

New Endodontic Referrals from PHCC to Endodontic Section/ Department of Dentistry, New System Implementation

AIM: To reduce the number of inappropriate referrals from PHCC to Endodontic Section/ Department of Dentistry by 50% from the 1st of December 2012 to the 31st of January 2013

PROBLEM: Almost 25% of patients newly referred to Endodontic Section for root canal treatment are with inappropriate referrals or need other type of specialized treatment

INTERVENTION:

- Tracing newly referred patients to Endodontic Section for root canal treatment for 4 months duration showed that 25 % of cases are with inappropriate referrals or need other type of specialized treatment
- Screening and assessment was therefore done for an 85 newly referred cases to categorize them according to prognosis before referring them to Endodontic Section
- This was found to be helpful in the following aspects: - reducing the number of inappropriate referrals to Endodontic Section, preserving the patients as well as the specialist time, increasing patient satisfaction and Improving standardization.

RESULTS: By implementing the new screening system on 85 newly referred cases , 30 were of inappropriate referrals /not accepted, that were referred to extraction or other specialties and 55 cases were of appropriate referrals and indicated for Endodontic Treatment: that were stabilized & referred to continue treatment .

Inappropriate referrals to Endodontic Section is 0 %.

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CONCLUSIONS:

- By implementing a change in only one step a great improvement can take place
- Screening the newly referred patients eliminated the **WASTE** by excluding inappropriate referrals in the screening clinic
- Intervention was successful. **Target EXCEEDED**
- More communication is needed between Dentistry Department and PHCC regarding patients referrals.

NEXT STEPS:

- Knowledge transfer and lessons learnt to all staff members
- Finalize the Referral Protocol from PHCC to Department of Dentistry collaboratively
- Set up a Screening Clinic for all newly referred cases before giving appointment with Endodontic Section
- Continuous Education Session for Residents
- Communication with Sections Heads: to study possibility of other section to setup the same.

