

# Dentistry and JCAHO Interaction

Presented by:

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# JCAHO DENTAL SITE VISIT



## ***INTRODUCTORY POINTS:***

- NO SPECIFIC DENTAL GUIDELINES
- MANY UNKNOWNNS
- MAJOR AREAS (LIKELY)-
  - INFECTION CONTROL
  - PAIN ASSESSMENT
  - SAFETY
  - ENVIRONMENT OF CARE
  - TQM
  - STAFF AND PATIENT INTERVIEWS



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# JCAHO DENTAL SITE VISIT

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## ***INTRODUCTION, CONTINUED***

- EFFECT OF REVIEWER BACKGROUND
- EFFECT OF INITIAL WALK-THROUGH
- AREA OF FOCUS? OR HARDLY THERE?
- KNOW YOUR FIELD-THEY CAN BE WRONG!



# JCAHO DENTAL SITE VISIT



- ◆ ***EFFECT OF “SHARED VISIONS-  
NEW PATHWAYS”***
- PPR-PERIODIC PERFORMANCE REVIEW (BY SITE)
- TRACER PATIENTS
- WILL THIS CHANGE YOUR FOCUS?



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# JCAHO DENTAL SITE VISIT

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## ***INFECTION CONTROL-SPORE TESTING***

- WEEKLY
- RESULTS AVAILABLE
- FOLLOW UP OF POSITIVES
- WRITTEN POLICY FOR FOLLOW-UP
- TRY A FAKE POSITIVE?
- MISSING REPORTS?- HOW DO YOU KNOW?
- PROCESS INDICATOR-BACK-UP ONLY

# JCAHO DENTAL SITE VISIT

## ◆ *INFECTION CONTROL-PERSONAL PROTECTIVE EQUIPMENT (PPE)*

- GLOVES, MASKS, FACESHIELDS
- IN POLICY?
- AVAILABLE?
- WORN?
- CONSISTENCY OF POLICY/REALITY
- LATEX-FREE AVAILABLE? POLICY?
- DISPOSABLE GOWNS?



# JCAHO DENTAL SITE VISIT



- ◆ ***INFECTION CONTROL-SHARPS***
- WHO IS RESPONSIBLE?
- NEEDLES, SUTURES, SCALPELS, BURS, FILES
- CONSISTENCY OF POLICY AND REALITY
- SCALPEL BLADE REMOVAL (DISPOSABLES?)
- NO STORAGE ON SHARPS BOX (NOT A SHELF!)
- SHARPS BOX MOUNTED, NOT LOOSE
- RECAPPERS- AVAILABLE? USED?



# JCAHO DENTAL SITE VISIT



## ***INFECTION CONTROL-WASTE***

- REGULATED BY STATE, CITY, OSHA, EPA
- RED CAN-NO STORAGE, NOT A SEAT
- SEPARATION-BIOHAZRD/SHARPS/TRASH
- TEETH-BIOHAZARD-AMALGAM? PATIENT TAKES TOOTH?
- LEAD WRAPPERS FROM FILM-HAZARD? PICK-UP?
- FIXER- HAZARD? PICKUP?



# JCAHO DENTAL SITE VISIT

## ***INFECTION CONTROL- INSTRUMENTS***

- NO DRYING OF MATERIAL
- MINIMAL HANDLING-ULTRASONIC?
- PPE-NITRIL GLOVES/FACESHIELDS
- SOAKING LIQUID-DETERGENT/WATER/ CIDEX!!??%&&&
- AVOID HIGH LEVEL DISINFECTANT FOR SOAK
- STORED INSTRUMENTS-DATED?
- 30 DAY? 90 DAY? EVENT RELATED STERILITY?
- MONITOR THE STORAGE DRAWER
- RESTERILIZE- WET, TORN, FALL ON FLOOR



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# JCAHO DENTAL SITE VISIT

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## ***INFECTION CONTROL- NEEDLESTICKS***

- POLICY?
- STAFF AWARE OF POLICY?
- CDC OR NYSDOH OR OTHER?
- CAN WORKER BE ASSESSED QUICKLY?
- CAN WORKER BEGIN MEDICATION QUICKLY?
- FOLLOW UP-TRENDS? IMPROVEMENTS?



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# JCAHO DENTAL SITE VISIT

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## ***INFECTION CONTROL- EYEWASH***

- AVAILABLE AND NEARBY?
- DOES STAFF KNOW WHERE THEY ARE?
- EXPIRATION DATES?
- KEEP CLEAN
- DON'T MOVE THEM!!!!!!!!!!!!!!!!!!!!!!



# JCAHO DENTAL SITE VISIT



## ***INFECTION CONTROL- REFRIGERATORS***

- FOOD VERSUS STORAGE-LABEL
- TEMPERATURE LOG FOR MEDICATIONS

## ***INFECTION CONTROL-SINKS***

- NO STORAGE UNDER SINKS-CHECK OFTEN



# JCAHO DENTAL SITE VISIT



## *INFECTION CONTROL- HANDWASHING*

- POLICY?
- IS STAFF AWARE OF POLICY?
- SOAP VERSUS ALCOHOL RUBS
- CHANGING GLOVES ALONE IS INSUFFICIENT
- IN ORIENTATION?
- IN REVIEW?



# JCAHO DENTAL SITE VISIT



## *INFECTION CONTROL- TRAINING*

- INITIAL
- ANNUAL
- DOCUMENTED?
- BY UNIT OR WHOLE STAFF?
- IS STAFF AWARE? THEY MAY BE QUESTIONED
- USE OF CHECKLISTS
- RANDOM “SITE VISITS” BY STAFF



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# JCAHO DENTAL SITE VISIT

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## *INFECTION CONTROL- COMMITTEE*

- EXISTS?
- MEETS?
- MINUTES?
- INPUT/RECORDING/ACTIONS
- NEW ISSUES-NEEDLESTICKS/SAFER SHARPS/REVIEW OF NEW GUIDELINES
- DENTAL REPRESENTATION?



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# JCAHO DENTAL SITE VISIT

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## ***INFECTION CONTROL- MANUAL***

- IN DENTAL MANUAL? (IC SECTION)
- IN INFECTION CONTROL MANUAL?
- BEST? –BOTH WITH CROSS REFERENCES
- BE SURE THEY AGREE
- AGREEMENT OF MANUAL/KNOWLEDGE OF PERSONNEL/ACTUAL PROCEDURES



# JCAHO DENTAL SITE VISIT

## ***X-RAY RELATED ITEMS-DOSIMETERS***

- RESULTS AVAILABLE FOR JCAHO?
- RESULTS AVAILABLE TO STAFF?
- DOES STAFF KNOW THIS?
- RESULTS TIMELY
- POLICY FOR WEARING
- POLICY FOR STORAGE-STORAGE BINS?
- POLICY FOR FOLLOW-UP
- ANY ACTUAL F/U?
- *ARE THEY WEARING THEM TODAY???????????*



# JCAHO DENTAL SITE VISIT



## ***X-RAY RELATED ITEMS-OTHER***

- X-RAY LICENSE PERMIT AVAILABLE/POSTED/EXPIRED?
- POLICY FOR PREGNANT PATIENTS?
- POLICY FOR FILM HOLDERS?
- DO YOUR STAFF KNOW THE POLICIES?
- PHYSICIST REPORT REQUIRED?
- X-RAY APRON STORAGE
- X-RAY APRON LEAK TESTING



# JCAHO DENTAL SITE VISIT



## ***MEDICATIONS***

- SECURED?
- EXPIRATION DATES
- CHECK DRAWERS, CABINETS, EVERYWHERE
- ROTATION ON SHELVES
- MINIMAL
- PRESCRIPTION PAD CONTROL
- TRACKING LOT#'S FOR RECALLS



# JCAHO DENTAL SITE VISIT



## ***STORAGE***

- NOT ON FLOOR
- NOT UNDER SINKS
- NOT NEAR CEILING SPRINKLERS
- NOT NEAR CEILING LIGHTS
- NOT NEAR SUCTION
- PLASTIC SHEETING?
- FLAMMABLES IN CABINET



# JCAHO DENTAL SITE VISIT



## ***TREATMENT VERSUS NON-TREATMENT ROOM***

- POLICIES FOR EATING/DRINKING
- POLICIES FOR MAKE-UP/CONTACT LENSES
- POLICIES IN MANUAL?
- STAFF AWARE?
- IN ORIENTATION? IN REVIEW? IN REAL LIFE?

# JCAHO DENTAL SITE VISIT

- ◆ ***COMPETENCIES***
- ◆ EMPHASIS ON ASSISTANT COMPETENCIES
- ◆ DOCUMENTATION ON FILE?????
- ◆ INSTRUMENT PROCESSING/AUTOCLAVE USE
- ◆ SPECIFIC FILES ASKED FOR-AN ASST. WHO STERILIZES INSTRUMENTS??????
- ◆ GENERAL EMPLOYEE EVALUATION INSUFFICIENT



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# JCAHO SITE VISIT UPDATE

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- ◆ ***COMPETENCIES (CONTINUED)***
- ◆ INFECTION CONTROL OFFICER/CHAIR
- ◆ IS THAT YOU?
- ◆ BACKGROUND
- ◆ TRAINING
- ◆ DOCUMENTATION
- ◆ PROFESSIONAL ORGANIZATIONS



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# JCAHO DENTAL SITE VISIT

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## ◆ *PAIN ASSESSMENT*

- ◆ OFFICIAL JCAHO TRAINING-PAIN ASSESSMENT NOT APPLICABLE TO CHC'S-REALLY FOR HOSPITALS??????????????????
- ◆ POLICY/TOOLS/STAFF KNOWLEDGE/CHART REVIEWS
- ◆ SUGGESTIONS FOR IMPLEMENTATION
- ◆ DESPITE PAIN FOCUS OF VISIT, DID NOT ASSESS DENTAL





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# JCAHO DENTAL SITE VISIT

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## ◆ *PATIENT CARE*

- ◆ CHART REVIEW? NUMBER? ADULT AND PEDO? RANDOM?
- ◆ ASSESSED BY TRACER PATIENT?
- ◆ ASSESSED BY CHARTS?
- ◆ EXTERNAL REVIEWS?
- ◆ DENTAL INDICATORS IN TQM?
- ◆ PATIENT EDUCATION MATERIAL-AVAILABLE? APPROPRIATE LEVEL?
- ◆ INFORMED CONSENT FOR INVASIVE PROCEDURE
- ◆ ORAL CANCER SCREENING?

# JCAHO DENTAL SITE VISIT

## ◆ *PREPARATORY ROUNDS*

- ◆ WEEKLY?
- ◆ NEVER ASSUME
- ◆ SMALL TEAM WITH UNFAMILIAR MEMBERS
- ◆ OPEN ALL DOORS
- ◆ WRITTEN F/U LIST WITH RESPONSIBLE PERSON
- ◆ CHECK ALL F/U
- ◆ QUESTION ALL STAFF-FIRE? SAFETY? CODES RED, BLUE, PINK, GREEN, X-RAY POLICIES? IC POLICIES?

# JCAHO DENTAL SITE VISIT

## *STAFF INTERVIEWS?*

- ◆ YOUR PICK OR MINE?
- ◆ HAVE A PREPARED, SELECTED GROUP
- ◆ ASSISTANT VERSUS DENTIST VERSUS YOU
- ◆ EVERYONE-
  - 1)BE HONEST
  - 2)DON'T ELABORATE
  - 3)YOU CAN SAY YOU DON'T KNOW
  - 4)THE SURVEYOR IS NOT YOUR FRIEND!



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# JCAHO DENTAL SITE VISIT

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## *UNNANOUNCED SURVEYS*

- ◆ 5-10% OF ACCREDITED INSTITUTIONS
- ◆ SURPRISE!!!!!!
- ◆ ONE DAY MINI VISIT
- ◆ EMPHASIS MAY BE AREAS OF PREVIOUS CONCERN,  
(OR NOT)



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# JCAHO DENTAL SITE VISIT

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## ***SUGGESTED READINGS***

- ◆ CDC/MMR DENTAL INFECTION CONTROL PRACTICES 2003
- ◆ CDC/MMR FACILITY INFECTION CONTROL GUIDELINES 2003
- ◆ CDC/MMR HANDWASHING GUIDELINES 2003



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JCAHO DENTAL SITE VISIT

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QUESTIONS

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