



RESOURCE

Connections

Go Team! Utilizing a Team Approach for Patient Safety

Linda Harvey, RDH, MS
Horizon Consulting Group
linda@lindaharvey.net

Just as it takes a team to win a football game, it takes a concerted approach to provide consistent quality care in the dental office.

Risk management and patient safety can be thought of as a football team: every team consists of offensive and defensive players; each player possessing unique skills practiced and honed throughout the season. One dentist described his office manager as his team's quarterback, "Nothing happens around here without her—she keeps the schedules, calls the plays, and helps us have a winning day."

Here are three strategies to improve your quality and safety initiatives (and score big points with your patients):

1. Recruit the Right Players

Hire Smart. Anyone can look good on paper or on a resume, but this is not necessarily indicative of their skills or ability to work well with others. Besides validating references, take it a step further by verifying licensure credentials by checking with the state licensing board.

2. Conditioning/Training

Once you have the right players in place, conditioning and training are critical. Consider learning new patient safety and risk management strategies from outside the field of dentistry, such as medicine. This body of knowledge can help you condition your team and identify areas for improvement. Remember, training shortcuts, such as the 'trial by fire' method will quickly become evident once your team shows up on the field. Thorough training and ongoing conditioning will ensure your staff are good spokespeople on your behalf, ready to provide quality care in a safe manner once the game begins.

See "Go Team!" Page 3

So, You Want to be a Statistic?

By Karen Walsh
Certified Ergonomic Assessment
Specialist

Do you ever feel like Quasimodo when you get home at night? Do you put it down to "old age" or a hard day at work? The body is an amazing machine, but did you know that 75% of dental team members suffer from chronic work related pain that affects not only their everyday life, but also may lead to early retirement on disability? Take a moment to think about your own office and mentally review how your team works to perform their professional duties. Dentistry lends itself to static positions, both in sitting and standing. When out of neutral position, static positions require that more than 50% of your muscles contract to hold your body immobile. Early in your career, you may get tired easily, but then

See "Statistic" Page 3

Inside This Issue:

Go Team! Utilizing a Team Approach for Patient Safety.....	1
So You Want to be a Statistic?.....	1
Get Some Survey Savvy.....	2
Loose Lips.....	2

Get Some Survey Savvy

By Elaine Anwander, Owner
Qualitative Research Services

Something we hear a lot about these days is the importance of keeping in touch with our customers, a/k/a, our patients. Some dental offices are trying patient surveys. That's a good idea, as long as your money isn't being tossed out the window, AND that you are getting reliable information.

Once you have decided to implement patient surveys, the next decision is whether to do it yourself or hire an expert. Here are 3 important questions to help decide whether to outsource the project or do it yourself. We can summarize by thinking of Why, How and Who.

1. Why do you want get feedback from your patients? Really. If it's merely to keep in touch with patients, there are better ways. If it's to assess patient perceptions about your practice, you'll want to ask more than two or three satisfaction questions. If you are facing a

troublesome problem, you want to be sure your questions are well worded to get appropriate answers.

2. How should your survey be designed? Maybe a brief telephone survey will be the most effective. Perhaps you are considering a postcard with a few relevant questions. But if only a few patients mail them back, you don't want to put much stock in such a limited view.

3. Who should administer your survey? Do you and/or your staff have enough time, talent and the technology to do a good job? One thing about information – it needs to be correct and reliable if it's to help you make good assessments or decisions. Poor design can yield unreliable data, which means the information you get from your data may be suspect, or even wrong.

Some closing thoughts: If you want honest answers, make sure the survey is anonymous, no names, tracking numbers or other patient identifiable information. You are more likely to get honest feedback if patients know they are not sending their answers directly back to you. So, again, why do you want to contact your patients and what do you hope to learn? A research professional can help you with all these questions, and more that will come up during your initial discussion.

OMSYS Services, Inc.

1309 St. John's Bluff Road N.
Suite 103
Jacksonville, Florida 32225
www.omsyservices.com

Phone: 904-646-0411
Fax: 904-646-4701

NEED HELP WITH A
SICK COMPUTER?



Software Support for:

DENTRIX

Dentisoft
TECHNOLOGIES

Dental-Exec

OdontoSoft
Millennium!

altapoint

PATTERSON
DENTAL



LOOSE LIPS

Tidbits of wisdom that may or may not be loosely related to dentistry

Need Help with:

- Printer Setup
- Network Setup
- DSL modem Setup
- Upgrading your Practice software
- Setup electronic claims
- Backup Data

Call Us, we can help.
We do make house calls!
904-646-0411

- ◆ July is Cell Phone Courtesy Month - Encourage cell phone users to be more respectful of their surroundings.
- ◆ Celebrate National Independence Day on July 4th!
- ◆ July is National Blueberries Month - Make the public aware that this is the peak month for these fresh fruits.
- ◆ July is National Hot Dog Month - Celebrate one of America's favorite foods.

"Go Team!" from Page 1**3. Game On!**

Our game is on when the patient is sitting in the chair. Just like a football team, we have an offense and a defense; however we have to play both roles (no wonder our feet hurt so much!). While patient safety and risk management are on the same team; patient safety can be likened to the offense, whereas risk management is more defensive in nature. As compared to risk management, the dental patient safety movement is still in its infancy. Currently, most patient safety information is from the hospital environment, although the body of knowledge about patient safety in other settings like dental offices is growing steadily.

Risk management, however, remains an ongoing concern, even if a practitioner is never involved in a lawsuit the number of complaints filed with the dental boards is on the rise. An investigation by the dental board that results in probable cause and subsequent sanctions can easily cost \$10,000 or more. On-going, up-to-date patient safety and risk prevention practices are the best approach.

Follow these tips to ensure your team always has a winning season.

**Health & Wellness: for Your Practice,
Patients, and You Personally!**
November 3, 2006 - 3.5 hr CE program

*Topics include: Ergonomics, Selecting Top
Performers, Risk Management and Teamwork*

For Registration Information
Call: 573-2232 or 220-4459.

American Heart Association CPR - AED Classes



Ashley Burkhalter - Instructor

Common sense, hands on
CPR instruction\re-certification

Specializing in dental offices for more than 10 years
(904) 813-4314

**"Statistic" from Page 1**

your body adapts and learns to cope. Later, when it starts to complain at your abuse, you blame old age, arthritis or other events. Many Musculoskeletal Disorders can be prevented by giving some thought to how you use your body; often there are alternative ways to work. When alternative methods are not available, simple stretching techniques can help prevent tightness and spasms. It is never too late to start to stretch – even for those of us with limited time and/or a hatred of anything related to exercise. In our image conscious society, keeping your spinal column in tip top shape not only keeps you flexible, but helps you retain a young and vibrant posture. It can help prevent nerve impingements, herniated disks, and reduce everyday wear and tear.

The choice is yours. Do you want to be a safe and healthy Dental Professional, or remembered as a statistic?

About Resource Connections**Contributors:**

*Kim Knapp, Dental Temps of North East Florida
Linda Harvey, Horizon Consulting Group
Elaine Anwander, Qualitative Research Services*

*Connecting to bring you strategies
for enhancing your practice!*

Resource Connections

**P.O. Box 7238
Jacksonville, FL 32238
Telephone: 904-573-2232**

To Contact Us:

Linda Harvey
Horizon Consulting Group, Inc.
www.LindaHarvey.net
Linda@LindaHarvey.net
904-573-2232/ph - 904-807-6635/fax

Kim Knapp
Dental Temps of North East Florida, Inc.
www.dentaltempprofessionalservices.com
904-220-4459/ph - 904-220-3769/fax
cell 904-710-5181

Elaine Anwander
Qualitative Research Services
www.qualitativeresearchservices.com
elaine@qualitativeresearchservices.com
904-220-0746/ph - 904-221-5131/fax

Resource Connections
P.O. Box 7238
Jacksonville, Florida 32238



***Great Connections
are your best
resource!***

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

EMPLOYMENT SERVICE

With Dental Temps you can be confident there is always someone to call when you are understaffed or looking for new staff.

Dental Temps of Northeast Florida

Front Office

Dental Assistant

Dental Hygienist

- Temporary
- Permanent
- Same Day Temp Placement



KIM KNAPP

PLACEMENT DIRECTOR

Office: 904-220-4459 Cell: 904-710-5181 Fax: 904-220-3769

13245 Atlantic Blvd., Suite 4-374

Jacksonville, FL 32225

WHO'S TAKING CARE OF YOUR PRACTICE, WHILE YOU'RE TAKING CARE OF PATIENTS?

Learn how to avoid compliance pitfalls in your office from the experts.

Annual, on-going or one-time practice reviews offered.

- OSHA
- HIPAA
- Florida Laws/Rules
- Employment documentation
- Review of patient documentation

Taking care of your compliance needs since 1996. CE Broker # 50-961.

LINDA HARVEY, RDH, MS

LICENSED HEALTHCARE RISK MANAGER

904-573-2232

www.dentalriskprevention.com

