

Review of Incidents Three Years 2009-11

What Are The Numbers Telling Us?

Incident Statistics

- Incident Type
 - Area of Dentistry
 - Cause
- Captured Electronically
- Team Of Advisors
- Dedicated Administrator

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

Overview

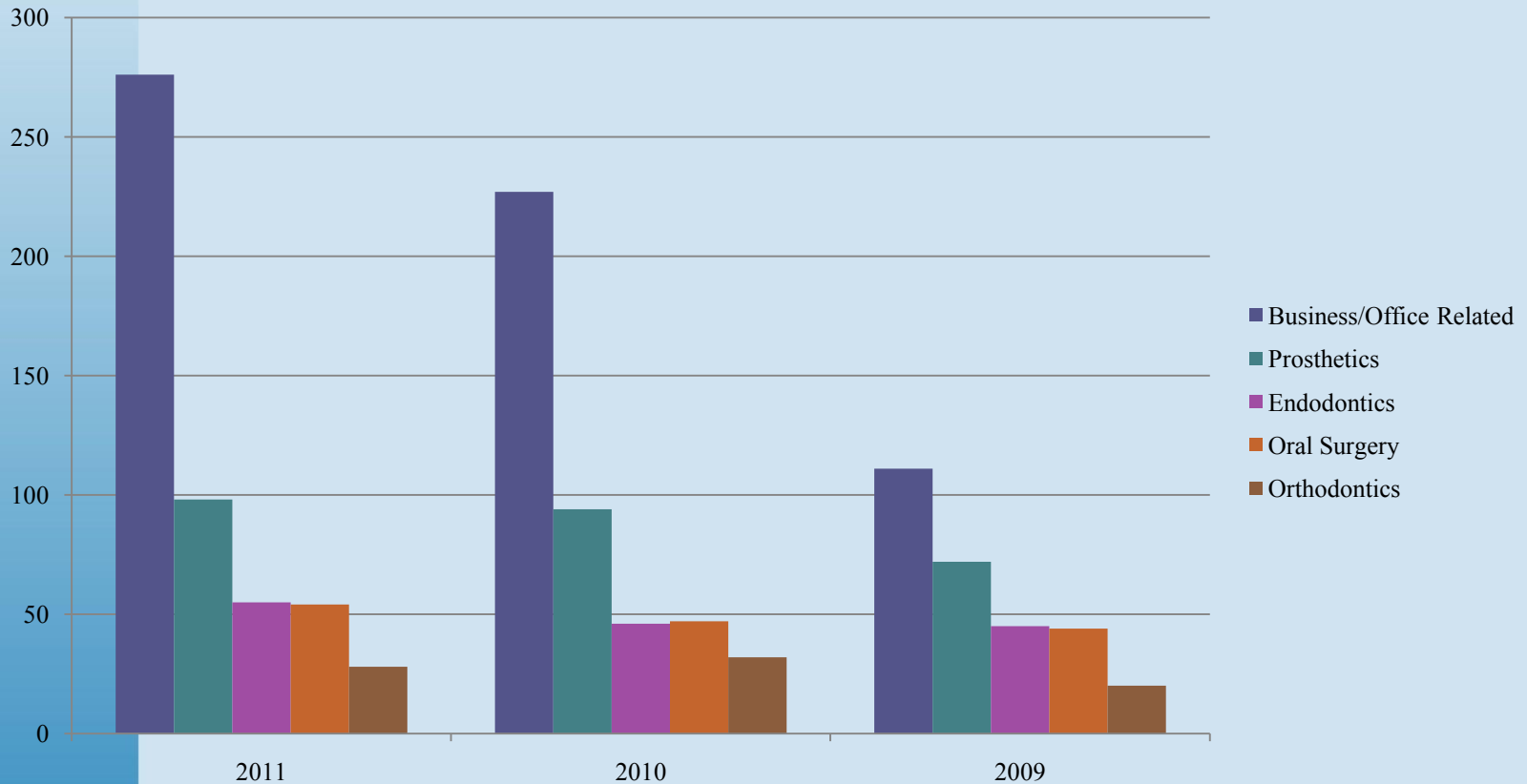
- Decline in Complaints
- Rise in Appeals
- Rise in Insurance Enquiries
- Rise in Requests For Compensation

Our Big Three

- RCDSO Matters
- Risk Management
- Employment Issues

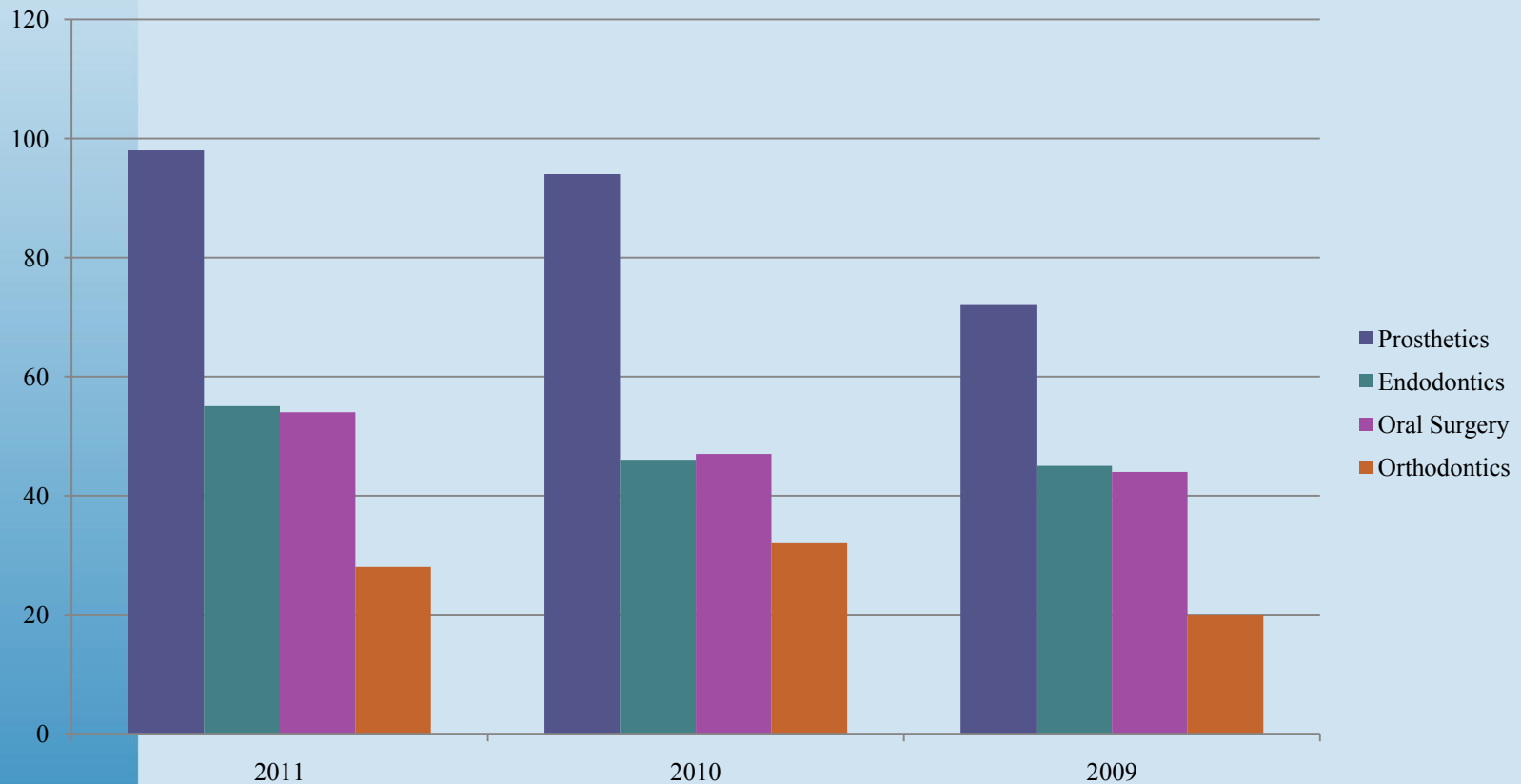
Total Incidents

Area of Dentistry



Total Incidents

Area of Clinical Dentistry



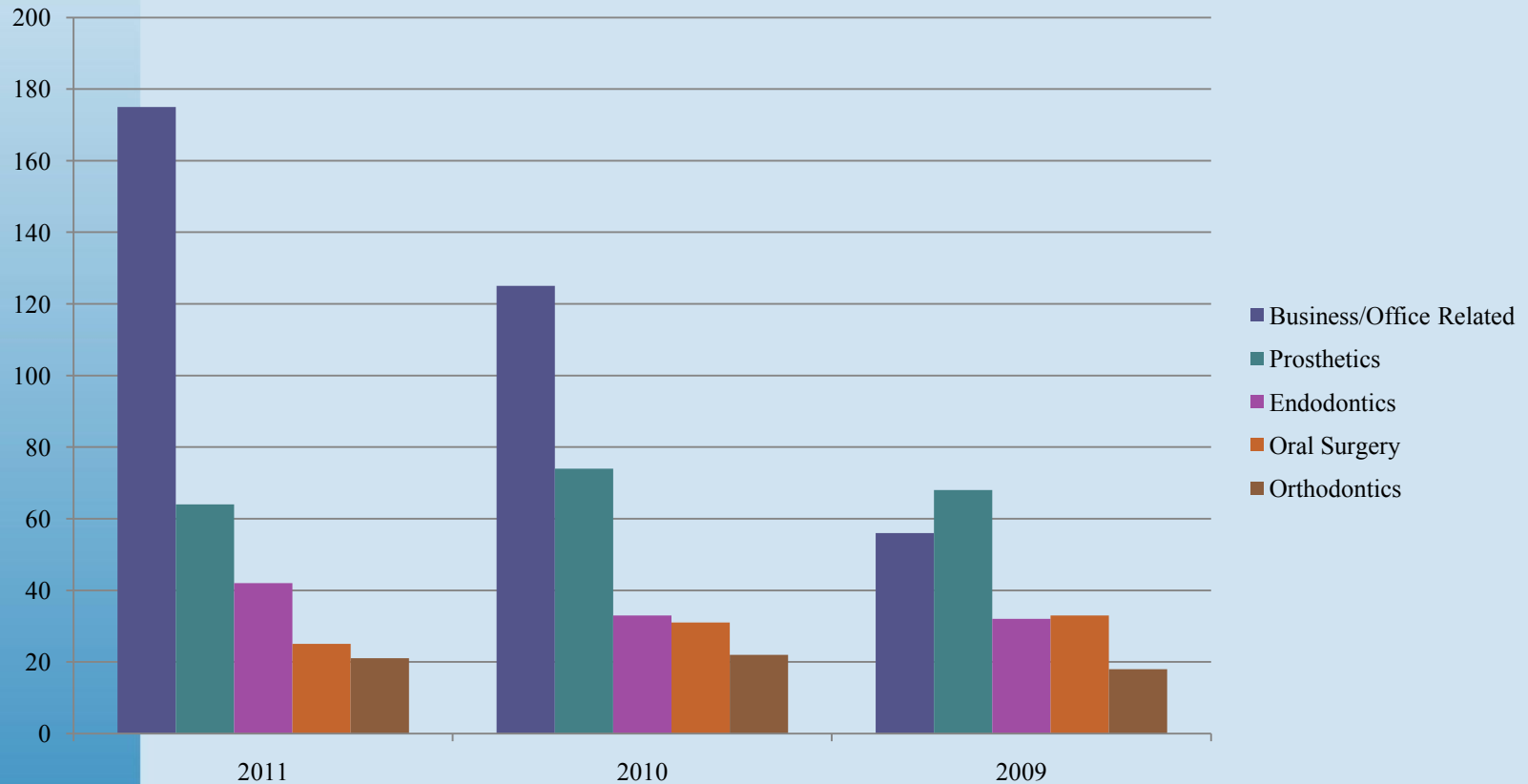
Incidents

Area of Dentistry

- Prosthetics
- Oral Surgery
- Endodontics

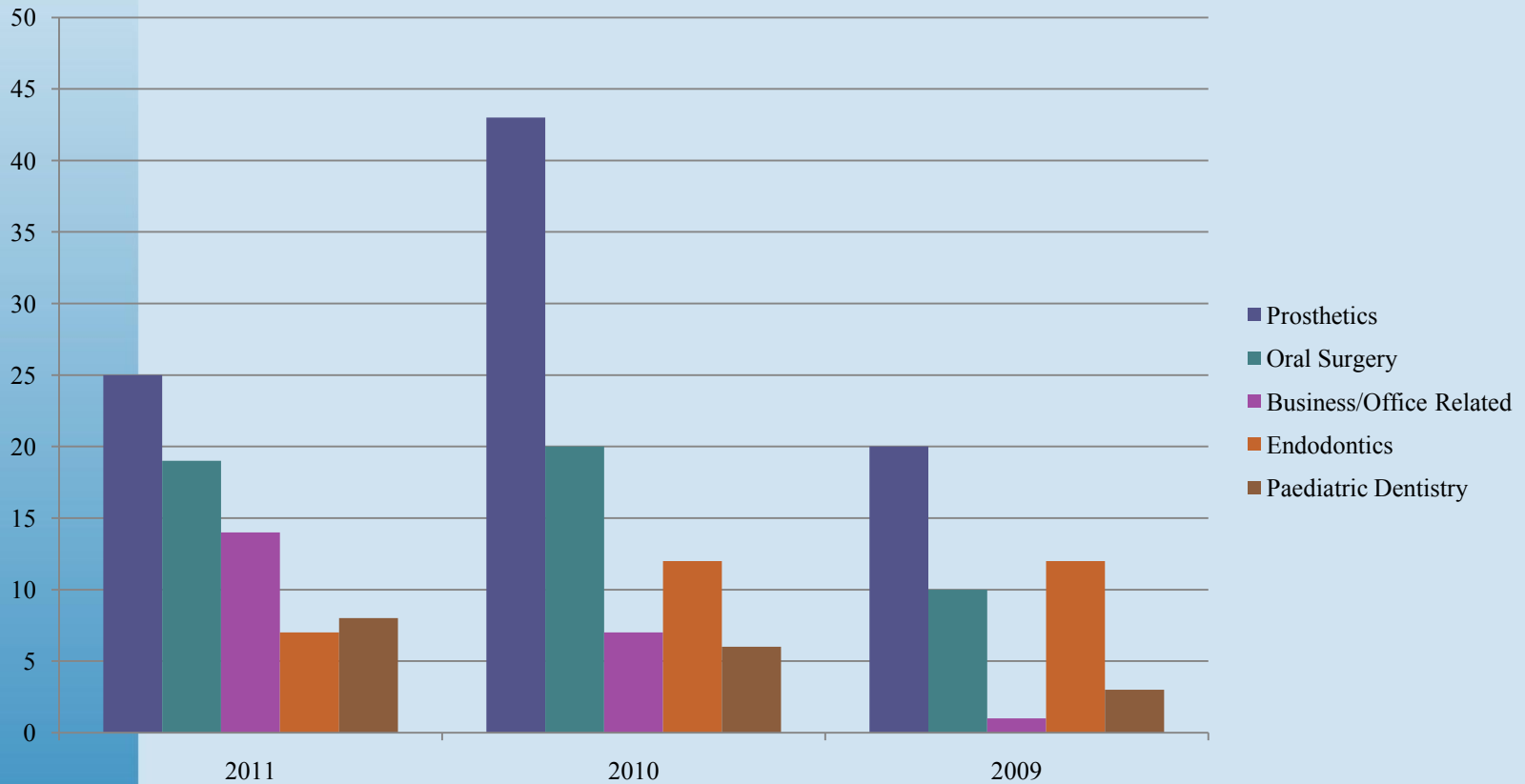
Risk Management

Area of Dentistry



RCDSO Matters

Area of Dentistry



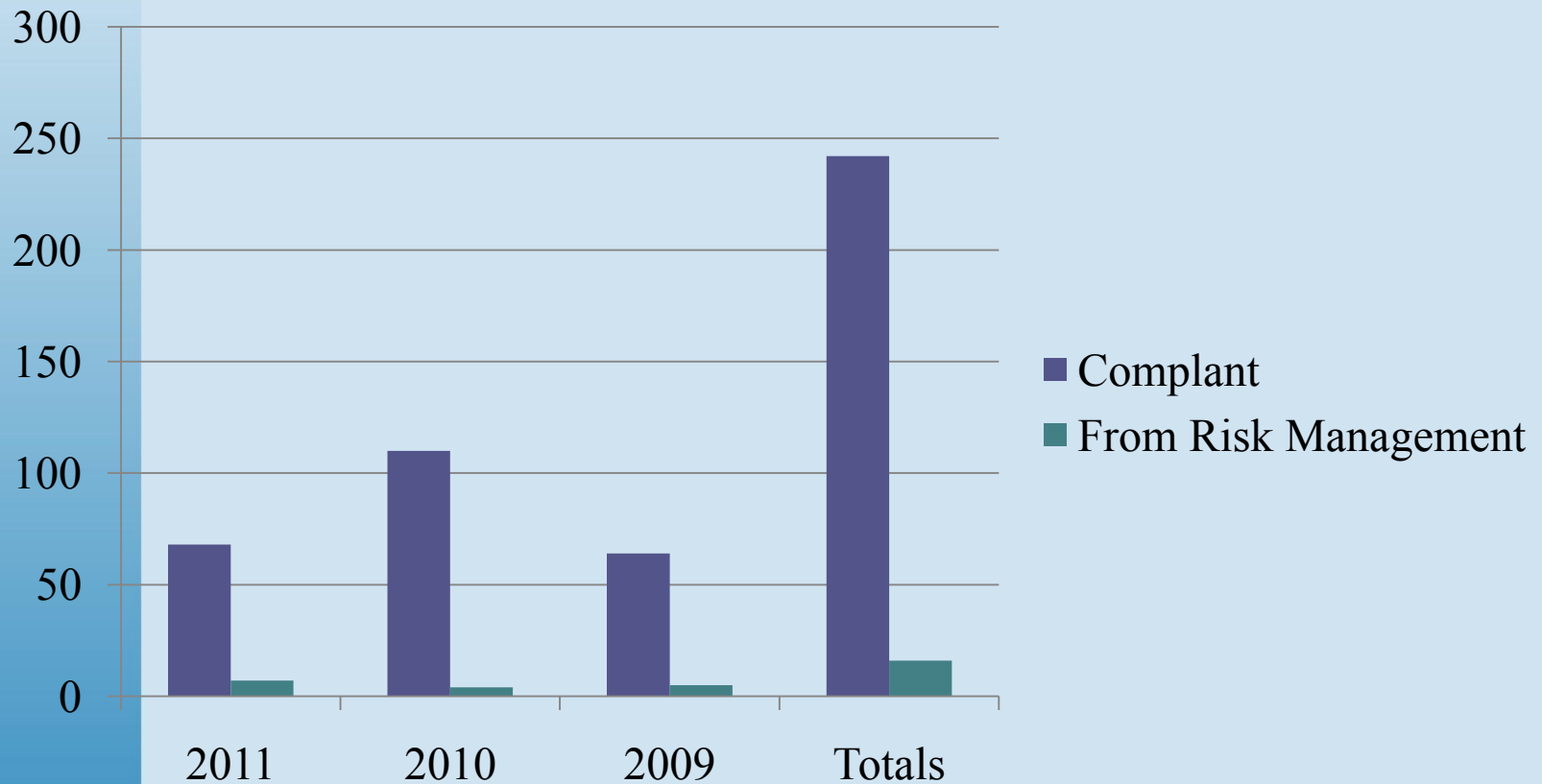
Trends

- Prosthetics
 - On the rise
- Endodontics and Oral Surgery
 - Consistent
- Paediatric Dentistry
 - On the rise

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

Complaints From Risk Management



Risk Management to Complaints

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

Complaints to Discipline

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

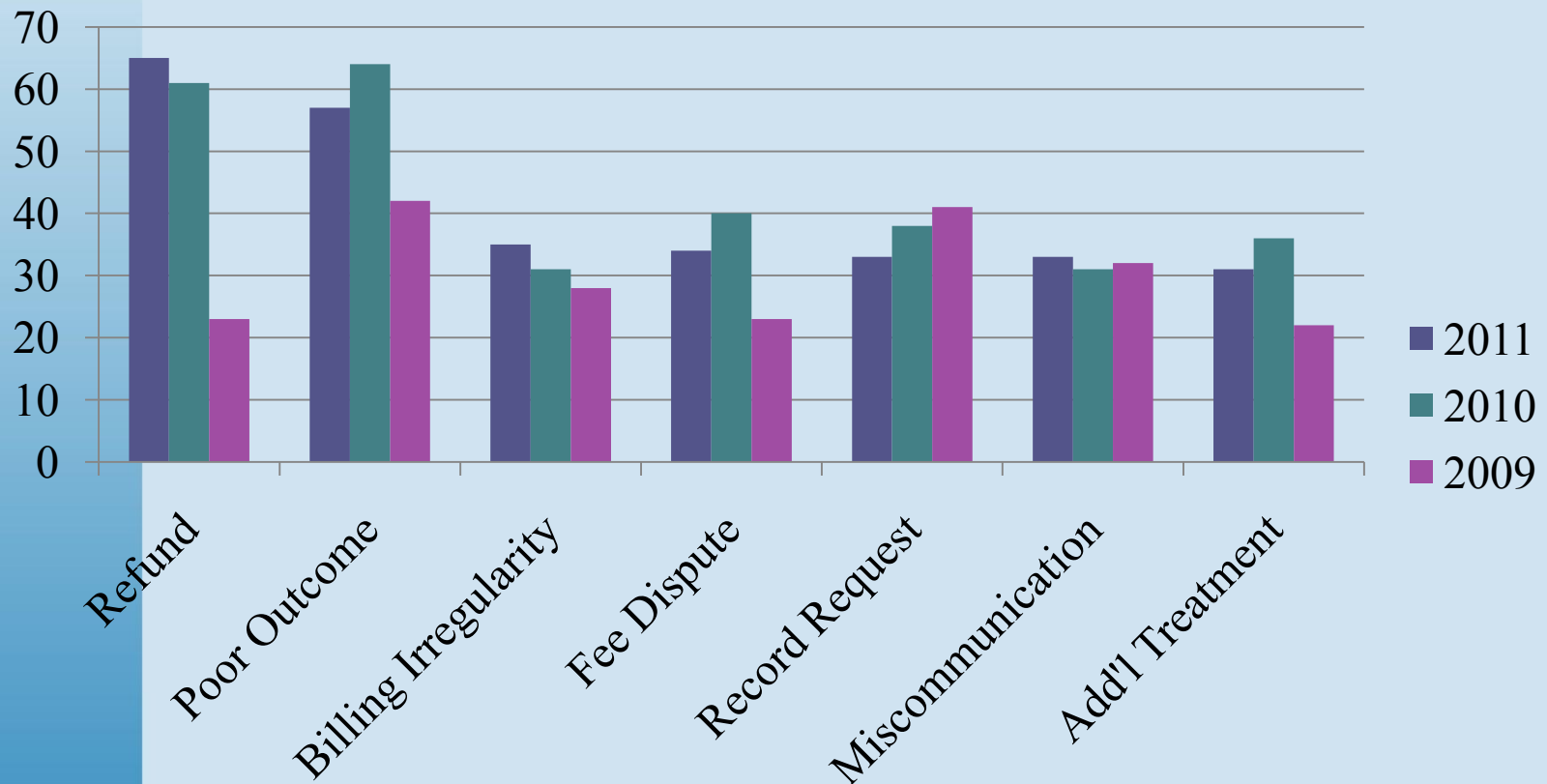
Referrals to Discipline

- 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

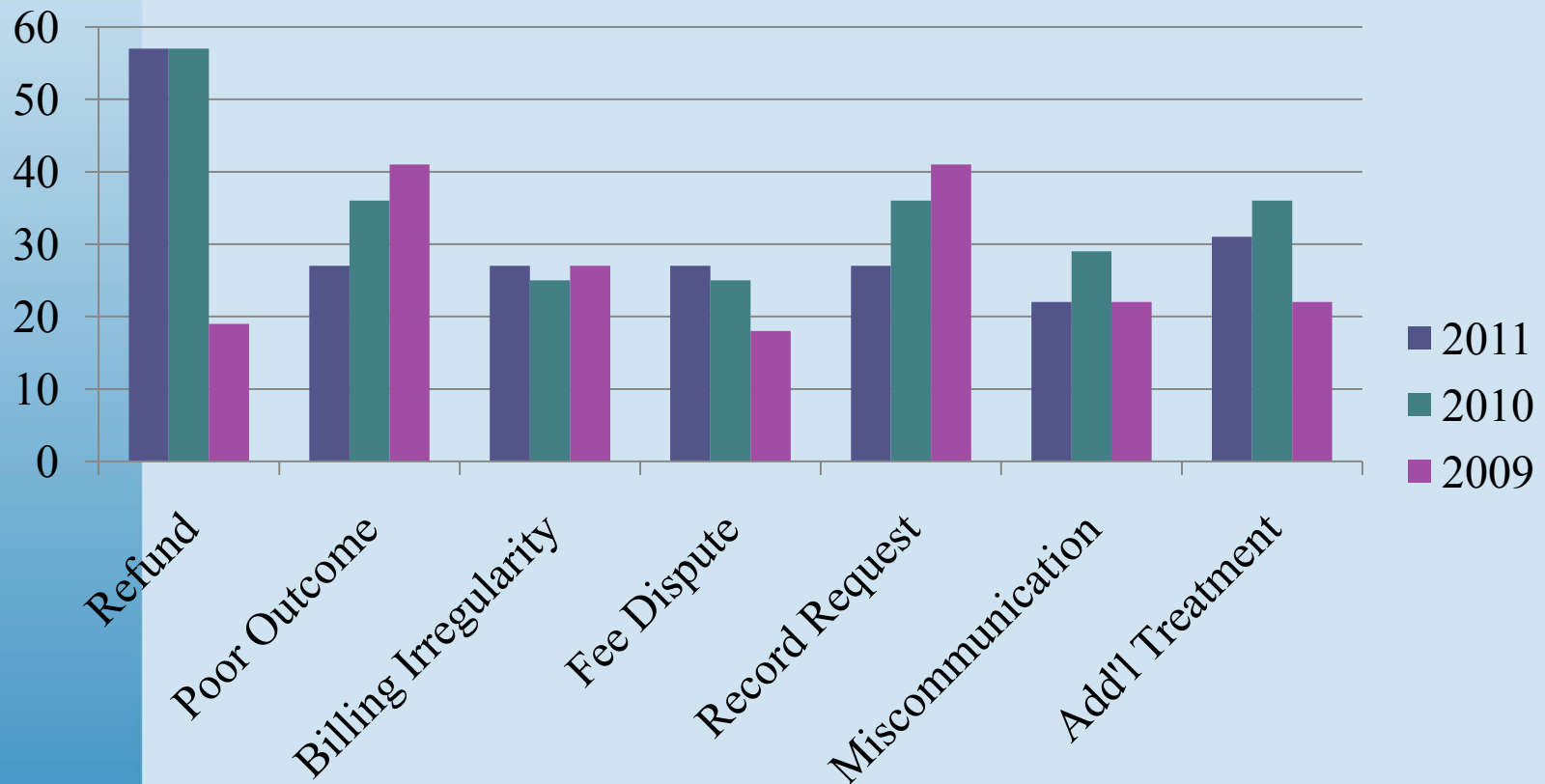
- Causative Factors
 - Billing Irregularities
 - Compliance Problems
 - Violate Undertaking
 - Prior History
 - Multiple Acts Of Misconduct
 - Breach Anaesthesia Guidelines
 - Standards Issues

Causes of Incidents Overview



Causes of Incidents

Risk Management

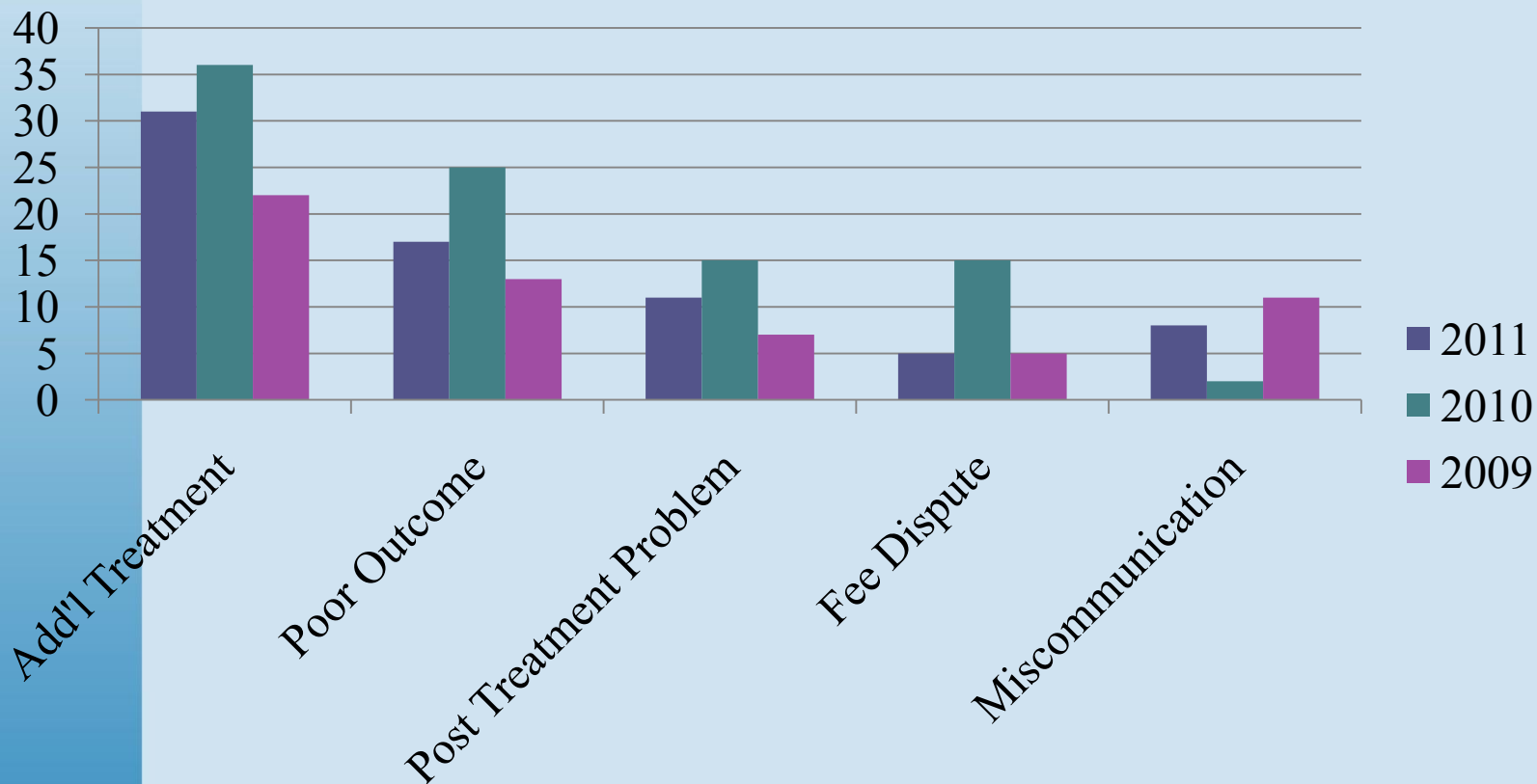


Risk Management

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

Causes of Incidents

RCDSO Matters



RCDSO Complaints

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

Risk Management

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

Billing Issues

- Examination Codes
 - Specific
 - Emergency
 - Recall

Billing Issues

- Treatment Verification
- Chart Requests
- Patient Audit
- Insurance Enquiry

Non-Clinical Scenarios

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

Summary

- Seek advice early
- Deal with employees fairly
- Refund fees if asked
- **Referral To Specialist**

Thank You