

MEASURING OUTCOMES, REPORTING RESULTS:

Managing by Quality Assurance

Feeling pressure to reduce the cost of care while simultaneously improving patient outcomes? You're not alone!

In dentistry, unlike in the medical field, quality patient care is not subject to national government reporting (or tightly controlled by payors). As a result, dental practice owners can be unsure how to define and deliver quality care. There is increasing pressure from payors for dental practices to measure quality care. As a result, well-designed private practice quality assurance (QA) programs are becoming more prevalent.

Learn how QA plans offer insights and highlight hidden issues, as well as create opportunities for improvements in patient care and reductions in overhead and waste. Course topics include setting goals, creating project outlines, resource planning, and evaluating outcomes. Dr. Hanlon shares a wealth of examples including diagnostics, image labeling, charting, anesthesia, various treatments and therapy outcomes. Discover self-audits, which are a monthly best practice for uncovering potential issues, setting benchmarks, and establishing the highest level of care for patients.

In the coming years, inevitable outside pressures to reduce the cost of care while improving patient outcomes and satisfaction will transform dentistry as they have healthcare overall. Get a jump-start by designing and implementing a QA program after this dynamic, eye-opening session.



LEARNING OBJECTIVES:

- List the steps for designing a Quality Assurance plan, from beginning to end
- Describe how the Toyota Production System relates to Quality Assurance programs overall
- Discuss the role of a mission and vision statement in QA planning
- Name the national quality award that recognizes American organizations for excellence in quality
- Explain the difference between qualitative and quantitative measures of quality and what may be missed by focusing exclusively on one or the other

Suggested Format:

Full or Partial Day; Lecture, Workshop

Suggested Attendees:

Practice Owner, Dentist, Full Team

Prepare your practice to utilize self-assessments and measure outcomes for patient satisfaction and care.



MJ Hanlon, RDH, DMD, MBA
617-719-2200
drmjhanlon@gmail.com
www.drmjhanlon.com

