

Quality Assurance Review

Community Standards Compliance:

District Responsibilities

- ❑ Submit report summarizing most recent oral health assessment. Assessment to be conducted at least every 5 years using the available Division of Dental Health (DDH) database instrument to assure consistent data collection across the state.
- ❑ Submit a list of fluoridated and nonfluoridated water supplies and a list of schools with supplemental programs (Water Treatment Facility Reports available from DDH or Local Environmental Health).
- ❑ Submit current demographic data to include population by age, sex, race, poverty status, free or reduced lunch status, Medicaid/CMSIP eligibility, available providers and utilization rates in the district (Demographics for Select Populations Report).
- ❑ Summarize community and school preventive and education programs.
- ❑ Provide a summary of health department dental services provided directly to the district and identify other dental health resources available to district residents (Mix of Services Info. from DH1214 Report, Include Free Clinics, Dental School Programs, etc.).

QA Responsibilities

- ❑ Review the standard with the district and identify any unique processes or procedures which may be helpful to other state programs.
- ❑ Assist the district in identifying critical issues and developing plans for addressing needed modifications or enhancements to their program.

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Health Department Standards Compliance:

District Responsibilities

- ❑ *Provide summary of dental services provided by the Health Department.*
- ❑ *Submit dental orientation procedure for Health Department staff.*
- ❑ *Submit list of dental referral sources provided to Health Department staff.*

QA Responsibilities

- ❑ Review the standard with the district and identify any unique processes or procedures which may be helpful to other state programs.
- ❑ Assist the district in identifying critical issues and developing plans for addressing needed modifications or enhancements to their program.

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Dental Clinic Standards Compliance:

Administration

District Responsibilities

- ❑ Provide procedure and operational manuals with pertinent local information.
- ❑ *Provide documentation of significant nonclinical activities during proceeding three (3) years (Sample Form in Manual).*
- ❑ *Document procedure for regular communication with the Health Director for purposes of planning and budgeting.*
- ❑ *Document major equipment maintenance schedules and plans for future equipment and facility needs.*

QA Responsibilities

- ❑ Review the standard with the district and identify any unique processes or procedures which may be helpful to other state programs.
- ❑ Assist the district in identifying critical issues and developing plans for addressing needed modifications or enhancements to their program.

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Dental Clinic Standards Compliance: Clinical Records

District Responsibilities

- Provide access to clinical records for random record audit.

QA Responsibilities

- Perform a random audit of an appropriate number of current clinical records (*Record Audit Checklist*).
- Review the standard with the district and identify any unique processes or procedures which may be helpful to other state programs.
- Assist the district in identifying critical issues and developing plans for addressing needed modifications or enhancements to their program.

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Dental Clinic Standards Compliance: Clinical Operations

District Responsibilities

- ❑ Schedule a mix of clinic patients as requested by the QA team for clinical exam and treatment review.
- ❑ Provide copies of DH1214 Summary Reports for the past three (3) years as well as Unit Cost Analysis Reports provided by the DDH.
- ❑ *Provide documentation of continuing education consistent with the Board of Dentistry requirements during the past three (3) years.*
- ❑ *Provide summaries of patient satisfaction surveys or similar instruments used to obtain patient feedback.*

QA Responsibilities

- ❑ Determine an appropriate mix of clinic patients which represents the patient population served and examine (*clinical quality checklist*).
- ❑ Insure clinical care quality is acceptable according to current standards of care and the Virginia Board of Dentistry. The ADA “Dental Therapeutics” text and “The Handbook of the American Academy of Pediatric Dentistry” will be used as standard references.
- ❑ Evaluate physical facility, OSHA compliance procedures and infection control procedures.
- ❑ Assess process measures as they relate to state averages and identify significant deviations.
- ❑ Review the standard with the district and identify any unique processes or procedures which may be helpful to other state programs.
- ❑ Assist the district in identifying critical issues and developing plans for addressing needed modifications or enhancements to the program.