

Incident Statistics

- Track all cases
- Incident Type
- Area of Dentistry
- Causes
- Stages
- Outcome

Incident Statistics

- Cases In Electronic Format
- Build Database
- Share Information
- Trend Analysis
- Enables being “Pro-Active”
- Measures Efficacy
 - Outcomes
 - Cost

Incident Comparison

	2011	2010	2009
Complaints	75	110	69
Sec. 75	5	4	2
Discipline	3	2	3
HPARB	15	6	11
Insurance Enquiries	25	12	20
Employment	87	89	53
Risk Management	430	351	245
Misc.	9	14	20
TOTALS	649	588	423

Incidents Six Months 2011-12

	2011-2
Complaints	44
Sec. 75	2
Discipline	1
HPARB	2
Insurance Enquiries	7
Employment	59
Risk Management	207
Misc.	
TOTALS	326

Incident Comparison

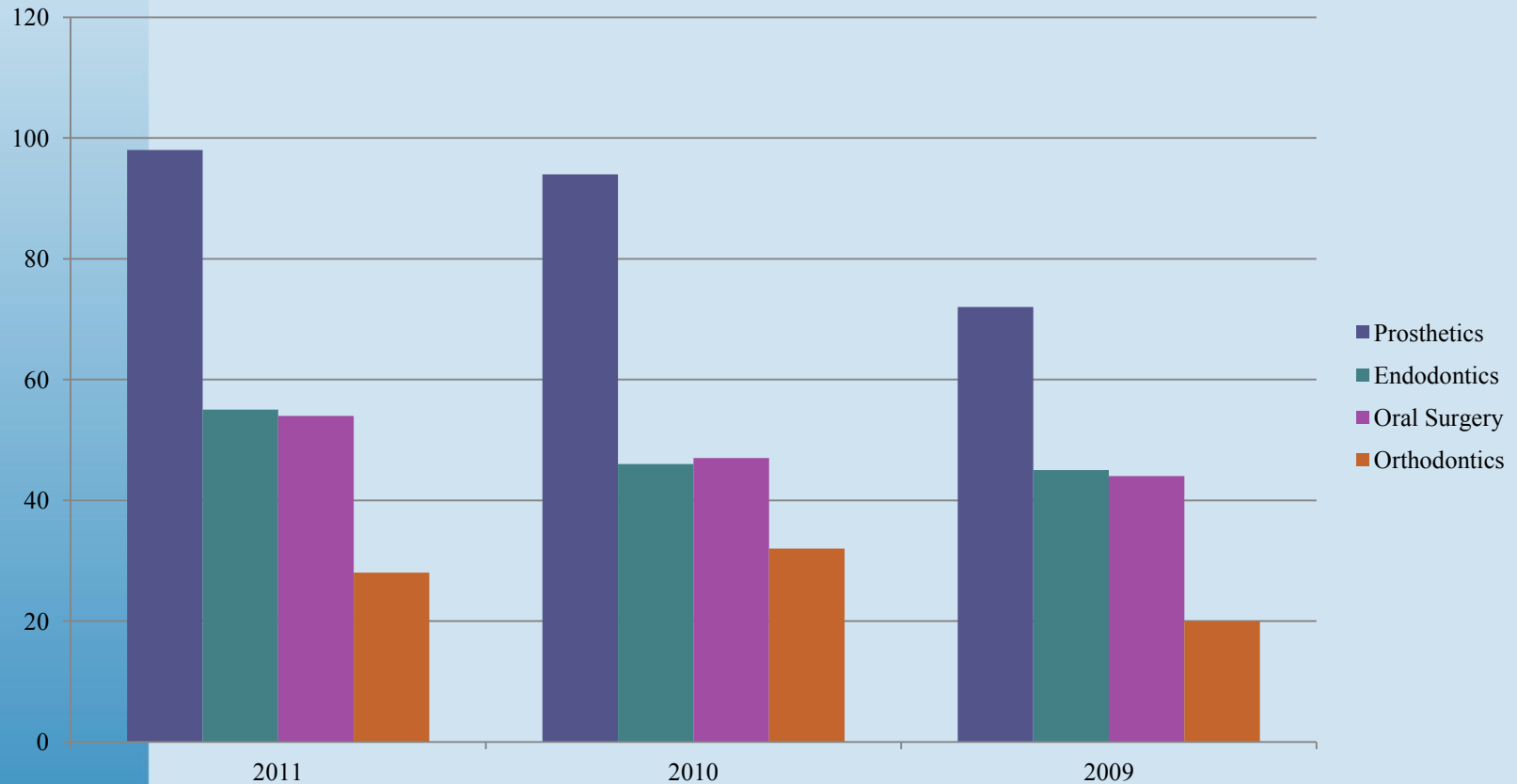
	2011- 2	2011	2010	2009
Complaints	44	75	110	69
Sec. 75	2	5	4	2
Discipline	1	3	2	3
HPARB	2	15	6	11
Insurance Enquiries	7	25	12	20
Employment	59	87	89	53
Risk Management	207	430	351	245
Misc.		9	14	20
TOTALS		649	588	423

Our Big Three

- RCDSO Matters
- Risk Management
- Employment Issues

Incidents

Area of Dentistry



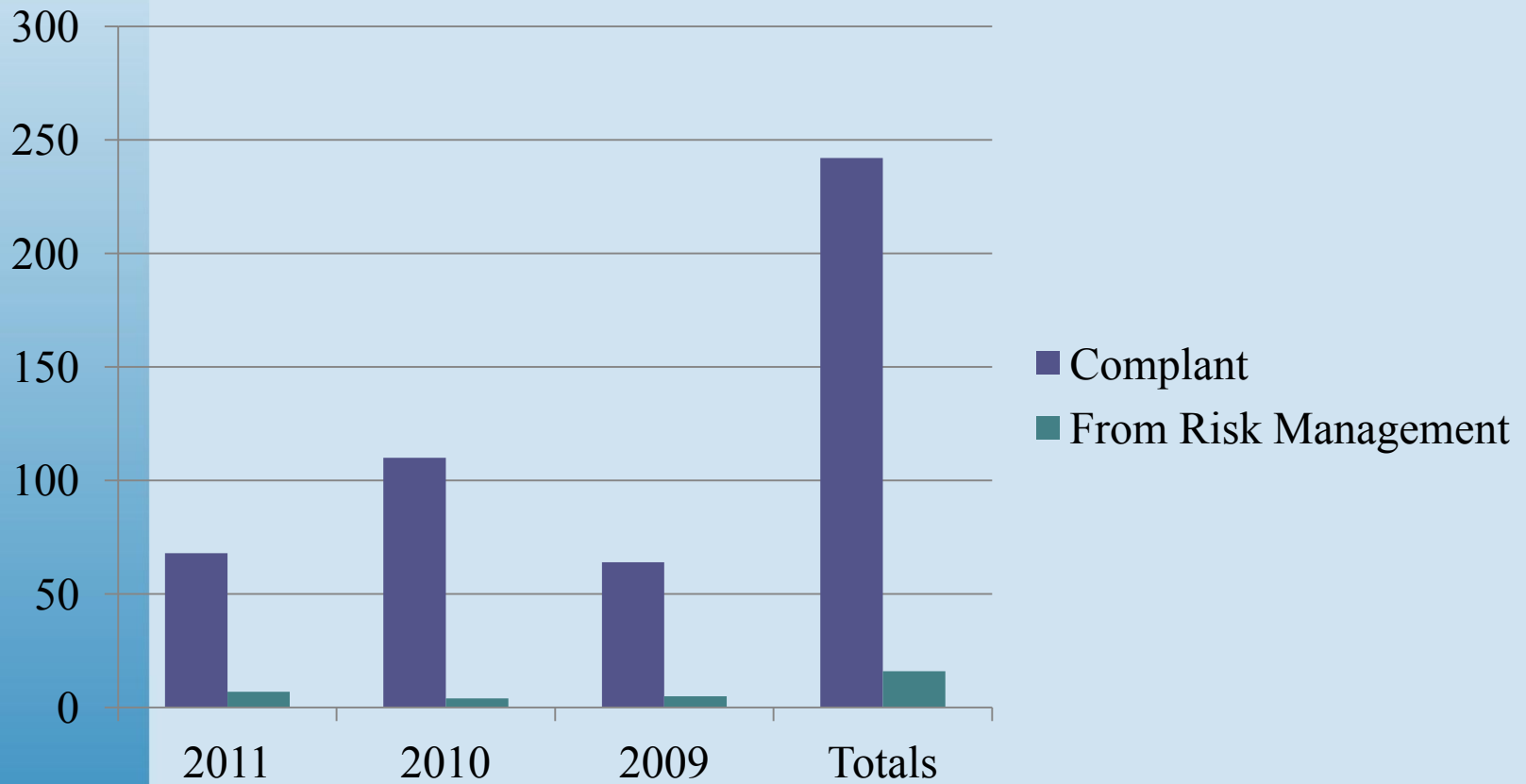
Risk Management to Complaints

- 2009
 - 245 Risk Management Cases - 5 became RCDSO Complaints
- 2010
 - 351 Risk Management Cases - 4 became RCDSO Complaints
- 2011
 - 430 Risk Management Cases - 7 became RCDSO Complaints

Risk Management to Complaints

- Three Year Period
 - 1026 Risk Management
 - 16 Became Complaints
- 98.5% Resolution Rate

Complaints From Risk Management



Complaints to Discipline

- 2009
 - 69 Complaints 3 Discipline
- 2010
 - 110 Complaints 2 Discipline
- 2011
 - 75 Complaints 3 Discipline

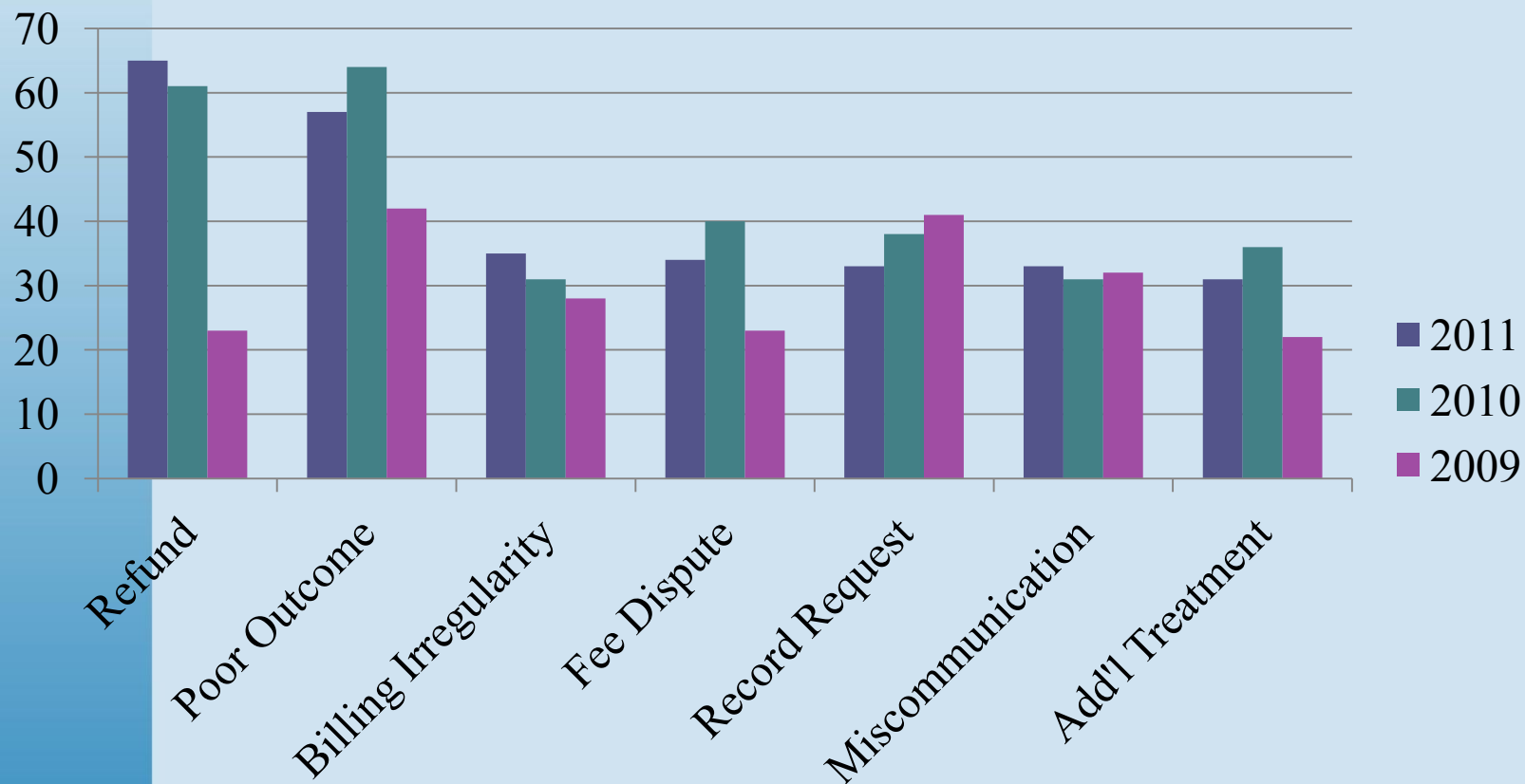
Referrals to Discipline

- Complaints
 - Of 254 Complaints, 4 went to discipline
 - You have a 1.5% Chance of Proceeding to Discipline
- Section 75 Investigations
 - Of 11 Section 75 Investigations, 4 went to Discipline
 - You have a 36% Chance of Proceeding to Discipline

Complaints to Discipline

- Causative Factors
 - Billing Irregularities
 - Compliance Problems
 - Violate Undertaking
 - Prior History
 - Multiple Acts Of Misconduct
 - Breach Anaesthesia Guidelines
 - Standards Issues

Causes of Incidents



Risk Management

- Refunding Fees
- Procedural Misadventures
- Record Requests/Transfers
- Patient Dismissal

Risk Management

- What if a problem listed on your consent form arises, such as:
 - Paresthesia
 - Broken Instrument
 - Treatment Failure

RCDSO Complaints

- Communication
- Dismissal
- Poor Outcome
- Fee Dispute
- Request For Compensation
- Post Treatment Problem
- Ignore Patient

Scenarios

- Employment
 - Termination
 - Reducing Hours
 - Maternity Leave
 - Medical Leave
- Regulator Inspections

Summary

- Seek advice early
- Refund fees if asked
- Referral To Specialist