

Enhancing Workflow To Prevent Misplaced Dental Appliances



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Introduction

The team was formed comprising of ACC and SDSAs from Level 2 to look into the issue of misplaced dental appliances for patients. The scope of project will only be applicable to Level 2 Prosthodontics Dental Officers.

Objective

To reduce the percentage of /misplaced appliances from 40% to 15% in 3 months time at NDCS.

Methodology

The team studied the existing process as shown in Figure 1 and analyzed the root causes. Information on the misplaced cases were also gathered and studied carefully to analyze any inadequacy in the existing work process.

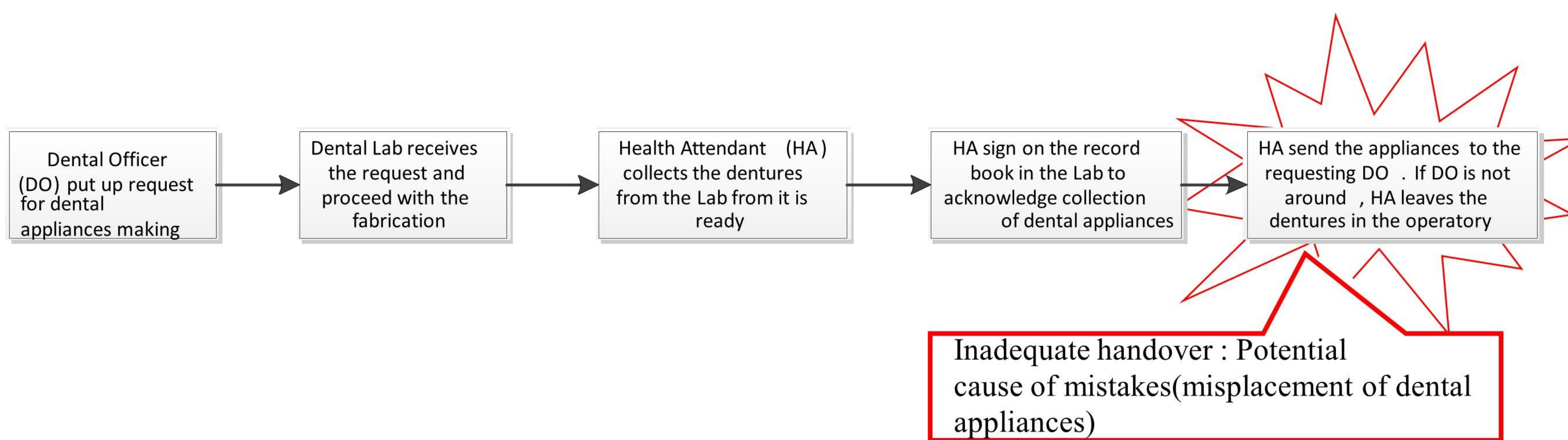
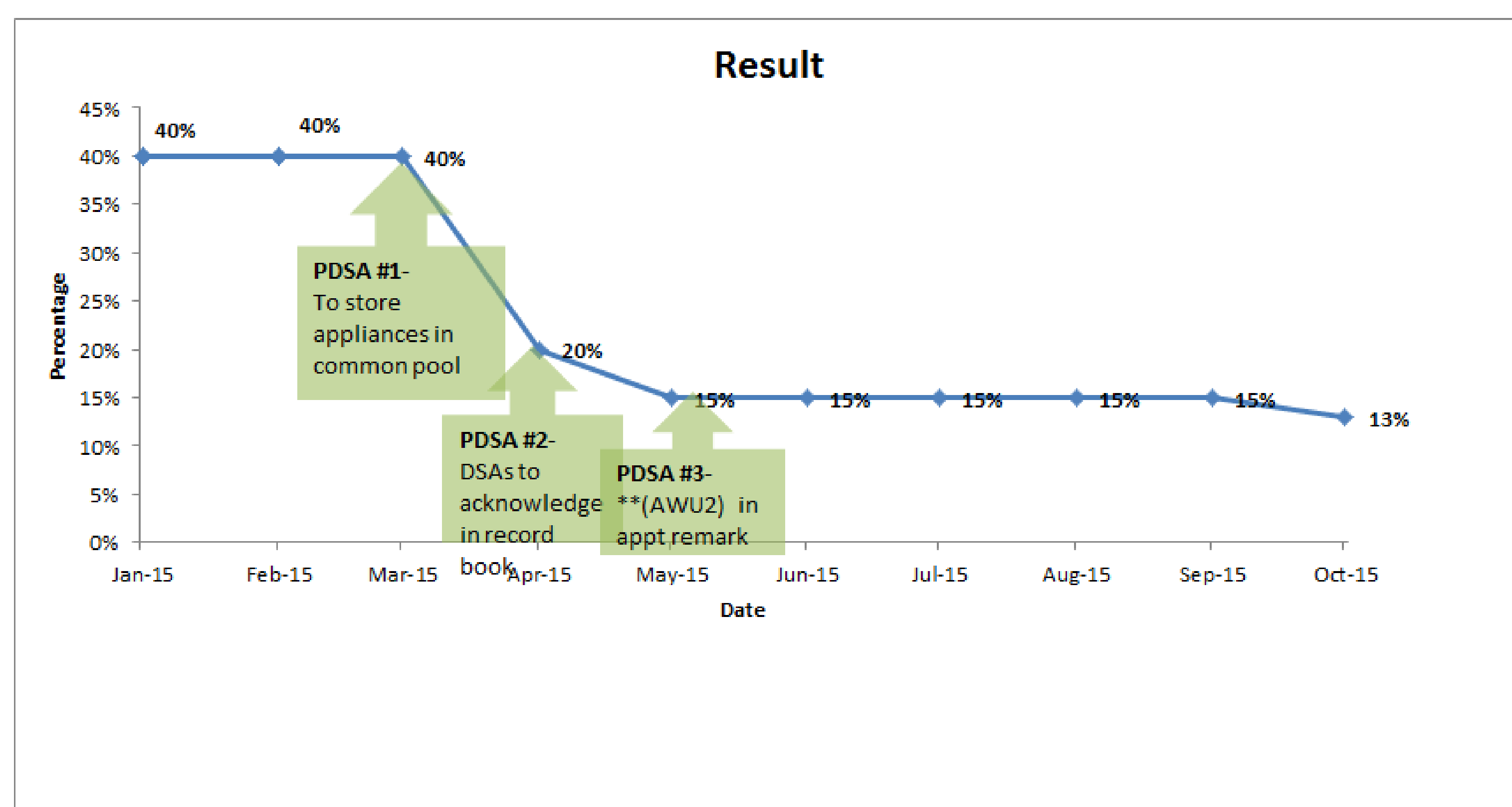


Figure 1

Interventions

The team identified that the root cause for the misplaced dental appliances are due to gaps in handover process. Subsequently, interventions were brainstormed to address the issue of inadequate handover and the following were proposed :

- **PDSA #1-** To place appliances in common pool (common storage area).
- **PDSA #2-** Dental Surgery Assistants (DSAs) to acknowledge in the record book after accepting the dental appliances.
- **PDSA #3-** 'Appliance with us in level 2' (AWU2) in appointment remark column in OAS.



Benefits to :

Patient

- ✓ Patient can get their dental appliance (e.g. dentures) as per scheduled appointment; satisfied patients.

Operational Efficiency

- ✓ Reduction of time spent to find the misplaced dental appliances which translated to cost savings where the lost time could be spent more productively on clinical assistance.

Staff

- ✓ Staff not stressed

Conclusion

The initiatives have helped the Centre to reduce any misplaced dental appliance from 40%(Jan-March 2015) to 15% (April-June 2015) and shown sustainability from June 2015 onwards.

Strategies for Sustaining

As the clinical staff has benefited from the interventions, the team will leverage on the Dental Surgery Assistant's meeting to spread the good practices to other levels in the Centre, as an effort to prevent any misplaced dental appliances. In addition, all new DOs (in every January and July) will be briefed and educated to remind them of the above interventions.

Acknowledgements

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