

4) Quality Assurance Checklist

The Quality Assurance Checklist has been designed to touch on a multitude of areas that denturists encounter every day. The checklist will allow each denturist to take some time to evaluate their progress in each area and make comments. This process should not be time consuming, but all areas of the checklist must be addressed.

The Quality Assurance Checklist concentrates on 5 areas that correlate with the quality of patient centered care: Patient Management, Office Management Skills, Communication, Professional Lifecycle, and Self-Evaluation, Reflection and Critical Analysis. The checklist allows you to identify areas you could improve upon and begin setting goals to achieve for the following year. Each year, registrants are required to **complete the Quality Assurance Checklist** and keep it in their binders. Completed Checklists will be reviewed during the Annual Practitioner Review. *Please refer to Appendix A for the Checklist.*

5) Quality Assurance Tools

The Quality Assurance Tools are self reflective methods to identify personal approaches to problems, methodology, and solutions. There are no correct answers to the problems or questions. Each tool is intended for registrants to interpret and critically identify solutions to the problem. Each year, registrants are required to complete **one** different **Quality Assurance Tool** and keep it in their binders. The Quality Assurance Tools have been broken into 4 categories: Patient Management, Office Management Skills, Communication, and Professional Lifecycle. Over the course of 4 years, each registrant will have completed each category and new tools will be presented thereafter.

Quality Assurance Tools

Communication:

The category of communication encompasses the target audiences of the immediate patient, as well as the general public. Communication covers educating the patient on all treatment options, providing written, as well as oral instructions and information, and communicating to the general public and other professional organizations.

Office Management Skills:

The category of office management skills include managing referrals to other professionals, documenting interactions, and keeping complete patient records, attending to sterilization, as well as maintaining the office space.

Patient Management:

Good patient management entails attention to details to ensure that a consultation is comfortable for the client. Also, it includes such things as good business practices, integrity and enhanced communication skills.

Professional Lifecycle:

Professional lifecycle encompasses the ideas of ethics and responsibility, which includes communicating principles of business to patients, peers, and members of the public. In addition, registrants should be advertising responsibly, engaging in good principles of business, and keeping their clinical skills current.

Please refer to Appendix B for the Quality Assurance Tools.