



QUALITY ASSURANCE CHECKLIST

(REGISTRANT RETURNING TO ACTIVE PRACTICE)

Name: _____ Date: _____

Number of Years not Practicing: _____

Date Received (Office Use Only): _____

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 and requires you to critically evaluate your professional practices as you return to active practice. Some of the elements listed may or may not relate to your return to active practice as a Denturist, but may 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 return to active practice as a Denturist in the comment box.

You must complete a goal and/or comment that relates to your work as a Denturist for each theme in the space provided.

| Theme: Patient Management | Strongly Disagree 1 | Disagree 2 | Neutral 3 | Agree 4 | Strongly Agree 5 | Not Applicable (N/A) |
|---|------------------------|---------------|--------------|------------|---------------------|-------------------------|
| I have reflected on past patient situations. | | | | | | |
| If appropriate, I will follow up with my past patients. | | | | | | |
| I will be flexible (e.g.-hours of operation and service, drop ins, etc.). | | | | | | |
| I have a list of referrals to other professionals when needed (e.g.-other Denturists, Dentists, Doctors, etc.). | | | | | | |
| I have thought about how I will document interactions with patients and other professionals. | | | | | | |
| I am confident in my abilities to deal with conflict resolution. | | | | | | |
| I have reviewed and updated my patient hand-out material. | | | | | | |

Professional Goals or comments for Patient Management:

| Theme: Office Management Skills | Strongly Disagree 1 | Disagree 2 | Neutral 3 | Agree 4 | Strongly Agree 5 | Not Applicable (N/A) |
|---|------------------------|---------------|--------------|------------|---------------------|-------------------------|
| I have an office space that is easily accessible (e.g. - location, wheel chair access, etc.) | | | | | | |
| I have a clear understanding of what creates a successful business. | | | | | | |
| I am aware and updated on Workplace Hazardous Materials Information System (WHIMIS) in work places. | | | | | | |
| I have good accounting skills/financial institution support. | | | | | | |
| I have a plan for managing my office and support staff. | | | | | | |
| I have a policy for the management of patient files. | | | | | | |
| I will have up to date modern dental equipment and technology to treat the patient. | | | | | | |
| I will provide sterilization, disinfection and auto clave systems and procedures in my clinical. | | | | | | |
| I am confident in my infection control and sterilization protocols. | | | | | | |

Professional Goals or comments for Office Management Skills:

| Theme: Communication | Strongly Disagree 1 | Disagree 2 | Neutral 3 | Agree 4 | Strongly Agree 5 | Not Applicable (N/A) |
|---|------------------------|---------------|--------------|------------|---------------------|-------------------------|
| I am an effective communicator. | | | | | | |
| I will explore different communication methods (e.g. - verbal, written, e-mail, etc.) | | | | | | |
| I reflect the values of respect and honesty. | | | | | | |
| I have an advertising strategy campaign to rebuild my patient base. | | | | | | |

Professional Goals or comments for Communication:

SELF REFLECTION AND PERSONAL GOALS

1) How would your past patients describe your patient management skills?

2) In the previous years, how have you improved yourself with respect to your work as a Denturist?

3) What is one new thing you have learned, through your work as a Denturist, that will benefit your practice in the future?

4) In what ways will you benefit your profession?

5) What are your professional goals for this year?