Clinical Patient Audit

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(Adapted from work by M.A.J. Lex MacNeil, DDS)
Clinical Patient Audit

The Clinical Patient Audit is a quality assurance measure designed to ensure that deficiencies in patient care provided at dental schools are identified, addressed and that corrective measures are implemented in a didactic, preclinical, or clinical curricula.
Objectives

Systematic review of care against explicit criteria and implementation of change.

- Compare performance with standard criteria
- Identify deficiencies in the area of patient care delivery
- Analyze patient care trends within a dental clinic
- Improving standards of clinical practice
Method

• Patients with completed treatments are selected for a clinical audit
Protocol

1. Pre-assessment prior to patient appointment (analysis of patient record)
   - updated medical history
   - diagnoses
   - Management of oral diseases (caries, periodontal disease, bruxism, etc.)
   - treatment plan pre-analysis
<table>
<thead>
<tr>
<th>Evaluation Topic</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Comments</th>
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</thead>
<tbody>
<tr>
<td>1) All required consents were obtained.</td>
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<td>2) Medical history, medications, dental history, extra/intra oral exam and risk assessments are complete.</td>
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<td>3) When appropriate, medical consults have been obtained and documented.</td>
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<td>4) Proper precautions taken for medically compromised patient</td>
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<td>5) Radiographs are appropriate in number and location and of diagnostic quality.</td>
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<td>6) Photographs are appropriate and of acceptable quality.</td>
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<td>7) Assessment findings are complete</td>
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<td>8) Problem list is complete and follows the CDMI format.</td>
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<tr>
<td>9) Diagnoses are complete and follow the CDMI format.</td>
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<td>10) Comprehensive treatment plan was developed.</td>
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</table>
Protocol

2. Patient responds to a quick survey
   – Patient perception of his/hers case management
How are we doing?

To give us some indication of how you feel about the care you are receiving, please indicate your agreement or disagreement with the statements listed below. The information you provide will be held in strict confidence. It is important to the continuous quality improvement program of the Midwestern University College of Dental Medicine – Illinois (CDMI) that you answer honestly and accurately.

DISEASE MANAGEMENT:

1. Were you shown techniques to properly clean your teeth and gums? [ ] Yes [ ] No

2. Were you diagnosed with “tooth decay” (cavities) at CDMI Dental Clinic? [ ] Yes [ ] No
   IF “YES” TO THE ABOVE:
   Did your Student-Dentist explain to you why you had “tooth decay”? [ ] Yes [ ] No
   Based on that information, can you describe why you have this disease? [ ] Yes [ ] No
   Briefly describe the changes that you have undertaken to help prevent future “tooth decay”, if any: ________________________________

3. Were you diagnosed with “gum disease” (periodontal disease) at CDMI Dental Clinic? [ ] Yes [ ] No
   IF “YES” TO THE ABOVE:
   Do you feel you are receiving adequate care for this problem? [ ] Yes [ ] No

4. If “YES” to Question #1 or #2, has your recall care been adequate to manage the “tooth decay” and/or “gum disease” problem? [ ] Yes [ ] No
Protocol

3. Patient is interviewed and receives a comprehensive examination
   – Treatment Plan is appropriately designed and sequenced
   – Management of active disease
   – Treatment provided according to what was planned
QA—MIDWESTERN UNIVERSITY COLLEGE OF DENTAL MEDICINE-IL CLINICAL AUDIT EXAM FORM

To be completed by the Group Practice Coordinator

DATE: __________________

Group Practice Coordinator: ________________________________________

SUITE: ______

PATIENT NAME: ____________________________________________

CHART #: __________________

STUDENT DENTIST’S NAME: ________________________________________

1. Patient Satisfaction Questionnaire completed

   YES   NO*
   ______ ______

2. The patient record is complete, including:
   • Updated medical history
   • Appropriate signatures/approvals present
   • Appropriate radiographs
   • Treatment plan (signed)
   • Daily progress notes

   ______   ______   ______   ______   ______

3. There is a properly developed and sequenced Treatment Plan.

   ______

4. Active dental disease is being appropriately managed or is not evident.

   ______

5. The Treatment Plan is being addressed in a timely manner.

   ______

*Comments (please provide a brief description related to “NO” responses):

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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________________________________________________________________________

Group Practice Coordinator’s Signature: ________________________________
Protocol

4. Resolution regarding audited patient
   – Deficiencies found during evaluation are communicated to student and clinical faculty involved in patient care
   – Response plan is developed
   – Follow up is conducted
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CLINICAL AUDIT RESOLUTION FORM

*To be completed by the Clinical Faculty and returned to the GPC

PATIENT NAME: ___________________________ CHART #: ____________

STUDENT DENTIST’S NAME: ___________________________ SUITE: ________

RESOLUTION:

_________________________________________________________________

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Clinical Faculty: ___________________________ Date: ____________

GPC: ___________________________ Date: ____________
Protocol

5. Observations obtained are analyzed by the Quality Assurance Committee and arrangements are proposed to the curricula to address the findings.
Trends

Results Audits-- 2013-2014

- Patient Satisfaction: 95.23%
- Completeness of Records: 76.19%
- Appropriateness of Treatment Plan: 85.71%
- Management of Active Disease: 80.95%
- Timeliness of Treatment: 90.47%
- Overall Results: 85.71%
Benefits of Clinical Audit

- Patient centered: timely addresses patients concerns and patient perception of care
- Objectively evaluates outcomes for compliance with standards of care
- Timely responds to ineffective treatments
- Improved conformity
- Protects patients and institutions
Challenges of Clinical Audit

• Patients are asked to return for an additional visit
• Identifying faculty to perform the audit
• Identifying time to perform the audit
• Faculty concern about 3rd party review their case
Questions???

If you have any concerns, questions or comments please contact:
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Ketlen Bystrom at kbystr@midwestern.edu