



Quality integration with dental clinic procedures

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Abstract

Practicing Dentistry in the past was simple but not totally effective or given totally the desired outcomes, nowadays it's effective but complex, as more techniques and materials enter our clinics, time after time. We judge the quality of our treatment by the end result we want to achieve, but actually our patients look to the quality of our treatments once they meet the reception staff, to have a short and fast impression about our level of quality we are providing. This situation lets us work to adhere and implement quality standards and roles all around the clinic especially in non-clinical areas such as administration, finance, purchasing, human resource to be matched all with the level of clinical services we are providing.

Quality also relates to structure, processes, and outcomes. The structure represents the facilities and the human resources while the processes represent the various clinical, supportive and administrative interactions between the providers and recipients. The outcomes reflect the changes in the healthcare status i.e. relief from symptoms or cure of a disease.

The emphasis should be on what is achieved and not what is done as "doing something may be confused with getting something done for that the sound of quality reflection should be seen once and even before the patient decides to visit us. This reflection should cover all the areas of our services (clinical/administrative) to increase the level of patient safety and reduce the level of our system mistakes, this mistake as studies showed that more than half of the adverse events resulted from medical errors and could have been prevented. When extrapolated to more than 33 million admissions to United States hospitals each year, the results implied that between 44,000 and 98,000 Americans die each year as a result of medical errors. Thus more people die because of medical errors than from motor vehicle accidents, breast cancer, or AIDS. During this presentation, attendees will get ideas about quality dimensions, concepts and its integration with daily dental procedures, in propose to implement it as routinely daily work, to achieve highly patient satisfaction and safety rate.

Biography

Mohammad Alahmad is a dentist by profession. He is working at Dar Alshefa Hospital as a dentist and head of dental department in addition to the position of quality director. He graduated from Tishreen University, Syria in 2004. Then he received a Diploma from the German Board of Oral Implantology in 2011 and a diploma of clinical implantology from Dsevilla-Spain in 2012. He is a certified professional in healthcare quality from NAHQ-USA in 2015 and a member of numerous national and international societies related to healthcare quality and dentistry.



28th Global Summit Expo on Dental Science and Oral Hygiene
London, UK | June 08-09, 2020

Citation: Mohammad Alahmad, *Quality integration with dental clinic procedures*, Dental Science 2020, 28th Global Summit Expo on Dental Science and Oral Hygiene, London, UK, June 08-09, 2020, pp. 18.