

MINUTES: Clinical Affairs and Quality Assurance Committee Meeting

Date: July 14, 2021

Time: 12:00 PM- 1:00 PM

Location: Zoom Conference



**Present:** (Chair) Andrew Corsaro F2022, (Vice-Chair) Olga Luaces F2023, Dayane Oliviera F2023, Cesar Migliorati F2024, Nick Kaleel (Chair of Infection Prevention Sub-committee) F2024, Carson Smith (on behalf of Nicole Escoffier) 2022, Aubrie Zuiderveen 2023, Jonathan Nguyen 2024, Stephen Kostewicz (ex-officio-staff), Richelle Janiec (ex-officio-staff)

**Absent:** Carlos Soucy F2022, *Monica Fernandez (Chair of Dental Materials and Devices), Panos Zoidis- current ADCA (ex-officio), Anita Gohel (Chair of Radiography Safety and Quality),*

AGENDA	Discussion	Action
<b>Welcome</b>	Dr. Corsaro: Call to order at 12:02 Quorum Reached	
<b>Approval of Minutes</b>	June 16, 2021 motion to approve the minutes passed	Carrie Thurman to update the website
<b>Welcome to CAQA Committee:</b>	Dr. Corsaro reviewed the CAQAC orientation presentation (Handout 1)	
<b>Elections:</b>	Chair: Andrew Corsaro Vice-Chair: Olga Luaces	Carrie Thurman to update the website
<b>Subcommittee Results:</b>	Dr. Corsaro reviewed the Patient Satisfaction Survey 2020 results (Handout 2) in presentation format for the committee. Dr. Corsaro offered to share the detailed reports upon request to Richelle or Dr. Corsaro.  Dr. Corsaro reviewed the plans to celebrate the winners of the specialty, off-site and predoctoral clinics.	

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	<p>Dr. Kaleel requested clarification regarding the question of the length of time it took the patient to get their first appointment. This survey result reveals the patient's perspective of how long it takes to get to a first appointment. We do track the patient's progression of care from first contact through PTA-CC, and monitor the outcomes. Carson Smith asked if there is a separate measure for perception of care by student. Historically, there was a separate question; however, after several years reviewing the outcomes the sub-committee determined that often the patients have not discerned all of the differences between providers.</p>	<p>It is possible within Intiveo to survey patients directly following an appointment; this would provide specific provider feedback. This option can be explored in the near future.</p>
<p><b>Old Business/New Business</b></p>	<p><b>Committee Leadership Update:</b></p> <p><b>Update from Clinic Affairs:</b></p> <ul style="list-style-type: none"> <li>• We are back into the TEAMS model, how is everything going so far? Dr. Kaleel praised the professionalism of the patient care coordinators throughout the transition phase, where changes began in early June.</li> <li>• Dr. Corsaro offered that he is collaborating with OMFS to schedule a mock emergency drill for the predoctoral clinics</li> </ul> <p><b>Update from IT- Stephen Kostewicz</b></p> <ul style="list-style-type: none"> <li>• In August we will place the updated version of axiUm on our shadow servers (development/WB- then training)</li> <li>• IT is working to get information from Dolphin to users in axiUm and Stephen demonstrated how to find the</li> </ul>	

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Dolphin records for a patient's axiUm record.  
Question from student representative: What is Dolphin and should I be checking this system for my patients? Stephen responded to the question.  
Question from faculty member, if Orthodontics is the only department that is using Dolphin, what is the rationale behind this clinic being allowed to use a separate system. Stephen explained the history behind using Dolphin at UF, and deferred discussion of the why to the college administration.

**Class of 2022:**

- A great deal of apprehension with the transition, the class leadership is in a position to wait to bring the concerns to this committee.

**Class of 2023:**

- Should students be using distilled water for impressions or tap water? It was also shared the student felt "scolded" for using distilled water, when she was taught in biomaterials to use of distilled water.
- When will all clinics receive their white cards for the doors?
- Concern shared about continuous visits for implant crown due to repeat "lab" errors. A patient case where there are extensive patient visits due to errors should be discussed with Team Leader/Prosth faculty, Patient Advocate as well as registered with IDinc.

**Class of 2024:**

- What is the extent of the services we are permitted to provide for MOM? Question to be directed to Dr. Zoidis.
- Are we allowed to assist in the clinics for RVUs, or will we be permitted to earn RVUs for observation? Class of 2022-23 and the Team Leaders would like to be

**2023**

Clinic admin will speak with clinic staff, and provide staff with alternative methods for encouraging student providers who are new to clinic.

The department chair will be advised of this concern.

Treatment coordinators have the white cards for all of the D3 students and will be collecting white cards from D4 students who moved clinics, these cards will be updated with the new location.

Lab Concern: A patient case where there are extensive patient visits due to errors should be discussed with Team Leader/Prosth faculty, Patient Advocate as well as registered with

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	<p>informed when the Class of 2024 are permitted to start assisting patient care.</p> <ul style="list-style-type: none"> <li>• Will we have enough patients to graduate on time and complete our requirements prior to graduation?</li> </ul> <p><b>Faculty Rounds:</b></p> <ul style="list-style-type: none"> <li>• Time did not allow.</li> </ul>	<p>IDinc.</p> <p><b>2024</b> Dr. Corsaro responded stating that providing plenty of appropriate patient experiences this is the aim of the Patient Screening and Assignment program, and he encouraged the students to participate in the self-recruitment process when the time comes for them. Stephen offered that the personal planner has many useful reports to help the student track their clinic progress.</p>
<b>Adjourn</b>	Meeting adjourned at 1:06 PM	