- Practice Profile

**Additional Documentation**

- Upload 2013 Portfolio Forms 6, 7 & 8

**Resources**

- CDHO Website
- Overview of the Quality Assurance Program
- Guide to the Online System for Managing Individual Learning (SMILE Portal)
- Requirements of the Quality Assurance Program and Guidelines for Continuing Competency
- Self-Assessment Tool

**QA Cycle**

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  graph TD
    A((Verify Practice Details  
(All Options))) --> B((Self-Assessment  
(All Options)))
    B --> C((Learning Goals Set  
(All Options)))
    C --> D((Learning Portfolio  
(Option 1)  
OR  
Prep for Written Assessment  
(Option 2 & 3)))
    D --> E((Practice Profile  
(Option 1 & 2)  
OR  
Prep for Onsite Review  
(Option 3)))
    E --> A
  
```

The status box gives you information about the year of assessment, your status and any approaching deadlines.

The progress bar shows what progress you are making in meeting the requirements of the QA Program.

Use the Dashboard to move around the site and use the various tools available. As you complete each step, the red X will change to a green ✓ to verify the step is complete.

**Dashboard**

- ✓ 1. Verify Employment Status and Practice Address(es)
- ✗ 2. Self-Assessment

**Optional**

- Learning Portfolio
- Practice Profile

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## Step-by-Step Instructions for Maintaining your Quality Assurance Records

**STEP 1:** On your first visit to the SMILE Portal, you will be asked to **verify your employment Status and Practice Address(es)**. The information automatically entered into the SMILE Portal is what the College currently has on file as your contact information, including both your home and practice addresses. It is critical that the address and contact information you have provided to the College is accurate in order to take full advantage of this system. **You are required to notify the CDHO of changes in personal data (e.g. name, address, etc.) within fourteen days of the change. You can change your address when you log in using the *Self-Service Portal* as shown above. Please do not move forward and enter your information into the SMILE Portal if this information is not accurate as you may not be given the correct tools to proceed.**



**STEP 2:** The cornerstone of the SMILE Portal is the **Self-Assessment** Tool. In order to make full use of the system's capabilities, you will be required to complete the self-assessment on an annual basis. Your responses to the questions will NEVER be submitted to the College; however, Skilsure will notify the College that you have completed this step on an annual basis. The self-assessment will help you to think critically about your practice and about what learning you have determined, needs to take place.



**STEP 3:** The SMILE Portal will automatically generate **learning goals** for you based on your self-assessment. You may choose to use these goals or you may decide to write one or more of your own goals. If you determine that you prefer to write your own goals, you should ensure that they are concrete enough to guide behaviour change and growth that will make a positive impact on your dental hygiene practice. Goals should be specific, measurable, attainable, relevant to your practice and trackable. A well-written goal contains an action word (verb) that will later help you determine whether or not you have achieved your goal. Every year you will be required to reflect on your practice, complete the Self-Assessment Tool and establish new goals. Each goal should be completed in one year. A large goal that would span more than one year to complete should be divided into yearly achievable milestones.



**STEP 4:** This section of the SMILE Portal will help you to report on your learning goals as well as on your non-goal related learning. Suggested goals generated from your self-assessment will automatically display in your “**Goal-Related Learning**”. You can choose to use these goals, modify them or delete them from your list by using the action buttons found directly below the list of goals. It is important to note that once you have deleted goals, they will not be able to be recovered. This step will vary depending on which option you choose to demonstrate your competence. **Full details about the requirements under each option can be found in the [Requirements of the Quality Assurance Program and Guidelines for Continuing Competency document](#).**

- If you wish to follow Option 1, the **Learning Portfolio** should be completed. This section of the SMILE Portal will help you to report on your learning goals as well as on your non-goal related learning.

When you wish to enter information about completed activities related to your goals, you simply select the appropriate year (i.e., the year the goal was created), select the appropriate goal and click on “**Add a New Activity**” to add details for each activity you have completed related to that goal. You may select more than one type of activity for a learning goal. Keep in mind that there is no minimum or maximum number of activities that can be used to accomplish a goal. It is up to you to decide which activities best match your learning needs, style, and budget. Remember that at least 80% of your learning activities must be directly related to your learning goals and practice. The number of hours you enter will be automatically added to your total hours and will show on your progress meter in the Dashboard.

When you report on the information and skills gained while completing a goal, it is important that you identify the knowledge, skills and/or judgment that you have acquired from the selected learning activities associated with this learning goal. Summarize what you have learned from the combined activities you listed.

Similarly, when you report on changes you made to your practice because of your learning and how your learning made or will make things better for your clients and/or practice, take the opportunity to reflect on your goal. Did this goal and the learning activities that supported it fill the gaps you identified in your self-assessment of your practice? Has your dental hygiene practice improved because you achieved this goal? Explain why this may or may not be the case. The implementation of this acquired knowledge and skill in your dental hygiene practice is an important step in improving your dental hygiene practice and client services/programs. Continuing education is most beneficial when the acquired learning is applied. Use specific examples of how your new knowledge is being applied to your practice. If you have not yet had the opportunity to incorporate your new learning in your practice, indicate how you intend to do so in the future.

The remaining 20% of CQI activities may come from activities that are related to dental hygiene but do not necessarily relate to your learning goals. For example, attending conferences and dental hygiene society meetings can be listed in the section “**Additional Learning Activities unrelated to your goals**”. When you click on the “Add a New Activity” in this section, a box will open where you can enter the details of your additional learning, including the type of learning, the number of hours taken to complete the learning, and the date of the learning. As above with the goal-related learning, the number of hours you enter will be automatically added to your total hours and will show on your progress meter in the Dashboard.

Upon completion of your *Learning Portfolio* (i.e., clicking the ***I’m all done*** button within Step 4), the red ✘ on the Dashboard will change to a green ✔ indicating that this step is complete.

- If you wish to follow Options 2 or 3, plans should be made to **prepare for the Quality Assurance written assessment (QA Test)**. Full details about the development of the items in the written assessment can be accessed at [New QA Written Assessment \(QA Test\)](#).

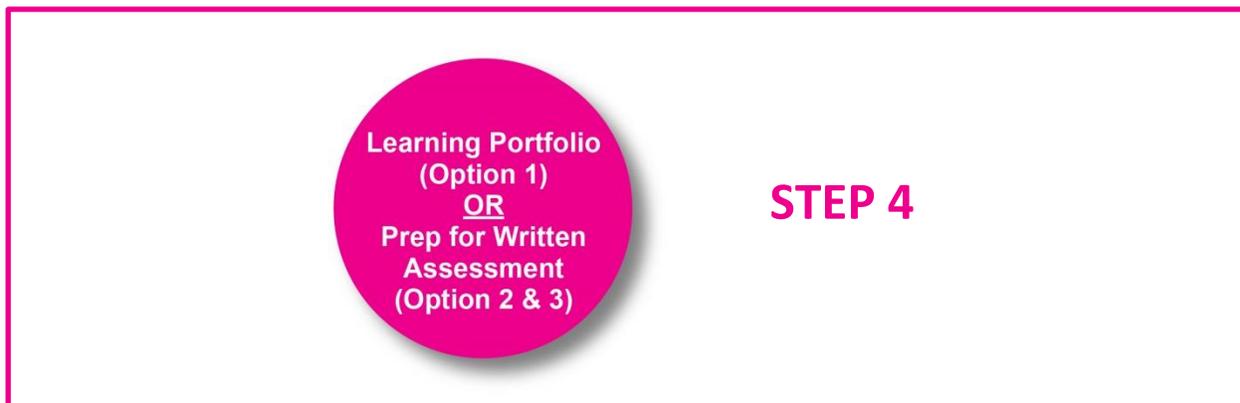
You will not be required to choose an option until after you have been selected to participate. At that time, the SMILE Portal will ask you to choose an option.

The QA Test is an open-book test designed to ensure that successful candidates have sufficient knowledge, skills and judgment needed to practise dental hygiene competently. The ability to apply such knowledge consistent with the provincial standards and scope of practice is tested using the problem-solving context of case-based questions presented in a multiple-choice format.

Case-based tests use specific scenarios that resemble, or typically are, real-world examples that a dental hygienist would encounter in practice. It requires you to analyze data in order to reach a conclusion. In your effort to find solutions and reach decisions, you will sort out factual data, apply analytic tools, reflect on your relevant experiences and draw conclusions. You will be

permitted up to 2 1/2 hours to complete the assessment which you can complete online. The QA Test will only be available from September 1<sup>st</sup> to February 28<sup>th</sup> for any given assessment year. The availability of the test until February 28<sup>th</sup> is for administrative purposes only and the test must still be completed on or before January 31<sup>st</sup> (as part of the Quality Assurance records due date). Please note that you will have a maximum of three (3) attempts to successfully complete the assessment. If you are unable to successfully complete the assessment after three attempts, you will be referred to the Quality Assurance Committee for a decision regarding further assessment or remediation activities.

It is suggested that dental hygienists who plan to choose to write this assessment continue to maintain a *Learning Portfolio* as described above, including goals and activities designed to remain abreast of current developments, practices and theories in dental hygiene. As new information becomes available, it is incorporated into the QA Test. All dental hygienists have full access to the goal-setting capabilities of the SMILE Portal, regardless of which option they choose.



**STEP 5:** This section of the SMILE Portal will allow you to demonstrate your skills and judgment in your practice(s).

- If you wish to follow Option 1 or 2, the *Practice Profile(s)* corresponding to your current practices should be completed. If you provide direct client care, your Profile will contain checkboxes and short-answer questions which will allow you to provide a description of which conditions apply to your dental hygiene practice(s). If you work in more than one practice environment of a similar type, you will be asked to prepare the *Practice Profile* for your practice of that type. At the end of the profile, you will be given the opportunity to note any differences between your practices of the same type. If you work in different types of practices, you will need to prepare a profile for each practice. If you work in regular temporary placements in different practice environments, the concept of the *Practice Profile* still applies and you will complete the profile describing your “typical” temping position in a practice. If you do not provide direct clinical care as the major focus of your practice, you will have to be a bit creative to provide descriptions of your workplaces. You will be asked to provide a written description of your practice or workplace in the open text box. You will also have the ability to upload any documentation that will help to describe

your practice(s). Upon full completion of your *Practice Profile(s)* (i.e., clicking the ***I'm all done*** button within Step 5), the red ✘ on the Dashboard will change to a green ✔ indicating that this step is complete.

- If you wish to follow Option 3, plans should be made to **prepare for your onsite review**. (Full details about the onsite review can be viewed in the QA Practice Assessment Tool, which can be found in the [Requirements of the Quality Assurance Program and Guidelines for Continuing Competency](#) document.) You will be prompted to notify the CDHO that you wish to complete the onsite review. Upon receiving notification, an assessor will be assigned and will contact you to make the arrangements for the office visit. Upon completion of the assessment, a report of the assessor's findings will be sent to you for review, at which time you may provide a submission detailing additional information or clarification of the assessor's findings which will be sent together with the report to the Quality Assurance Committee for their review.



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## Following the Cycle to Demonstrate Competence

These steps fit together to form an annual cycle that you will manage online and will continue to follow throughout your dental hygiene career. The SMILE Portal will help to keep you on track and prepared for when you are required to submit your Quality Assurance records for assessment. In all cases, you will not be required to submit any information to the College until you have received your notice of selection to participate in the program. This notice will provide you with the due dates and the SMILE Portal will contain all of the information that you need in order to make your submission(s).



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## When Selected to Submit Your Quality Assurance Records

Under all options, you do not need to make any submissions to the CDHO until after you have been selected to participate and have received notice indicating that your submissions will be expected on January 31<sup>st</sup> of the following year. You can also check online at any time to see if you have been selected to participate in the upcoming year. All assessments due in the following year will be posted by January 31<sup>st</sup> of the previous year. Remember that **all items** will

be due by January 31<sup>st</sup> of the following year when you will be required to submit your information. You will have one full year to complete the objectives and should therefore plan accordingly. For example, if you are considering choosing Option 2 or 3, you will need to ensure that you take the QA Test between September 1<sup>st</sup> and January 31<sup>st</sup>. Since you can take up to three (3) attempts to successfully complete the assessment, it would likely not be wise to take your first attempt in the last week of January.

**If you are selected to participate and do not choose an option or submit your records by January 31<sup>st</sup> as requested, you will automatically be placed under Option 3 and be required to complete the QA Test and an onsite practice review.**

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## Instructions for Submitting Your Records

Prior to submission, you will be required to read a declaration about the contents of your records. Please note that making false or misleading statements in your Quality Assurance records is considered professional misconduct and could be subject to disciplinary actions. Please consult the [CDHO's Professional Misconduct Regulations](#) for more details.

Your Quality Assurance records will be sent to the CDHO after you have provided permission by clicking on the “**Submit Quality Assurance Audit to CDHO**” button in the SMILE Portal. There will be no need for you to email, print or mail your records to the College. Remember, your records will not be accessible to the College until you have submitted them for assessment. You will receive an email from Skillsure indicating that your Quality Assurance records have been submitted successfully.

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## Supporting Documentation

Supporting documentation provides the College with verification of your continuing quality improvement activities. It is important to keep this information current.

Supporting documentation should include, but is not limited to, copies of receipts, certificates of attendance, speakers’ biographies and brief course outlines. For dental hygiene practice projects, keep a brief outline of the activities associated with the project and any reference materials used.

**Do not submit supporting documentation to the College with your Quality Assurance records unless requested or specified to do so. The exception to this is that the College will require certificates of completion for anyone wishing to use the following activities as part of their Learning Portfolio:**

- CDHO Online Jurisprudence module and exam; and/or
- CDHO Drugs in Dental Hygiene Practice course and exam.