



# QUALITY ASSURANCE CHECKLIST 2011

## (REGISTRANT RETURNING TO ACTIVE PRACTICE)

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Number of Years not Practicing: \_\_\_\_\_

Date Received (Office Use Only): \_\_\_\_\_

There are 5 themes that correlate with the quality of patient centered care for Denturists: Patient Management, Self Evaluation, Reflection and Critical Analysis, Office Management Skills, Communication and Professional Lifecycle. This is a self reflective process and requires you to critically evaluate your professional practices as you return to active practice. Some of the elements listed **may or may not** relate to your return to active practice as a Denturist, but may serve as a guide or concept to consider.

Rate yourself, using the scale 1-5 (1=strongly disagree, 5=strongly agree), by checking (✓) the appropriate box for **each** element. If any of the elements are not relevant to you, check (✓) "not applicable". It may be useful to explain why the element is not applicable to your return to active practice as a Denturist in the comment box.

**You must complete a goal and/or comment that relates to your work as a Denturist for each theme in the space provided.**

	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
<b>Theme: Patient Management</b>						
I have reflected on past patient situations.						
If appropriate, I will follow up with my past patients.						
I will be flexible (e.g.-hours of operation and service, drop ins, etc.).						
I have a list of referrals to other professionals when needed (e.g.-other Denturists, Dentists, Doctors, etc.).						
I have thought about how I will document interactions with patients and other professionals.						
I am confident in my abilities to deal with conflict resolution.						
I have reviewed and updated my patient hand-out material.						

**Professional Goals or comments for Patient Management:**

<b>Theme: Office Management Skills</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I have an office space that is easily accessible (e.g. - location, wheel chair access, etc.)						
I have a clear understanding of what creates a successful business.						
I am aware and updated on Workplace Hazardous Materials Information System (WHIMIS) in work places.						
I have good accounting skills/financial institution support.						
I have a plan for managing my office and support staff.						
I have a policy for the management of patient files.						
I will have up to date modern dental equipment and technology to treat the patient.						
I will provide sterilization, disinfection and auto clave systems and procedures in my clinical.						
I am confident in my infection control and sterilization protocols.						

**Professional Goals or comments for Office Management Skills:**

<b>Theme: Communication</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I am an effective communicator.						
I will explore different communication methods (e.g. - verbal, written, e-mail, etc.)						
I reflect the values of respect and honesty.						
I have an advertising strategy campaign to rebuild my patient base.						

**Professional Goals or comments for Communication:**

<b>Theme: Professional Lifecycle</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I will explore and diversify my continuing education courses.						
I continually educate myself in order to offer more options for patients.						
I am aware of the latest technology.						
I network within my profession and/or related professions.						
I have a professional mentor/colleague(s) I can refer to for support and/or current information/technology about the profession.						
I have read and updated myself on current changes to the profession's bylaws, Denturists Regulation and the Quality Assurance Program.						
I will contact the College of Denturists of British Columbia if I have any questions about the bylaws, Denturists Regulation and/or the Health Professions Act.						
<b>Professional Goals or comments for Professional Lifecycle:</b>						

<b>Theme: Self-Evaluation, Reflection, and Critical Analysis</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I know what educational courses I need to take to update/improve my skills and abilities as a Denturist.						
I am open to learning new ideas and/or methods.						
I reflect on my professional growth on a regular basis.						
I have reflected on my strengths and weaknesses in my practices as a Denturist.						
I try not to stereotype (to characterize a person based on race, gender, socio-economic level, etc.).						
I am business planning and preparing for the future (e.g.-personal and/or staff).						
I have good time management skills (e.g.- adequate time for patients, documentation, breaks, etc.)						
<b>Professional Goals or comments for Self-Evaluation, Reflection, and Critical Analysis:</b>						

# SELF REFLECTION AND PERSONAL GOALS

1) How would your past patients describe your patient management skills?

2) In the previous years, how have you improved yourself with respect to your work as a Denturist?

3) What is one new thing you have learned, through your work as a Denturist, that will benefit your practice in the future?

4) In what ways will you benefit your profession?

5) What are your professional goals for this year?