

# Terms of reference for recertification practitioner focus groups

## Objective

1. The objective of the practitioner focus groups is to set up a two-way exchange of ideas to ensure that practitioner and other key stakeholders' perspectives are included in the design of the practicalities of the new recertification framework. This will:
  - result in a better quality, practitioner-focussed design
  - help garner support from practitioners and stakeholders
  - show progress and build momentum towards implementation.

## Scope

2. The practitioner focus groups will cover the key elements of recertification that will be implemented during 2020: professional peer, professional development plan (PDP), professional development plan activities (PDAs), reflection, and peer confirmation.
3. The practitioner focus groups will be an interactive format, covering a range of design topics for each of the elements:
  - **policy** – how Council will administer and interpret its functions under the Act
  - **process** – the tasks and activities that need to be performed, by practitioners, the secretariat, Council and other stakeholders (e.g. professional associations), when these should occur and what guidance will be provided to practitioners
  - **information** – the information that needs to be exchanged between practitioners and Council (in both directions), and other stakeholders if required
  - **technology** – how technology will be used to automate processes and manage information
  - **people** – for practitioners, secretariat staff and Council: who will perform the activities, how much time and effort is involved, and what training will be required
  - **performance** – how will we know that the recertification programme is performing well and assisting Council to achieve its desired outcomes.
4. The following elements of the new recertification framework will follow during later phases of the recertification project (likely to be 2021), and will not be covered in these practitioner focus groups:
  - support to new registrants
  - assessment
  - cognitive decline (except eye health)
  - recurring non-compliant practitioner behaviours.

## Participants

5. It is proposed to have approximately 40 to 50 practitioners, representing a range of perspectives:
  - a range of oral health professions
  - different types / size of practice
  - different sizes of community / geographic locations
  - different attitudes to the proposed changes.
6. It is also proposed to have discussions with professional associations, larger employers and specialist bodies separate from the focus groups. This will be an opportunity to understand their perspectives and ensure they understand the design approach being taken and the purpose of the focus groups.

## Logistics

7. It is proposed that:
  - three-hour evening focus groups be held in Auckland, Wellington and Christchurch
  - at each location there will be two separate focus groups held on consecutive evenings:
    - for dentists and dental specialists
    - for other oral health professions
  - a member of Council will attend and take a leadership role at each focus group
  - two members of the project team will attend and facilitate the focus group
  - the practitioner focus groups will be reconvened in March 2020 with a similar format.

## Evaluation

8. The success of the practitioner focus groups will be evaluated based on:
  - a qualitative assessment by Council member and project team participants about the level of engagement and the quality of input received
  - feedback received from participants completing a short questionnaire about whether:
    - the topics were relevant
    - the focus group format was productive
    - they had the opportunity to put their ideas forward
    - they thought that their feedback was valued
    - they believe that the design process is on the right track.