



# QUALITY ASSURANCE CHECKLIST 2015

Name: \_\_\_\_\_ Date: \_\_\_\_\_

There are 5 themes that correlate with the quality of patient centered care for Denturists: Patient Management, Self-Evaluation, Reflection and Critical Analysis, Office Management Skills, Communication and Professional Lifecycle. This is a self-reflective process that requires you to critically evaluate your professional practices. Some of the elements listed **may or may not** relate to your practice as a Denturist, but rather serve as a guide or concept to consider.

Rate yourself, using the scale 1-5 (1=strongly disagree, 5=strongly agree), by checking (✓) the appropriate box for **each** element. If any of the elements are not relevant to you, check (✓) "not applicable". It may be useful to explain why the element is not applicable to your practice as a Denturist in the comment box.

**You must complete goals and/or comments that relate to your work as a Denturist for each theme in the space provided.**

<b>Theme: Patient Management</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I use a patient-centered approach that acts in the patient's best interest.						
I individualize care/treatment plans.						
I accept responsibility for my professional actions.						
I follow up with my patients.						
I allow enough time to discuss any concerns with my patients.						
I coordinate care effectively for patients in collaboration with other health care professionals.						
I document each interaction with patients and other professionals.						
I have set up a system for tracking patients. (e.g. - transfer of patient to/from other professionals)						
I respect my patient's rights by obtaining informed consent, respecting privacy and maintaining confidentiality.						

**Professional Goals or comments for Patient Management:**

<b>Theme: Self-Evaluation, Reflection, and Critical Analysis</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I ensure that the application of new knowledge, services, and/or technology provides optimum patient outcomes.						
I recognize and avoid conflicts of interest.						
I have a system in place to measure patient satisfaction.						
I am open to incorporating new technology and/or methods into my practice.						
I recognize the social and economic issues affecting the patient.						
I self-assess professional knowledge and performance regularly.						
I take responsibility for informing and correcting errors that occur in practice.						
I am available in a timely manner for patient appointments.						
<b><u>Professional Goals or comments for Self-Evaluation, Reflection, and Critical Analysis:</u></b>						

<b>Theme: Communication</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I educate patients regarding their treatment and provide options.						
I give patients information in writing that verifies what is being said and what is being done at each treatment stage.						
I demonstrate active listening and empathy towards patients.						
I establish and maintain communication with other health professionals who may be part of the patient's circle of care.						
I am aware of appropriate patient relations and educate patients verbally or through informational brochures.						
I have updated my computer skills in order to have better online communication with other professionals and patients.						
<b><u>Professional Goals or comments for Communication:</u></b>						

<b>Theme: Office Management Skills</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I sterilize/sanitize and clean my physical office space.						
I work with a clear understanding of what creates a successful business.						
I, or a member of my staff maintains certification in CPR and basic first aid.						
I make the office environment comfortable for my patients.						
I ensure that written protocols are in place for health and safety and infection prevention and control.						
I promote actions that encourage shared workplace values, respect and communication.						
I have adequate policies and procedures in place to ensure that the office runs smoothly.						
I have good accounting skills/financial institution support.						
<b>Professional Goals or comments for Office Management Skills:</b>						

<b>Theme: Professional Lifecycle</b>	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5	Not Applicable (N/A)
I create personal plans for continuing education and professional learning.						
I actively explore ways to diversify my continuing education courses.						
I seek opportunities to participate in mentorships.						
I evaluate/try new products, and/or keep in touch with vendors of dental manufacturing companies to learn more about new technologies.						
I collaborate with other professionals or knowledge experts in my field.						
I advertise my business according to the requirements of the Health Professions Act, College's bylaws and appropriate policies.						
I have a plan in place for patients if/when I retire, move, or become inactive.						
<b>Professional Goals or comments for Professional Lifecycle:</b>						



# Continuous Learning Plan

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Continuous learning is about upgrading your skills and increasing your knowledge. List two learning goals that will improve your practice as a Denturist.

1. What do I need to know more about? (My learning goals)

<b>Goal 1:</b>
<b>Goal 2:</b>

2. What is my plan to reach each of my learning goals?

<b>Goal 1 – Activity Type:</b>
<b>Date:</b>
<b>Hours:</b>
<b>Goal 2 – Activity Type:</b>
<b>Date:</b>
<b>Hours:</b>

