STANDARD 6 - PATIENT CARE SERVICES

6-1 The program must have policies and mechanisms in place that inform patients, verbally and in writing, about their comprehensive treatment needs. Patients accepted for dental hygiene care must be advised of the scope of dental hygiene care available at the dental hygiene facilities.

A Patient Bill of Rights and a list of clinical services and fees are displayed at the reception desk and offered to the patient, in a brochure, at check in at the front desk.

The scope of dental hygiene care available at the program's facility is presented in the *WSU Dental Hygiene Program Clinic Manual 2016-2017*.
Students manage their individual schedules for providing dental hygiene care based on their course assignments, course needs and outstanding clinic requirements. Any patient that does not present with a contraindication for dental hygiene procedures is accepted for treatment and presented to the clinic and faculty by the student.

Patients are informed of their diagnosis and treatment options are presented both verbally and in writing to the patient by the student in consultation with their clinical faculty. After the review of the treatment plan document, allowing the patient to ask any and all questions about proposed treatment, the treatment plan form printed, and is signed by the patient, student and approved by supervising faculty.

Treatment plans are developed for each individual patient based on their specific needs. The treatment plan is presented to the patient, verbally and in writing and is reviewed and signed to confirm approval by the patient, clinician and supervising faculty for each patient to assure delivery of a comprehensive treatment plan.

Treatment receipts termed "Walk-out" statements are given to each patient at the end of the appointment (upon completion of specific treatment on the day of that treatment). Re-care (recall) recommended visits are entered into the EagleSoft® computer program to assure reappointment. The re-care recommendation is printed on the "Walk-out" statement.

Students place their patient's on a recall schedule in Eaglesoft® computerized patient data tracking system, according to the patient's individual needs at the conclusion of their dental hygiene care. The patient's recall schedule is written on the treatment receipt at the conclusion of the series of appointments in the current treatment plan.

A supervising dentist is available during all clinic sessions to provide examination and referral support.

Continuing care of clinical patients is coordinated through the clinic manager. The graduating seniors' patients are assigned to a new second year senior student to contact and schedule in an effort to provide continuity of treatment. Patients' treatment and data is tracked in the clinic computer program. This computerized tracking allows for a greater likelihood of completion of the entire treatment plan, especially when compared to a previous paper chart system. As is consistent with the protocols for an approved Dental Hygiene Examining Board, graduating students are encouraged to complete care for the board patient in the event that their treatment is not complete at the end of the regional board examination. This has been a concern for many years and is discussed with the students well in advance of the board examination and graduation from the program. Patients are provided with a patient consent, disclosure, and assumption of responsibility form and a post-operative care agreement prior to treatment.

Supportive Documentation

Exhibit 72	Patient Bill of Rights (English/Spanish Languages)	Page 818
Exhibit 73	Dental Hygiene Clinic Fees and List of Services	Page 820
Exhibit 74	Patient Treatment consent forms: Informed consent forms summary	Page 823 available on-site
Exhibit 39	Physician consultation forms; cardiac conditions, all others	Page 556
Exhibit 36	Eaglesoft® treatment plan- patient records and data management system	Page 544
Exhibit 20	*Dental Hygiene Clinic Manual 2016-2017*	Page 251
Exhibit 75	Post-Operative Care Agreement CDCA exam Patient consent, disclosure, and assumption of responsibility form	Page 824 available on-site

6-2 The program must have a formal written patient care quality assurance plan that includes:

a) **standards of care that are patient-centered, focused on comprehensive care, and written in a format that facilitates assessment with measurable criteria;**
b) **an ongoing review of a representative sample of patients and patient records to assess the appropriateness, necessity and quality of the care provided;**
c) **mechanisms to determine the cause of treatment deficiencies;**
d) **patient review policies, procedure, outcomes and corrective measures.**

The ADHA's Standards for Clinical Dental Hygiene Practice (June 2016) were adopted by the program as outlined. These standards of care are supported by the specific guidelines in the *WSU Dental Hygiene Program Clinic Manual* which is given to each student, faculty and staff annually. The *Clinic Manual* is used as a reference and text to teach aspects of dental hygiene care and practice. Faculty Calibration meetings are conducted with both contract and adjunct faculty two times a year, with planned exercises in an effort to assure consistency of sound, clinical care delivery. Results are compiled and presented to faculty for discussion regarding outcome and discussion of calibration measures to maintain consistency. Calibration issues are also addressed and assessed in regular faculty meetings periodically during the year. These discussions are presented to the adjunct faculty.

The Patient Chart Auditing System is another safe guard for assessment and management of patient care plans. The auditing system provides an ongoing review of a representative sample of patient records to assess the appropriateness, necessity, and quality of care. As the clinic made changes to the patient record system to be computerized. The activity and strategies for the Chart Auditing system were worked through. It did take longer than anticipated to make the change from paper to computerized charts. During the 2016-2017 academic year, the chart audit activity was completed more informally with fewer records kept using the evaluation rubric. With this discovery, the chart audit system has been reinstated using a formal process of the chart audit with the use of the revised evaluation rubric and summary rubric.

The clinic grading computer system (TalEval®) assists in the tracking of patients and the management of their treatment plan. Continuing care, recall and referral policies are also tracked on TalEval® program following the guidelines of the *WSU Dental Hygiene Clinic Manual*, Section II.

Faculty utilize a clinic tracking form for the students who are assigned to them for supervision during each clinic session. The tracking for is used to notes regarding the student's plans to provide any special procedures, clinic treatment issues, patient classification and treatment planned for the appointment. At the end of the clinic day, these tracking forms are turned into

the Senior Coordinator to review and address any clinical/treatment issues that were noted that day.

An online student grading system (Taleval®) is used to evaluate and grade student/patient encounters at all three clinical sites (WSU, VA Dental, Midtown Dental). This allows for the tracking of student's dental hygiene services provided, patient treatment classifications, special needs and the evaluation of the students' performance.

Standards of care are assessed through clinical process evaluations and online patient encounter forms (TalEval®), following the guidelines of the *WSU Dental Hygiene Clinic Manual*, Section II.

Each clinical faculty at WSU is assigned to 5 students for a period of 3 weeks. The "pod" assignments are rotated at the end of the 3 week period. This ensures that all clinical faculty have the opportunity to work with all students in their clinic. This also assists in developing and maintaining faculty calibration in the clinics. At the off campus clinical sites 5 students are assigned to either Midtown Dental clinic or the Veteran's Medical Center Dental clinic for one semester each; fall and spring of senior year.

Students submit their electronic patient chart and TalEval® grading form to their specific supervising clinical faculty at the end of each clinic session. It is the responsibility the assigned supervising clinical faculty to review their student's patients' record to assure treatment completion. The results of the faculty review of the chart and results of the grading are discussed with the student and any corrections to the chart are made with the faculty member.

Quality assurance policies and procedures are evaluated on the TalEval® grading system following the guidelines of the *WSU Dental Hygiene Clinic Manual*, Section II.

The sample of patients are given a patient satisfaction survey post-appointment by the clinic manager or the clinic assistant after the patient check-out is completed. They are asked to provide feedback on their experience in the clinic. These results are shared with the students, generally, and at faculty and staff at faculty meetings and faculty calibration meetings.

Supportive Documentation

Exhibit 20	*Weber State University Dental Hygiene Clinic Manual 2016-17*	Page 251
Exhibit 70	ADHA Standards for Clinical Dental Hygiene Practice (2016)	Page 799

Exhibit 71	Patient chart auditing documents Results of patient chart review	Page 814
Exhibit 72	Patient Bill of Rights	Page 818
Exhibit 32	Process Evaluation Forms: DENT 3336/ DENT 3346	Page 523
Exhibit 29	Curriculum document: Clinic tracking form DENT 3336/3346	Page 518 available on-site
Exhibit 76	Patient satisfaction surveys assessing the patients' perceptions of quality of care	Page 824
Exhibit 44	Faculty calibration agendas and summaries	Page 593

6-3 The use of quantitative criteria for student advancement and graduation must not compromise the delivery of comprehensive dental hygiene patient care.

Requirements for student experiences follow the standard of care within the profession of dental hygiene. Through the treatment planning process, student, patient and faculty consult to evaluate the proposed treatment and the expected outcomes.

The Patient's Bill of Rights and Responsibilities outlines the rights and responsibilities that the clinic (faculty, staff and students) have identified as part of comprehensive care as well as the patient's responsibilities to be active in that treatment/care. The Patient's Bill of Rights and Responsibilities is found in the *WSU Dental Hygiene Clinic Manual* Section I. The document is printed and posted on the wall in the reception lobby and in the patient brochure that is offered to all patients. It is available in English and Spanish Languages

Student clinical requirements are stated in the DENT 3336 and DENT 3346 syllabi and on the clinical grading rubrics for both courses. All clinical faculty are provided with a copy of the syllabi. Patient Category requirements are tracked on an Excel document which is reviewed with each student at midterm and end of semester conferences with their assigned advisor.

Supportive Documentation

Exhibit 72	Patient Bill of Rights	Page 818
Exhibit 20	*Weber State University Dental Hygiene Clinic Manual 2016-2017*	Page 251
Exhibit 23	DENT 2216 Clinical Dental Hygiene 2 syllabus	Page **256**
Exhibit 23	DENT 3336 Clinical Dental Hygiene 3 syllabus DENT 3346 Clinical Dental Hygiene 4 syllabus	Page 256 Page 256
Exhibit 37	Student tracking form for clinical requirements	Page 552
Exhibit 34	Patient Category requirements: Academic Year 2016-2017	Page 527

6-4 The program must develop and distribute a written statement of patients' rights to all patients, appropriate students, faculty, and staff.

The program has as one of its primary responsibilities the assurance that rights of the patient are protected and that the patient is informed of his/her rights as a patient and also, his/her responsibilities as a patient in the WSU Dental Hygiene Program clinic.

This assurance is a printed document that is offered to patients at their first appointment at the clinic and is also posted on the wall in the reception lobby. The Patient's Bill of Rights and Responsibilities is printed in English and Spanish languages. Also, the Patient's Bill of Rights and Responsibilities is written in the *WSU Dental Hygiene Clinic Manual*, Section I and discussed in the clinical and didatic dental hygiene courses and ethics class.

All faculty and staff are given the *WSU Clinic Manual* and *WSU Student Handbook* which outlines the patient's rights to care that meets or exceeds the standard of care for the dental hygiene care as specified by the ADHA Standards for Dental Hygiene Practice.

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Supportive Documentation

Exhibit72	Patient Bill of Rights	Page 818
Exhibit 20	*Weber State University Dental Hygiene Clinic Manual 2016-2017*	Page 251
Exhibit70	ADHA Standards for Dental Hygiene Practice (June 2016)	Page 799

6-5 All students, faculty and support staff involved with the direct provision of patient care must be continuously recognized/certified in basic life support procedures, including healthcare provider cardiopulmonary resuscitation with an Automated External Defibrillator (AED).

The policy of the Dental Hygiene Program states that all individuals who are involved with patient care must participate in mannequin practice and be certified annually in CPR to the Level of Healthcare Provider (CPR & AED). The Program compiles the records annually and maintains the records on file.

All faculty, staff and students attend the same CPR course offered by the WSU Respiratory Therapy program tailored to our needs. These are held on two days associated with student beginning of the year orientations and

faculty calibration. Both are held at the same place, WSU Marriott Health Building. This is an annual event, even though many students and faculty hold CPR certification that award a 2 year span renewal dates. It is the policy of the Program to have additional annual practice and update as part of our readiness for an emergency.

In the event that a faculty member or student is unable to attend this mandatory group re-certification, they must show evidence by providing a copy of their certification card which states the date of training and the Health Care Provider level of CPR and AED training. The department maintains these records. If an individual is in violation of this policy, they are notified by their immediate supervision or immediate clinic faculty. Department policy requires current annual certification of all faculty, staff and students before participating in any portion of the dental hygiene clinic activities.

As it is a requirement for the State of Utah Dental Hygiene licensure, current CPR certification must be held to maintain state licensure. If someone is unable to complete this certification then they cannot maintain licensure and are do not qualify for employment as a dental hygienist, as outlined as *Essential Functions of a Dental Hygienist* that is outlined in the *Student Handbook*. Records of such an event would be maintained by the department. An exception to this policy has not ever been made. Also, the clinic manager and the department secretary participate annually in and certify in CPR and AED (defibrillator) training.

Supportive Documentation

Exhibit 40	CPR/AED class roll for 2016-2017	Page 558
Exhibit 9	*WSU Student Handbook 2016-2017*: Essential Functions for the Dental Hygienist Document	Page 176

6-6 The program's policies must ensure that the confidentiality of information pertaining to the health status of each individual patient is strictly maintained.

All students, faculty and staff are informed of legal and ethical implications regarding confidentiality of all patient records. The electronic schedule is viewable on the clinic computers which are all password protected. All records are stored electronically on the clinic, faculty area, and clinic front office computers all of which are password protected. The clinic has lock/security system (key pad code). The clinic reception /front desk area is secured by key lock that has restricted availability only to the clinic manager and faculty. The student evaluation forms are on an online evaluation system that is password protected (TalEval®).

During clinic operation:
Any printed copy documents are scanned into the patient electronic chart by the clinic manager or the clinic assistant student and then shredded, as directed by the clinic manager. Patient electronic charts are open to view and work with during active treatment and documentation only. The computers are programed to time out and close the chart and student evaluation program after a specific length of time. It is necessary for the student and faculty to re-log in to the chart/program to view the patient records.

The students receive training in HIPPA compliance continuously during their time in the program. The HIPPA policy and patient information is contained in the *WSU Dental Hygiene Clinic Manual*, Section IV.

Supportive Documentation

Exhibit 20	*Weber State University Dental Hygiene Clinic Manual 2016-2017*, Section IV	Page 251
Exhibit 36	Eaglesoft® patient chart forms	Page 544
Exhibit 35	TalEval® student evaluation program (sample in *Weber State University Dental Hygiene Clinic Manual 2016-2017*, Section II)	Page 543
Exhibit 29	Dental Hygiene Curriculum document	Page 518
	Dental Hygiene Program courses	available on-site