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Introduction

Implant early failure rates are one of the Center Tier One indicators in the Balanced Score Card which is monitored by SingHealth. Good record keeping and documentation will assist clinicians in identifying potential problem areas prior to surgery. Being the Dental Centre for the Nation, patient safety and patient outcome is of our top priority, 'Patients at the Heart of All We Do'. Chart compliance was one of the issues brought up during the last JCI audit. Before implementation, the **chart compliance rate was 24% (median)** from Jan-13 to Mar-14.

Objective

To increase and maintain the charting compliance rate from a median of 24% to 70% for all NDCS clinicians in 6 months time.

Methodology

The team adopt flow-charting to map out the current process as shown in Figure 1. They performed a root cause analysis, as illustrated in Figure 2 and the reasons for non-compliance are:

- Troublesome
- Forgetting
- 'Someone else can get it done'
- No penalty for non-compliance

Current Process Map

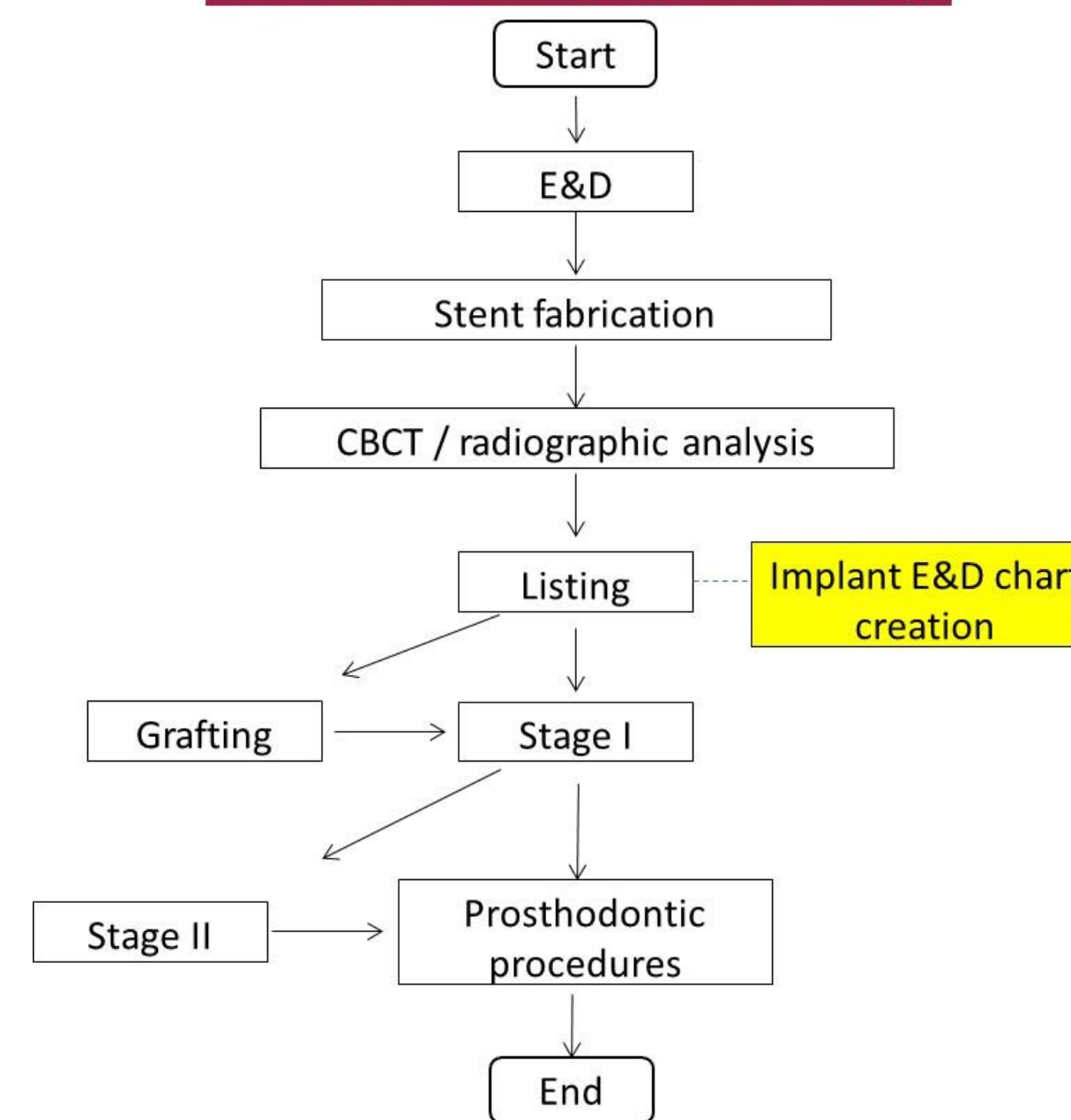


Figure 1

Root Cause Analysis

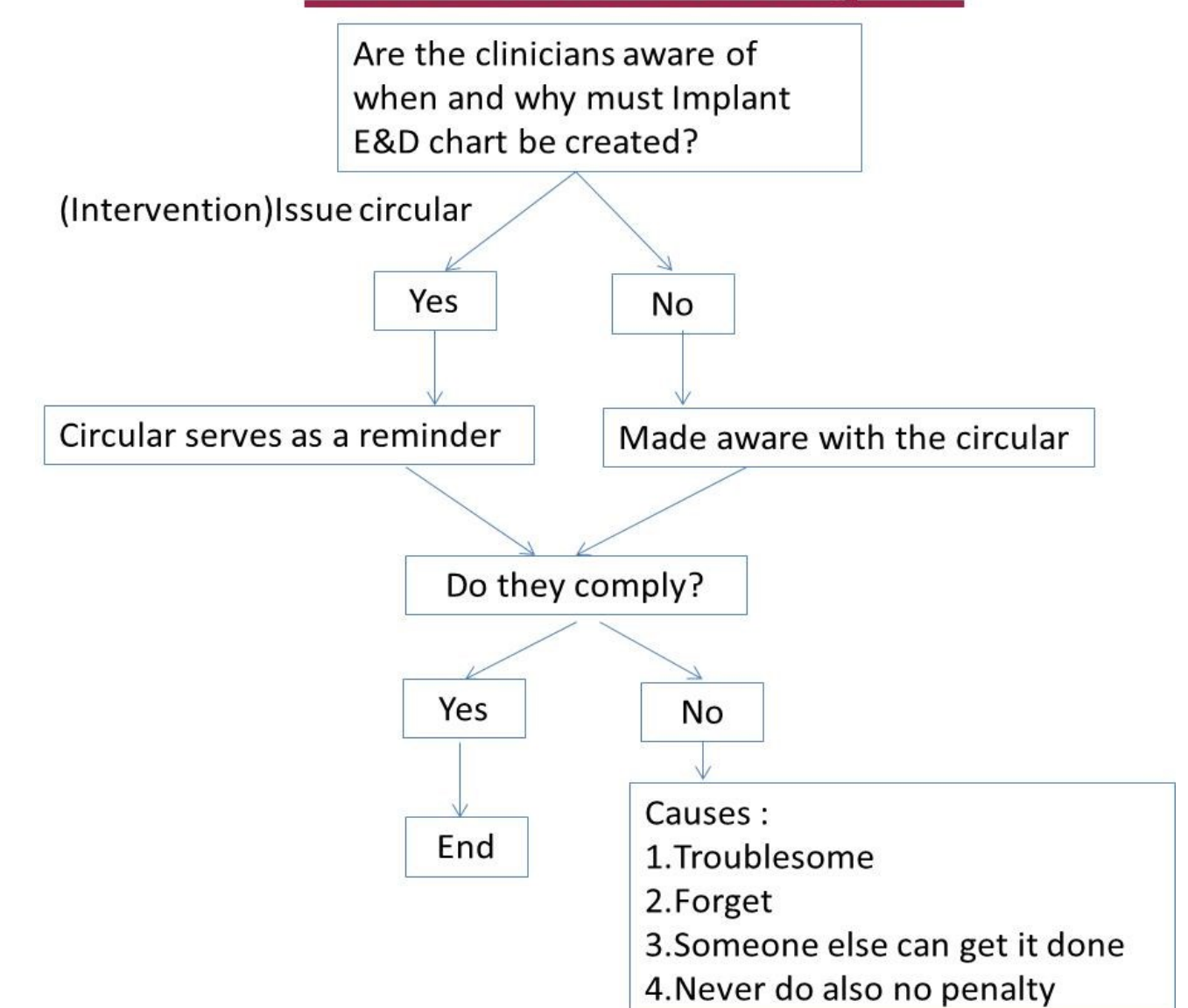


Figure 2

Interventions

The team proposed the following interventions after analyzing the root cause(s) of the problem:

- **PDSA #1-** Dissemination of the importance of creating Implant E&D chart.
- **PDSA #2-** Training by the team leader to clinicians on creation of E&D chart and training material as shown in Figure 3.
- **PDSA #3-** Setting the target as a monthly compliance rate.

How to create Implant E&D Chart

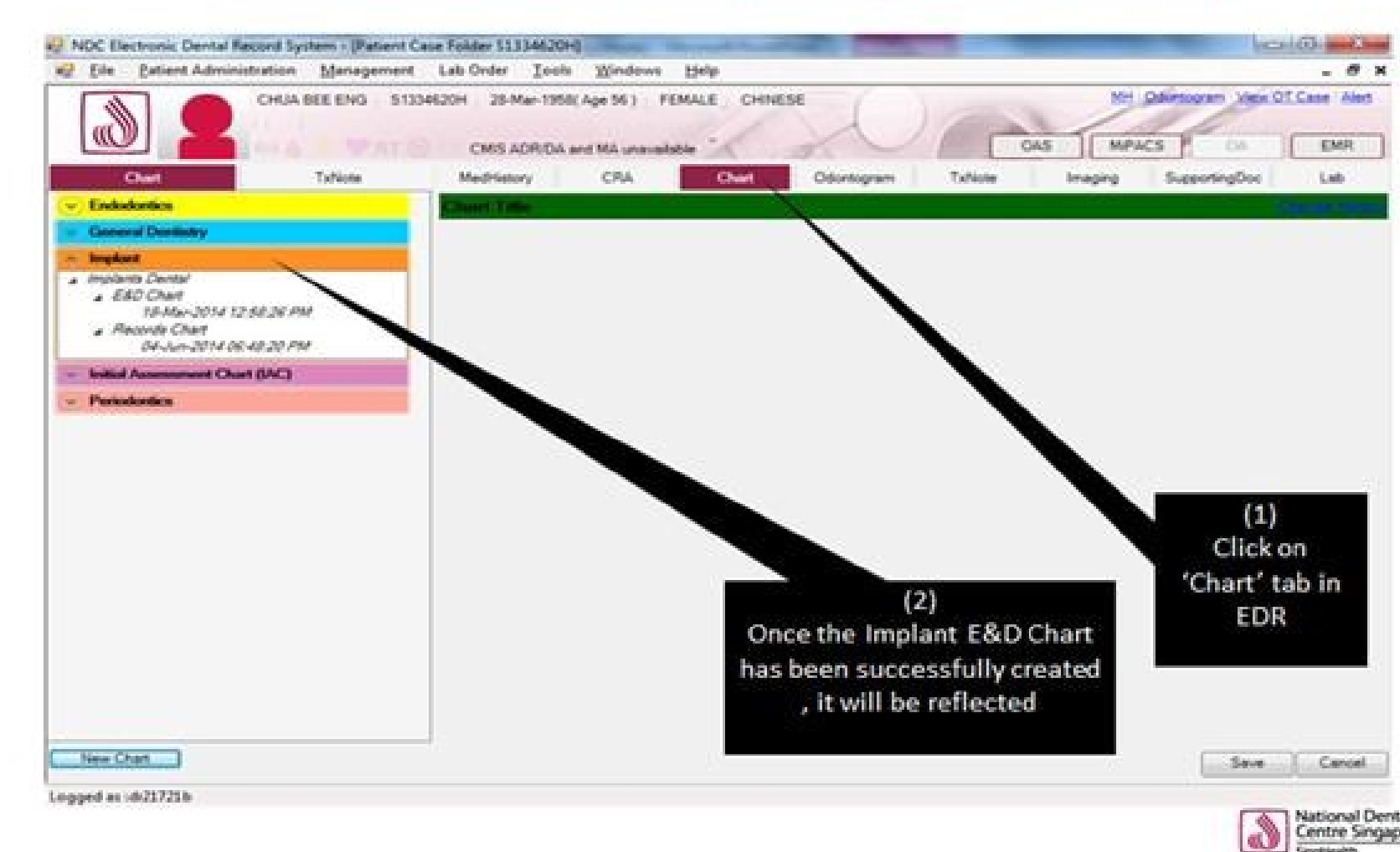
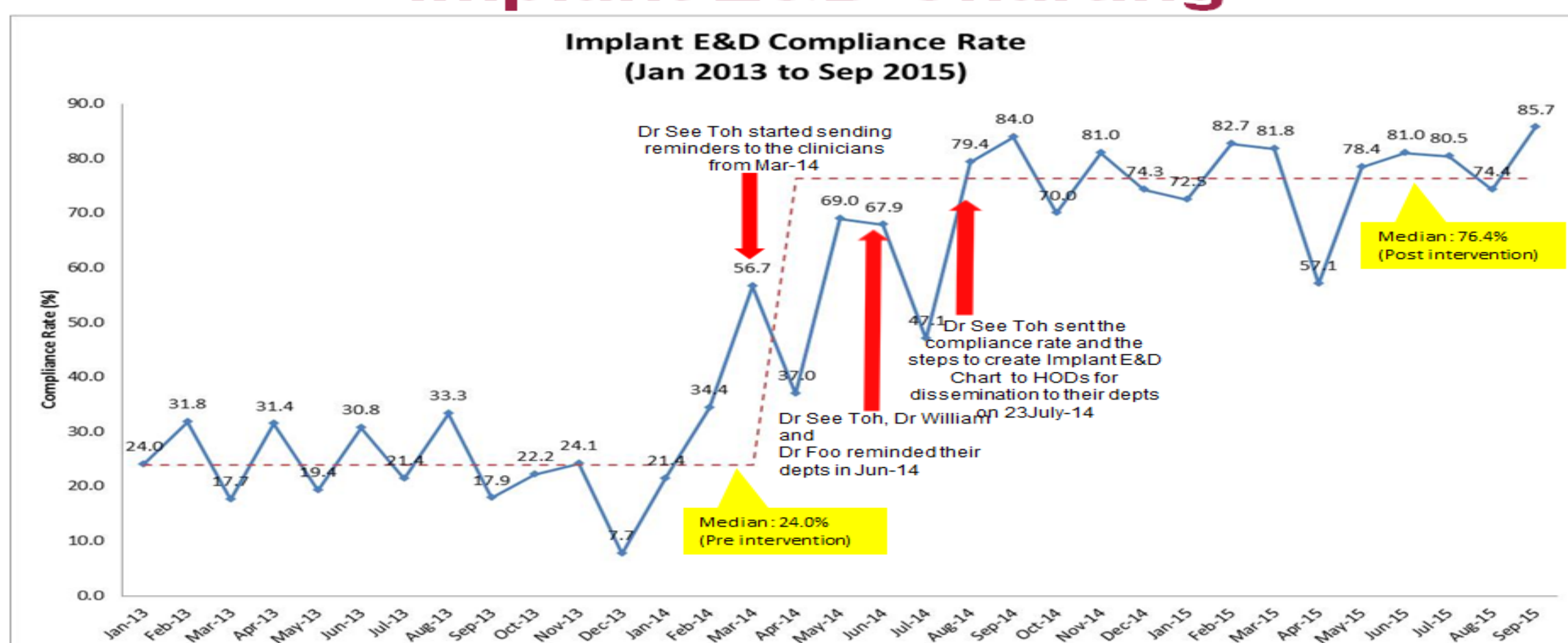


Figure 3

Results

Compliance rate of Implant E&D Charting



The Implant E&D Compliance Rate (median) increased from **24.0% to 76.4%** and had surpassed the target set at the start of the project. The management is aware that the without IT interventions, there is a maximum limit on the compliance rate that can be achieved. **As of March 2016, the median compliance rate is 80%.**

Benefits to :

i) Patient's Health & Safety

- Being the Dental Centre for the Nation, patient safety and patient outcome is of our top priority. By maintaining proper documentation, it is the first step towards achieving it.

ii) Operational Efficiency

- Good record keeping and documentation will assist clinicians in identifying potential problem areas prior to surgery.
- In line with MOH requirements for audit and evaluation of implantable devices in patients.
- Meeting JCI requirements of achieving a more comprehensive pre-operative assessments prior to surgery.