

Dental Health Program Guidelines

Community Standards

- Assess oral health status and needs so that problems can be identified and addressed¹
- Mobilize community partnerships between policy makers, professionals, organizations, groups, the public and others to identify and implement solutions to oral health problems¹
- Assure the availability, access, and acceptability of oral health services by enhancing system capacity, including directly supporting or providing services when necessary¹
- Maintain optimal fluoride levels in community water supplies where feasible or implement alternative fluoride delivery systems for school age children if indicated
- Promote community preventive programs and oral health education in the school environment

¹ Guidelines for State and Territorial Oral Health Programs, July 1997

Health Department Standards

- If necessary to assure access to dental treatment, each local Health District may establish local dental public health programs to provide a mix of comprehensive care services (preventive and clinical dental services) consistent with the State's public health dentistry programs.
- Health department personnel will identify available dental care resources and refer clients as appropriate.
- Health department personnel will be encouraged to provide oral health education in clinical settings and to dispense or prescribe fluoride supplements as appropriate.

Dental Clinic Standards

Administration

- The dentist will communicate regularly with the Health Director to discuss program needs, plans and budget requirements.
- Procedure and operational manuals for each program will be maintained.
- Position descriptions for dentists, auxiliaries and staff will be reviewed annually. Expectations for performance will be established consistent with local administrative policies and clearly communicated to staff.
- Statistical data on clinic activity will be entered on the DH 1214 record and submitted monthly to the Division of Dental Health. A record of significant non-clinical activities will be maintained for each program.
- An annual inventory of major equipment will be performed in combination with regular preventive maintenance procedures to ensure proper operation and to identify equipment needs.

Dental Clinic Standards

Clinical Records

- Informed consent and permission forms will be signed by the parent or legal guardian and reviewed at appropriate intervals by the dentist.
- Medical histories will be properly completed, updated, reviewed and signed annually. When necessary, translators will be used to assist patients with forms or language appropriate forms will be made available.
- Permanent records will include accurate charting of conditions, treatment planning, documentation of treatment provided, necessary diagnostic x-rays, referral instructions, parental notification and documentation of medications prescribed or dispensed consistent with the instructions for completion of the currently recommended form DH 1224.
- Any treatment that cannot be completed should be related to the patient or guardian and noted on the permanent record. An appropriate referral for completion of the necessary care must be made and documented.

Dental Clinic Standards

Clinical Operations

- Clinics must be in compliance with current standards for protection of patients and staff including:

OSHA Bloodborne Pathogen Standard

OSHA Hazard Communication Standard

OSHA General Safety Standard

Virginia Department of Health Radiation Safety Regulations

- *American Academy of Pediatrics* handbook will be used as a reference for standard operating procedures subject to the financial and other resource constraints of the patients and the health department facility as well as patient compliance and cooperation.
- The following process measures will be tracked and analyzed locally to assess appropriateness of individual program staff activities relative to state averages:
service mix, clinical time, patient visits, “new” patients, individuals per FY, patients completed and unit costs analysis.
- Appointments should be scheduled in order to complete treatment plans in a reasonable time frame and to maintain continuity of care.
- Documentation of continuing education must be maintained consistent with the Board of Dentistry requirements.
- Patient satisfaction will be tracked and analyzed as a reflection of outcome quality.

Quality Assurance Review

Process:

- Quality Assurance review is designed to help dentists in local health departments in the Virginia Department of Health comply with the Standards for Public Health Programs developed by the Division of Dental Health and the Dental Advisory Committee.
- Dentists will be reviewed every three years. The primary reviewer will be the quality assurance dentist designated by Division of Dental Health. Reviewers will request pertinent data for review, schedule a convenient time to meet with the dentist and observe clinic operations. Dentists will be provided with feedback and a written report. An exit interview scheduled with the Public Health Dentist and the Health Director will serve as an opportunity to discuss program planning. If significant program or clinical deficiencies are found, the Public health Dentist will develop and implement plans for program modification. Follow up reviews may then be performed to provide additional feedback for the dentist and director.
- The following forms provide the framework for review. Every clinical procedure listed in the clinical portion may not be available for on site review. In those instances, completed dentistry, x-rays and treatment documentation will suffice. Variations in local program focus may occur affecting clinical procedures performed. Quality of clinical procedures will be evaluated as "with in normal limits" or not.