

Introduction

Due to the EDR system and feedback from the dental technicians have indicated that there were occurrences of incorrect or insufficient instructions indicated on the lab card which have resulted in re-work. It is extremely time consuming and the errors could have been prevented with a better design of the dental lab card. There were instances where clinicians overlook the design as they are rushing to see the next patient or the instructions on the card was not clear as shown in Figure 1. Hence the team has initiated to redesign the lab card to resolve the hassle.

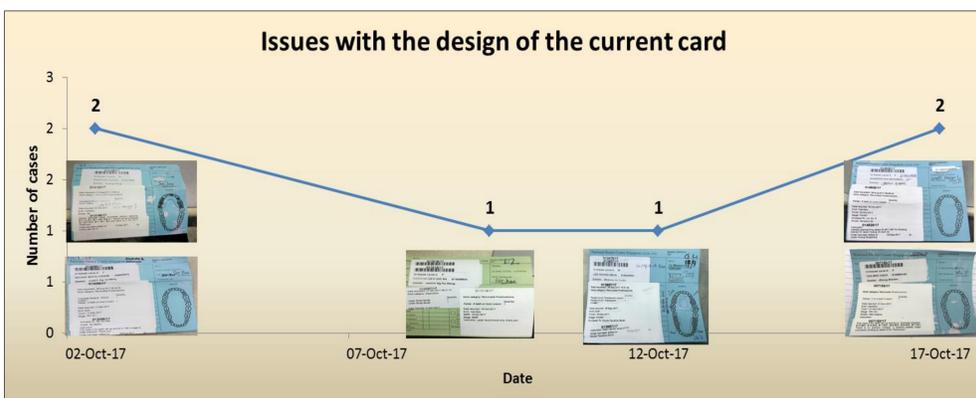


1. Instructions are not updated.
2. The design is there but the instruction is not clear enough to tally with the design

Figure 1

Problem: Due to the baseline we collected

The team collected the baseline data to understand the severity of the issue, as shown in Figure 2. In a period of 2 weeks, there were 6 cases of inaccurate or insufficient information captured in the lab card.



Date	Count	Issues
02-Oct-17	1	There is no wire drawing indicated on the card.
02-Oct-17	1	The tooth replacement wasn't indicated on the drawing.
09-Oct-17	1	No drawing and wrong level card given.
12-Oct-17	1	Teeth shade was not indicated in the card for finishing.
17-Oct-17	1	Drawing is not updated for both cards.

Objective

To redesign the lab card so that accurate information could be indicated in 3 month time (September to December).

Method

The team decided to redesign the lab card (Figure 2) so that it is more intuitive for the clinicians to fill up the information and to reduce the need for the dental technician to clarify with them again. The new card is also larger in size (A5) as compared to the old design (A4).

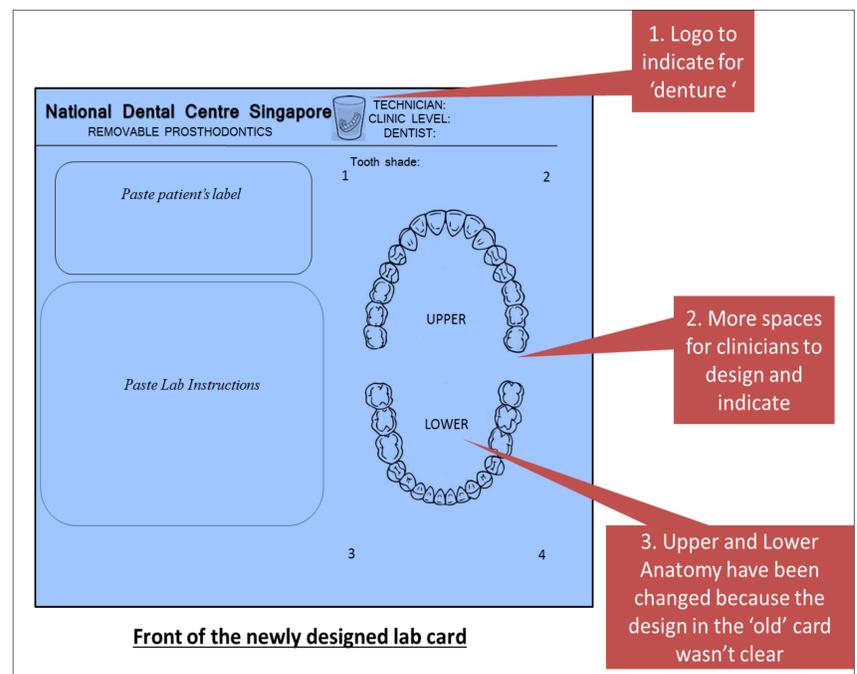
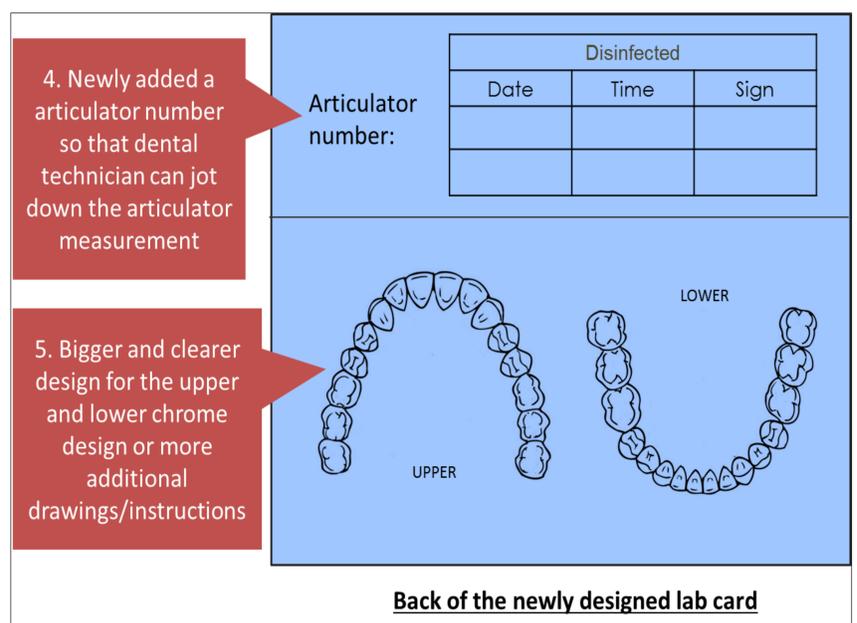


Figure 2



Result

As the new card was introduced in December 2017 to 9 clinicians, the team is still monitoring the result. However, the preliminary result looks promising and clinicians starts to indicate on the card clearly as shown in Figure 3.

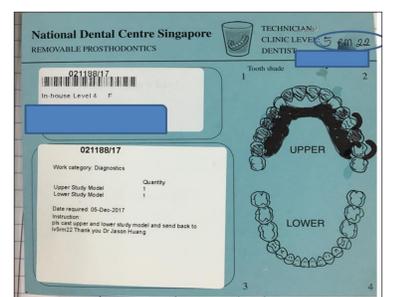


Figure 3

Feedback

A survey was designed to allow the team to make further improvements to the card as well as to understand the users' satisfaction. 100% (9 out of 9 clinicians) expressed satisfaction and indicated that they will use the new card, with some indicated that the new design is easier for the clinician to write on.

Conclusion

At this point, the lab cards are suitable for both the dentists and dental Technicians. However, we will make the necessary changes when the need arises.