

Medical Error Prevention for Dentists and Dental Hygienists

Presented by: The Florida Professional Liability Self-Insurance Programs

Disclosure Statement: The Florida Professional Liability Self-Insurance Program has disclosed that they have no relevant financial relationships. No one else in a position to control content has any financial relationships to disclose.

Requirements for Successful Completion: This CME activity consists of an educational component (slides, audio/online lecture) which is followed by an online post-test. Certificates are awarded upon successful completion (80% proficiency) of the post-test. In order to receive credit, participants must view the presentation in its entirety.

Release Date: 03/01/2023

Expiration Date: 03/31/2025

Target Audience: Dentists, dental residents and dental hygienists

Learning Objectives: As a result of the participation in this activity, participants should be able to:

1. Define medical error and discuss the multiple factors propelling medical error prevention.
2. Discuss how agency regulations impact health care facility and provider operations.
3. Know the difference between a sentinel and adverse events.
4. Describe the process of Root Cause Analysis.
5. Identify factors that contribute to missed, wrong, or delayed diagnosis and treatment and avoid noncompliance with Board of Dentistry rules and regulations through review of actual case scenarios.

Credit: This course has been approved by the Florida Board of Dentistry as satisfying the 2-hour medical error continuing education licensure renewal requirement. Course participants should claim only the credit commensurate with the extent of their participation in the activity.

Contact: If you have any questions please feel free to contact SIPHELP at (352) 273-7006 or at SIPHELP@ad.ufl.edu.

Bibliographic Sources:

1. Gallegos, A. Communication Failures over diagnostic tests prompting more lawsuits. American Medical News. <http://www.ama-assn.org/amednews/2011/11/14/prse1115.htm>
2. Schiff, G.D., Kim, S., Abrams, R., Cosby, K., Lambert, B., Elstein, A.S., Hasler, S., Krosnjar, N., Odwazny, R., Wisniewski, M.F. and McNutt, R.A. Diagnosing Diagnostic Errors: Lessons from a Multi-Institutional Collaborative Project. *Advances in Patient Safety: Volume 2*.
3. Schiff, G.D. Minimizing Diagnostic Error: The Importance of Follow-up and Feedback. *The American Journal of Medicine*, 2008, Volume 121 (5A), S38-S42.
4. Medical error. Wikipedia, the free encyclopedia. http://en.wikipedia.org/wiki/Medical_errors
5. Why Does Misdiagnosis Occur? <http://www.rightdiagnosis.com/intor/why.htm>
6. Max, J. The Lost Art of the Physical Exam. *Yale Medicine*, Winter 2009
7. Care Without coverage: Too Little, Too Late. *Institute of Medicine* May 2002
8. Ansted, C.J. In the Shadows of Patient Safety-Addressing Diagnostic Errors in Clinical Practice: Heuristics and Cognitive Dispositions to Respond. CME Outfitters, LLC
9. Lee, A. The Process of Clinical Diagnosis: Steps to Evaluate and Manage Any Medical Issues. January 18, 2009. <http://anthony-lee.suite101.com/the-process-of-clinical-diagnosis-a90627>
10. Patient Safety Primers: Diagnostic Errors. Agency for Healthcare Research and Quality (AHRQ) Patient Safety Network.
11. Zhang, J., Patel, V.L. and Johnson, T.R. Medical Error: Is the Solution Medical or Cognitive? *Journal of the American Medical Informatics Association* Volume 9 Nov/Dec Supplement 2002.
12. Newman-Toker, D.E. and Pronovost P.J. Diagnostic Errors---The Next Frontier for Patient Safety. 2009 American Medical Association. (Reprinted) *JAMA*, March 11, 2009-Vol 301, No. 10

13. Preventive Action: current Loss Trends and Statistics. Quarterly Risk Management Newsletter for Policyholders of FPIC. First Quarter 2011 ~ Vol. 24 No. 1
14. Medical Diagnosis. Wikipedia, the free encyclopedia. http://en.wikipedia.org/wiki/Medical_Diagnosis
15. Trowbridge, R. and Salvador, D. Addressing Diagnostic Errors: An Institutional Approach. A Newsletter From The National Patient Safety Foundation Volume 13: Issue 3 2010
16. Access to Health Services – Healthy People
<http://www.healthypeople.gov/202/topicsobjectives2020/overview.aspx?topicid=1>
17. Schiff, G.D. Commentary: Diagnosis Tracking and Health Reform. American Journal of Medical Quality 1994 9: 149, DOI: 10.177/0885713X9400900403
18. Manski, Richard J.: Statistical Brief # 368: Dental Procedures, United States 1999 and 2009. April 2012
19. First Professionals Insurance Company, Preventive Action: Dental Malpractice Claim Analysis. First Quarter 2011- Volume 24 No. 1
20. American Dental Association, Council on Dental Practice: General Guidelines For Referring Dental Patients. Revised June 2010
21. American Dental Association, Council on Dental Practice/Division of Legal Affairs: Dental Records. 2010
22. Charangowda, B.K., Dental Records: An Overview. Journal of Forensic Dental Sciences. Jan-Jun 2010