



Dental & Healthcare Training 4U

CLINICAL & NON-CLINICAL,
RECEPTION & MANAGEMENT

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Welcome To Dolphins Online Healthcare Training Programs



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Dolphins (Ghana) Ltd is an incorporated registered business providing workforce training and development for clinical and non-clinical personnel in the healthcare sector.

Our blended learning & training platforms are online and face-to-face.

Our interactive presentations, webinars and lectures cover a range of CPD accredited topics aimed at the whole team

Our trainers are available to provide support when contacted.

Our aim is to provide up-to-date, easily accessible relevant training material.



ORAL HEALTH PROFESSIONALS
ASSOCIATION OF GHANA - OHPAG



1st
Series

Zaneta A. Arthur MSc.

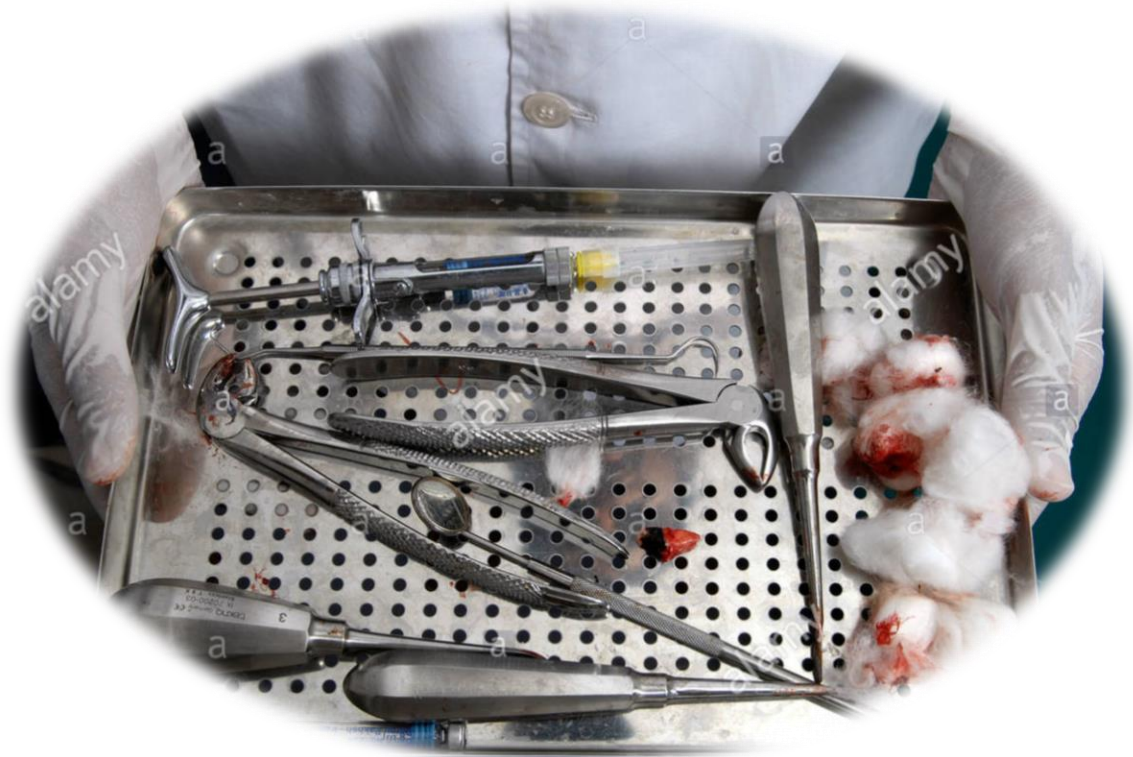


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Becky Fallon – Head Nurse
and Team @ Premier Dental
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Bedfordshire. UK**





RISK MANAGEMENT & INFECTION CONTROL

Session Aim - Risk



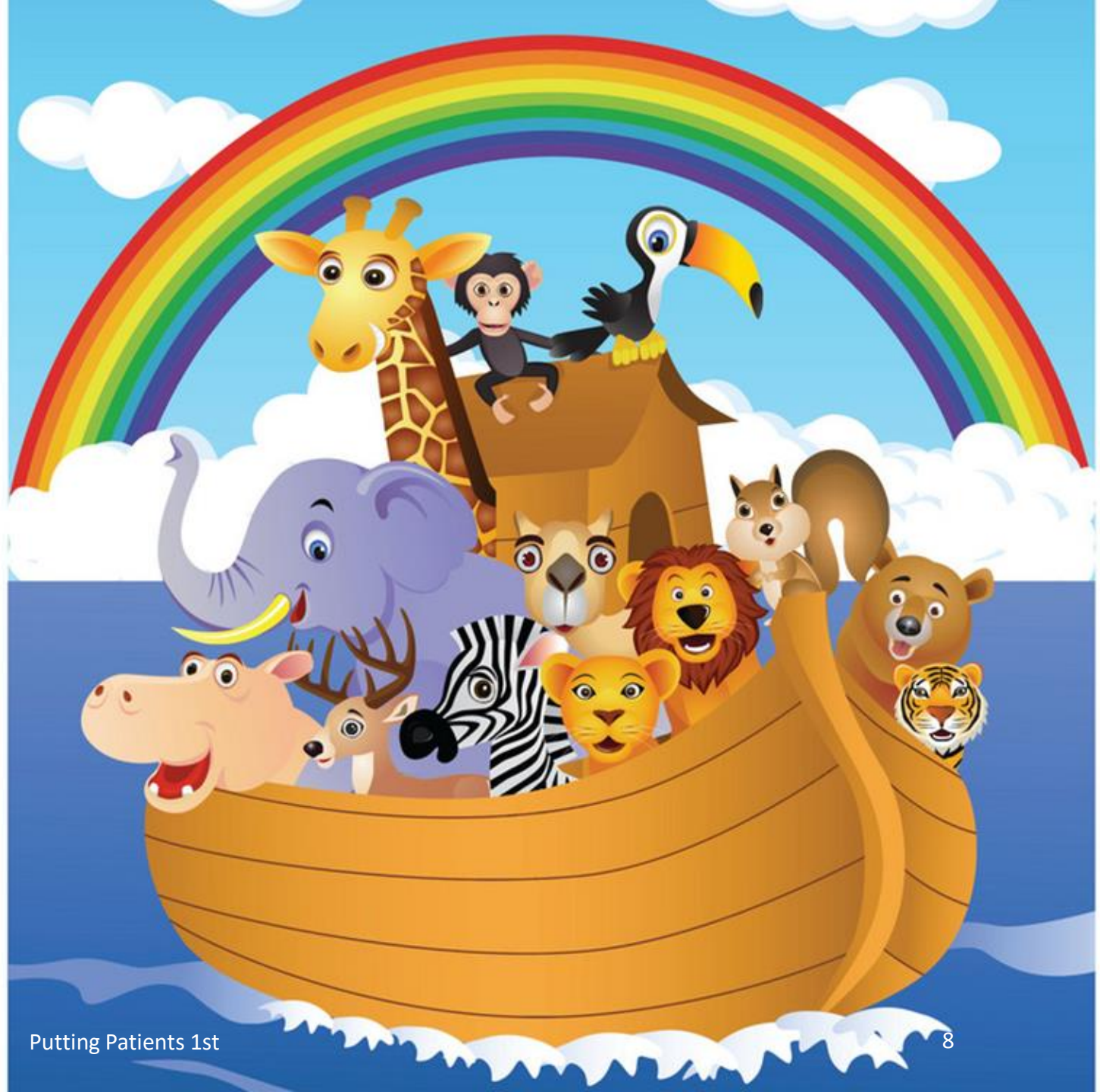
- Explore & Understand The Meaning of Risk
- I think this is risky – Enable Risk Identification
- Oh dear ... !! Know what to do When things go wrong



Session Aim – Infection Control

- **Understand the different aspects & areas of Infection Control**
- **Review Decontamination practice**
- **Covid-19 aka Corona – Where are we now**

It was not raining
when Noah built the
Ark



Definition

Risk Management

Process for proactively & reactively

- 1) Identifying potential Incidents, Accidents or Near Misses that could cause harm or injury to patients, personnel & Public,
- 2) Preventing events and
- 3) Minimising the damages following an event

An Incident / Accident

Is An Event Which Leads To Unintended Injury Or Harm To A Patient Or Member Of Staff Or Public.

Incidents Lead To A Complaint, Loss Or Damage To Persons Or Items

Incidents Include Near Misses – Incidents That Nearly Happened But Didn't.

E.G.: The Wrong Dosage Of Medication Prescribed Or Administered To A Patient

The Wrong Tooth Taken Out

A Member Of Staff Injured In The Course Of Their Duty – Slips, Falls, Needle-stick Injury.. Electric Shock.

All Incidents & Accidents Should Be

- Recorded In The Incident /Accident Book.
- Reported To The Appropriate Responsible Officer, Health & Safety , Professional Regulatory Body.
- Reviewed, Reacted To, Actioned & Resolved. Learning Shared.

Assess item / area/
action

What can
happen

Identify
risks

Yes – How Often
(Likelihood)

High Risk

Low Risk

Liability

Monitor

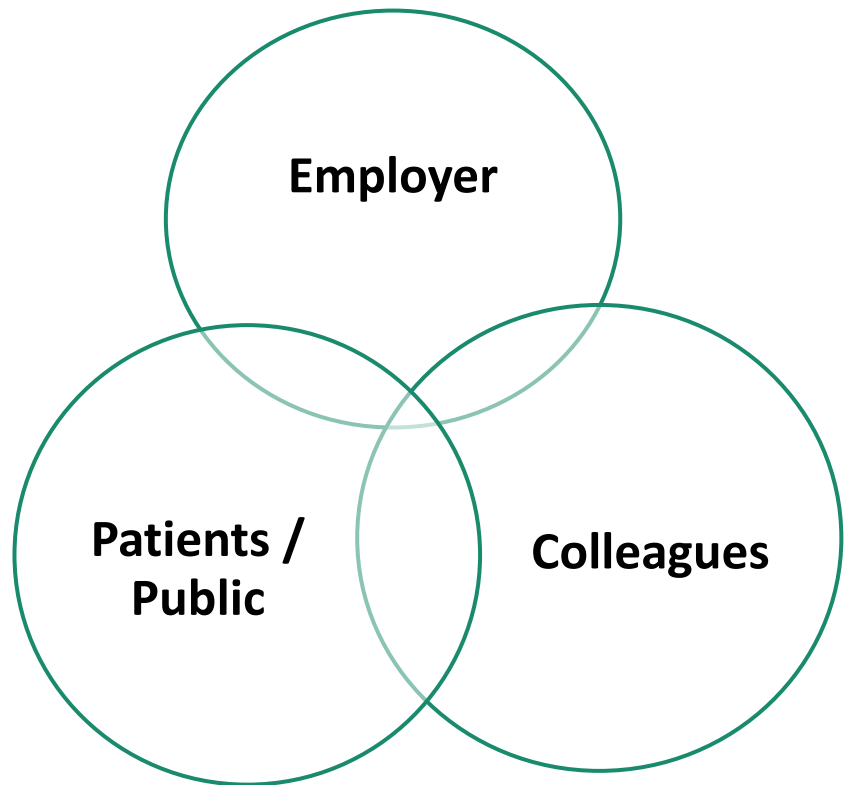
Monitor

Steps needed to eliminate

Implement



THE DENTAL TEAM EXPECTATIONS - RISK



Our Responsibility



- Efficiently Trained To Recognise Risks & Identify Potential Hazards
- Know What To Do If We Come Across A Risky Situation Or A Hazard
- Know What To Do When There's An Incident, Accident Or Near Miss , Local & Statutory Policy, Protocol, Rules, Regulations &

- Treated In A Low To Zero Risk & Hazard Free Environment, with appropriate record keeping
- Work In A Low To Zero Risk & Hazard Free Environment
- All Risks To Our Health & Safety Have Been Pre-empted By The Employer And Minimised
- That We Have Sufficient Warning Of Potential Risks And Protocols In Place For Preventing Injury In These Areas. E.G Xray, COSHH, Fire Etc

Risk Management

It is never possible to eliminate risks altogether, but we should try to reduce them as far as possible

Neglecting to have comprehensive risk management plans in place can compromise patient care, increase liability risks, and result in death and financial losses.

[http://www.kldc.org.uk/files/kent_practice_inspection_checklist%20/KLD C Pre visit checklist April 2017.pdf](http://www.kldc.org.uk/files/kent_practice_inspection_checklist%20/KLD_C_Pre_visit_checklist_April_2017.pdf)

Some individuals are especially at risk



Pregnant and nursing mothers



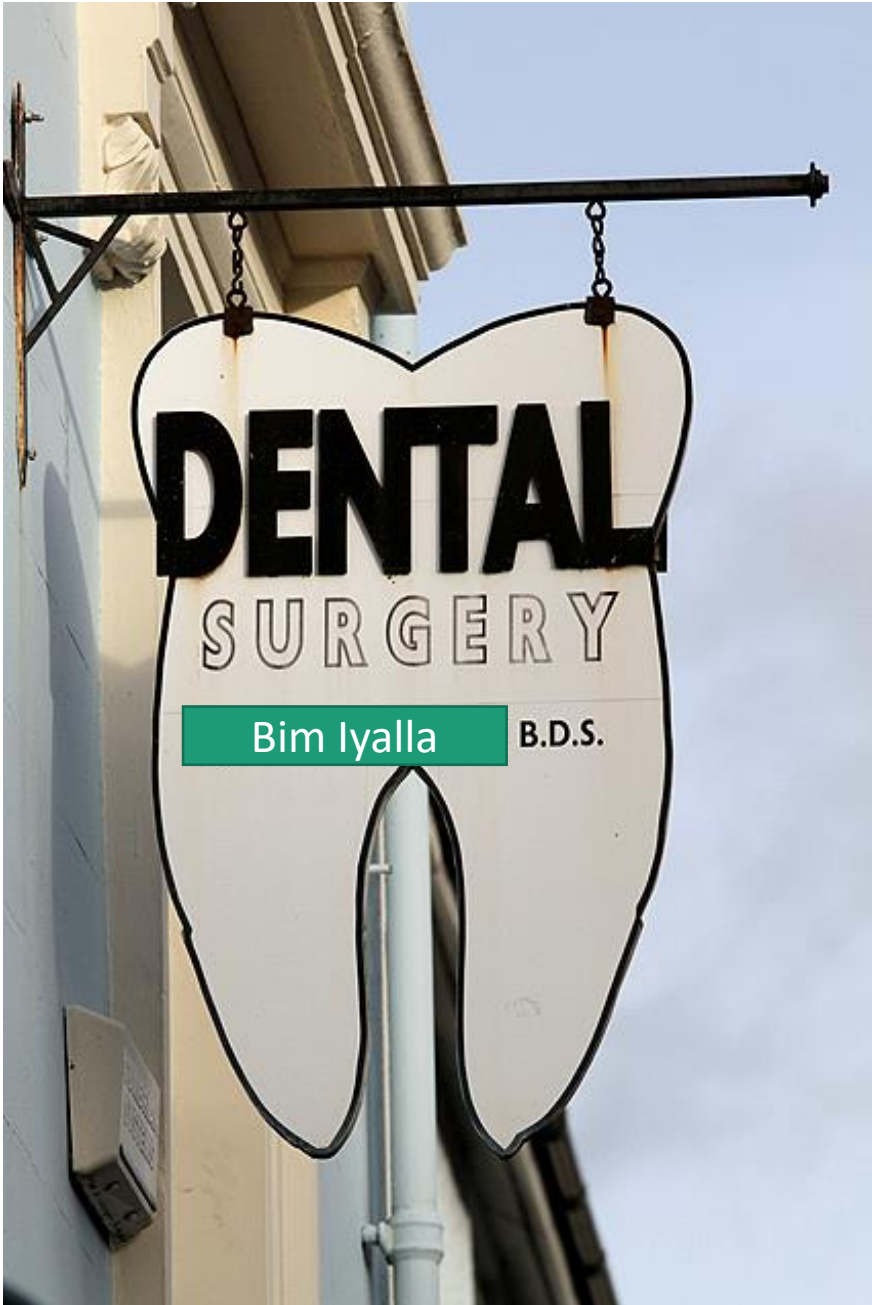
**•Children, young people
•and vulnerable adults**



•Lone workers



•Disabled team members and customers.



A Walk Through The Surgery

https://www.google.com/maps/@51.9186142,-0.655943,3a,90y,107.87h,86.78t/data=!3m6!1e1!3m4!1s_CHldfIARYyt-tBBLsy-5Q!2e0!7i13312!8i6656

Premier Clinic Enterprises, Leighton Buzzard. Bedfordshire UK

<https://premierclinicenterprises.co.uk/team/>



Sharing Knowledge, Procedure & Practice

LET'S DISCUSS



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Draw up an 'action list' and give priority to hazards where the risks are high and/or those which could affect most people.

In order to carry out a risk assessment for each significant hazard, decide if the risk is **High, Medium or Low**.

For example, the risk of infection from a blood-borne virus is high in dentistry but, providing current infection control procedures are followed (including recommended immunisations), the risk should be low.

Hazards & Potential Risk Areas

Environmental	Instruments & equipment
Access & exits: lit, signage, trips, falls	<ul style="list-style-type: none"> • Appropriate instruments
Smoke / fire / water {flood}- extinguishers/smoke & CO2 alarms provided	<ul style="list-style-type: none"> • Routinely & regularly calibrated & maintained
Air conditioning / heating. Ventilation / x-ray isolation	<ul style="list-style-type: none"> • Routine & regular decontamination as per best practice & manufacturers guidance
Clinical infectious / hazardous waste disposal, legionella controls, water line flushing, wipeable surfaces, floors	<ul style="list-style-type: none"> • Locked/ kept away from unauthorised persons & public
Workplace ergonomics – appropriate seating, desks heights, lighting, computer screens, furniture & fittings	<ul style="list-style-type: none"> • Stored appropriately. Used appropriately e.g. Curing lamp with shield
Electrical wiring & plumbing	<ul style="list-style-type: none"> • Appropriately disposed off. – Sharps bins, recycle bags & bins
Flowers/foilage	
Location - dust / salt-seaside	
Disability friendly	

Materials	Personnel
Labelled	<ul style="list-style-type: none"> • Appropriately assigned to job role
Valid, in date, dispensed & used in right / appropriate amounts	<ul style="list-style-type: none"> • Qualified to carry out role, fit-to-practice (current certification, registration, inoculation)
Stored appropriately – refrigerated if required. Stored away from unauthorised persons	<ul style="list-style-type: none"> • Monitored, supported, developed in role. No blame culture / shared learning in working environment
COSHH assessment carried out	<ul style="list-style-type: none"> • Provided with appropriate breaks. Leave, work-life balance options
Correct waste disposal mercury spillage kits, yellow bags/Bins, amalgam pots	<ul style="list-style-type: none"> • Supported by professional regulatory body
Hazardous – Acid etch gels, latex/powdered gloves/ alcohol sanitisers/ bleach	<ul style="list-style-type: none"> • H&S, emergency BLS, COSHH, RIDDOR, radiography IR(ME)R training provided
	<ul style="list-style-type: none"> • Lifting & Manual handling – strain
	<ul style="list-style-type: none"> • Security & Lone working/ Key holding










Incident/Activity/Scenario	High Risk	Low Risk	No risk
Fire in a surgery			
Needle stick from clearing a tray			
Consumables kept on a high shelf			
Exposure to curing lamp with shield provided			
Positive Covid-19 Patient			
Faulty electric switch/plug			
Using same pair of gloves for multiple patients			
All patients given mask, goggles after handwashing			
Leaving patient alone in chair with carer			
Leaving dentist alone with patient – M/F			
Washing instruments under running water & re-using			
Sterilisation area not zoned			

Mandatory Risk Assessment Areas – RIDDOR, COSHH & Fire

RIDDOR (the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013).

- **These rules require us to report certain matters to the Health and Safety Executive.**
- **Death and serious injuries to people at work or members of the public**
- **Any injury that keeps a person off work for over 7 days.**
- **Occupational diseases such as occupational dermatitis, occupational asthma or carpal tunnel syndrome.**
- **“Dangerous occurrences” Explosions, collapse of a building and so on. Detailed guidance is available on the [Health and Safety Executive website](#).**
- **All personnel have a responsibility to act in a safe manner. Everyone must have regard to their own safety and the safety of those around them.**

COSHH - Risk assessments for chemical products

What do the COSHH symbols mean?		
 Dangerous to the environment	 Toxic	 Gas under pressure
 Corrosive	 Explosive	 Flammable
 Caution – used for less serious health hazards like skin irritation	 Oxidising	 Longer term health hazards such as carcinogenicity

A chemical products (COSHH) assessment concentrates on the hazards and risks from substances in your workplace.

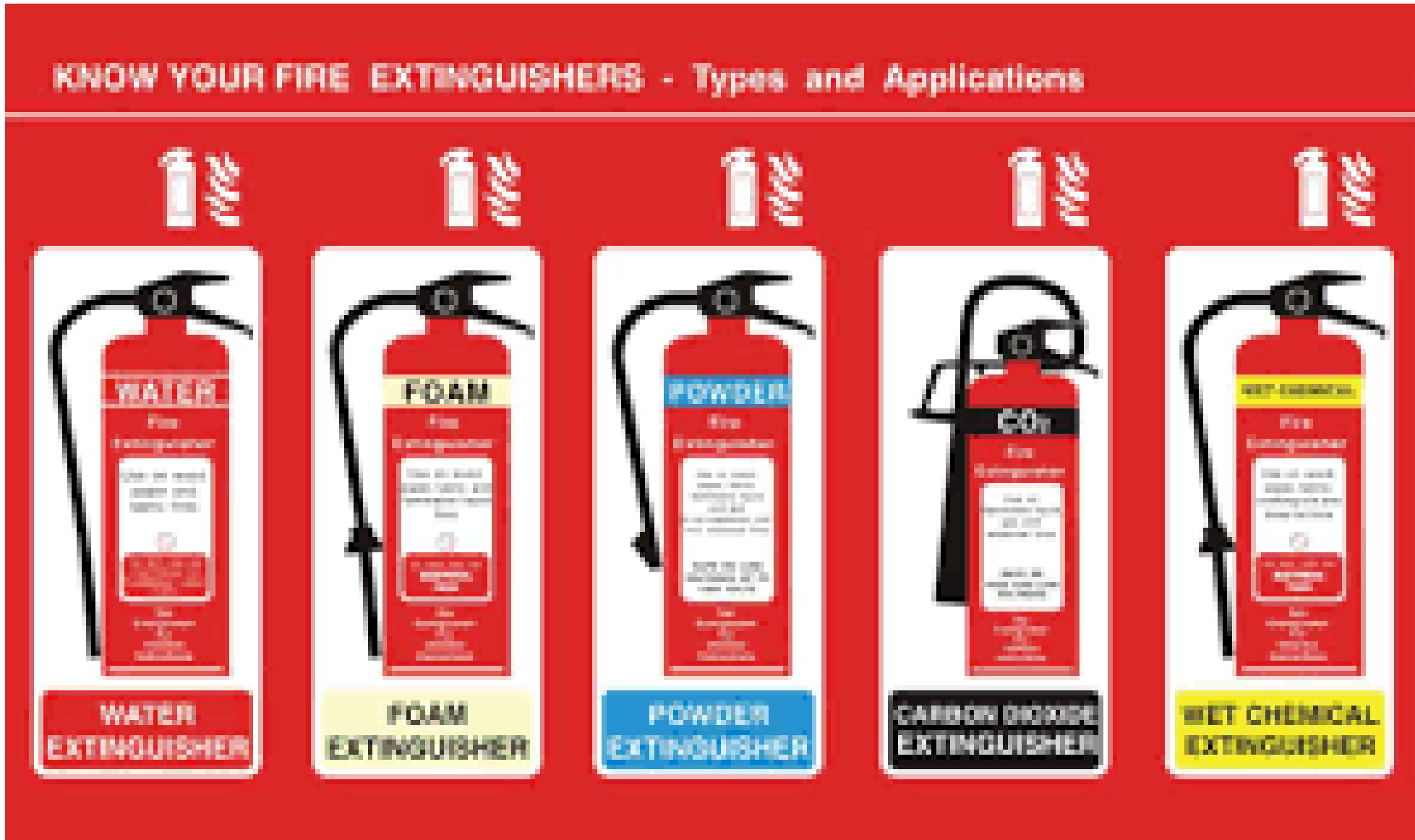
Most materials come with a Safety Data Sheet (SDS). This will provide information on the hazardous properties of the substances you are using, any health effects associated with its use, how likely it is to get into the air or onto the skin, and what risk reduction measures you should use to control exposure to an acceptable level.

You will need to assess, for each product, who might be harmed and the first aid measures, should an incident occur.

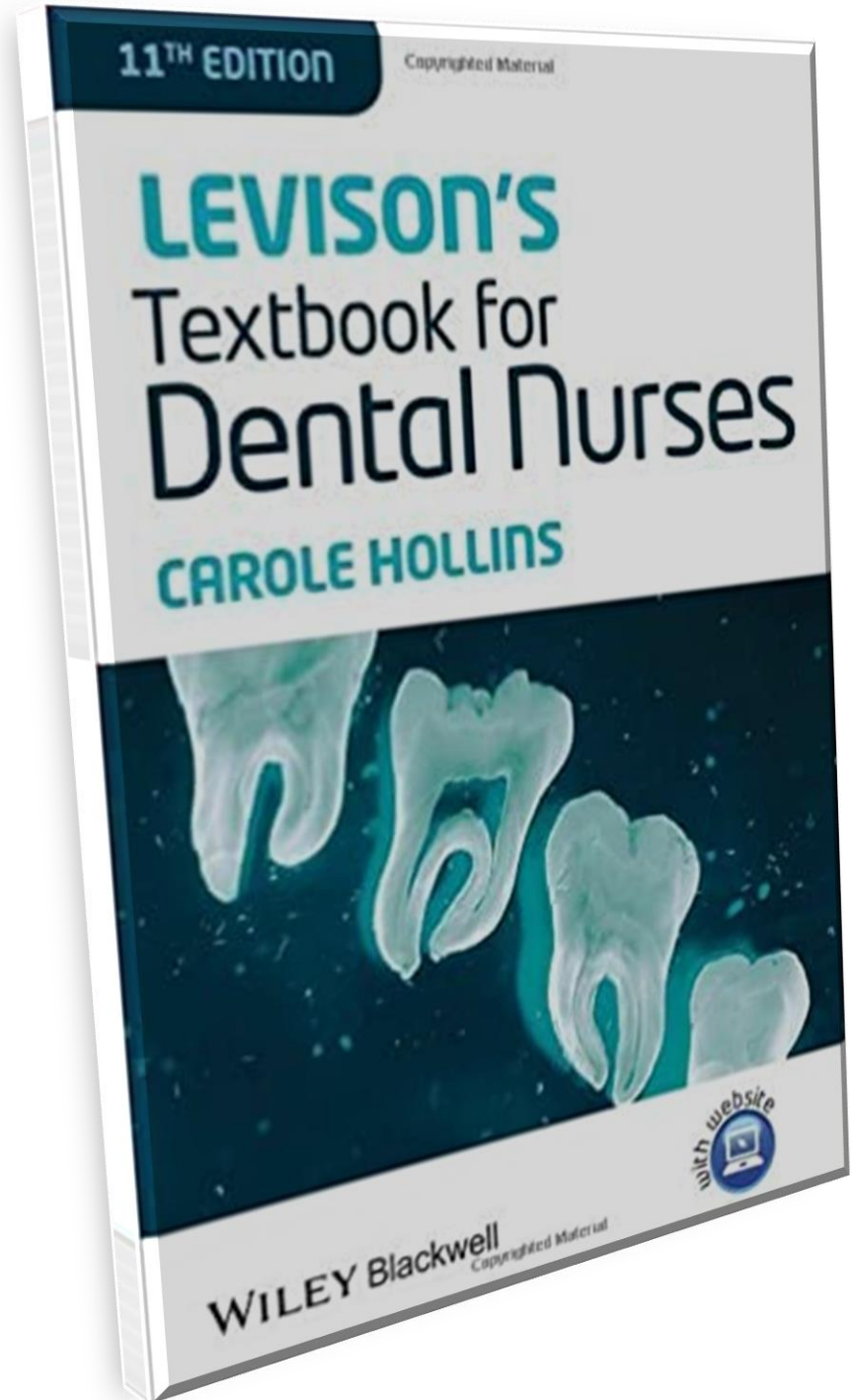
Store the assessments in a folder which is easily accessible for all.

Any significant risks should be brought to the attention of all team members.

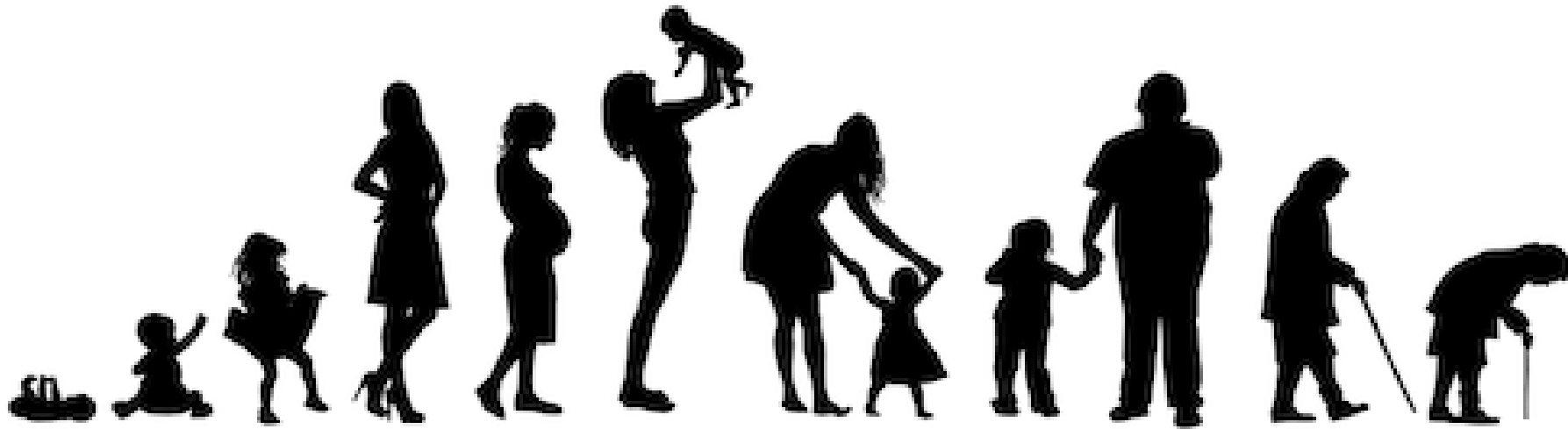
Fire safety risk assessments



s and exits
ng systems
equipment
substances
ation plan
example the
disabilities
and other
e premises
y training.



Chapter 4
Pages 74 - 122



Life

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WE ALL DESERVE RESPECT



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http://classroomclipart.com



Duty of Candour

Openness And
Honesty
When Things Go
Wrong

newspaper headline dentist malpractice



abcnews.go.com › Health › story ▼

[Dentist Accused of Harming Child Patients While ... - ABC News](#)

Sep 23, 2016 - ... -- Dr. Howard Schneider has worked for years as a pediatric **dentist**, catering to children of low-income parents on Medicaid. But Schneider's ...

www.abajournal.com › magazine › article › dental_mal... ▼

[Dental malpractice firms apply expertise to oral claims](#)

Jun 1, 2017 - This **article** originally appeared in the June 2017 issue of the ABA **Journal** with the **headline** "Filling a Gap: **Dental malpractice** firms apply ...

books.google.com.gh › books

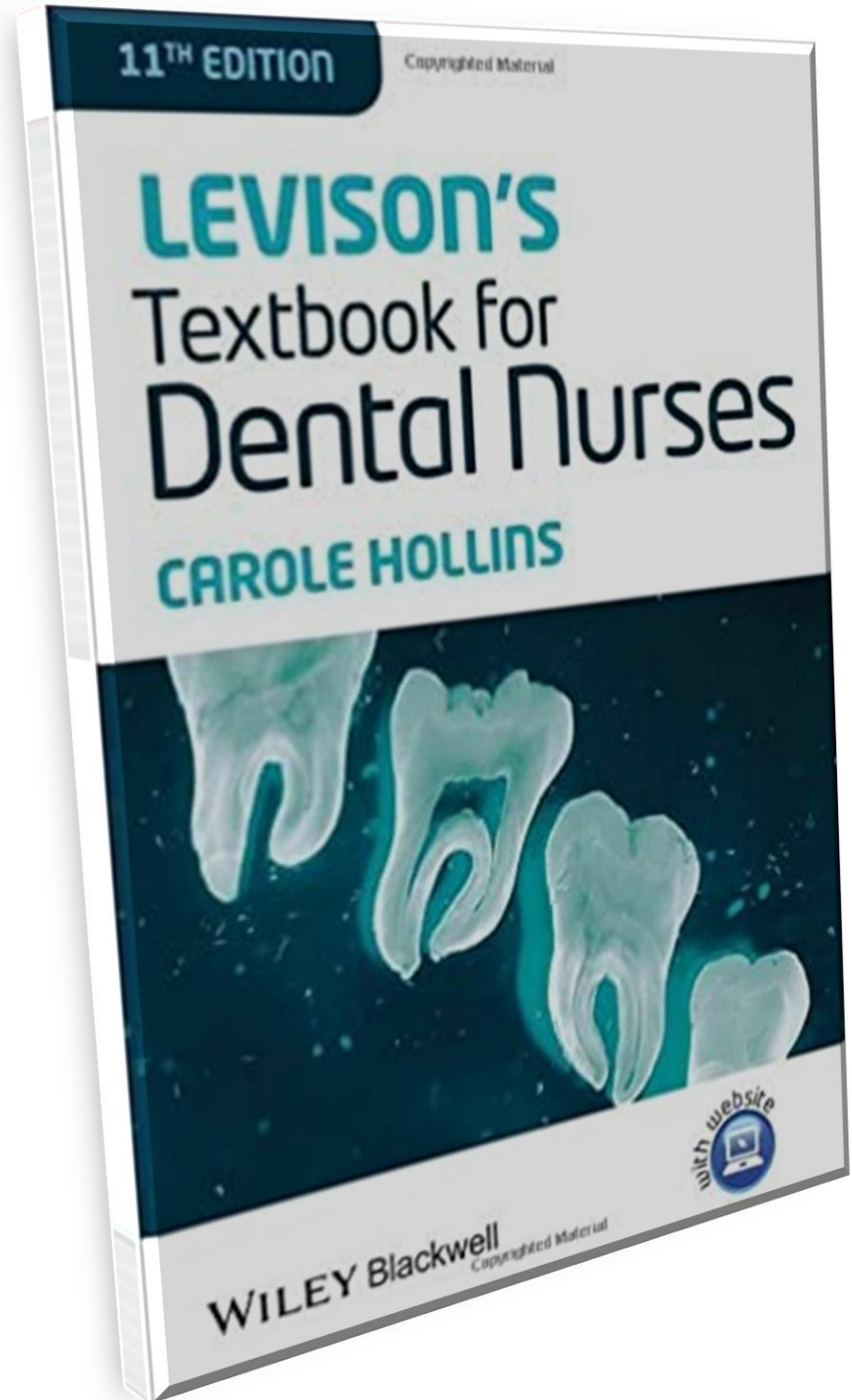
[My Life with Death: Memoirs of a Journeyman Medical Examiner](#)

After my **dental** cleaning, the **dentist**, a personal friend, strolled into my exam room and ... he didn't think that would be enough and handed me the morning **newspaper**. The **front page** of the metropolitan section had a **headline** that immediately ... Although our **malpractice** insurance carrier hired a top notch firm to defend us, ...

Immediately

When
things go
wrong:

- Inform Patient's, Family & Carers
- Record The Incident/Accident Or Near Miss
- Give A Full Explanation Of What Has Gone Wrong & Both The Short And Long-term Effects/Expectations
- Put Matters Right Where Possible
- Offer Both A Verbal And Written Apology
- Assign A Member Of Staff To Monitor & Liaise With The Patient And Family
- Inform Health & Safety Regulator or Professional Regulatory body
- Provide appropriate support for Members of Staff – Injury cases



Infection Control & Cleanliness

Chapter 8
Pages 197 - 247



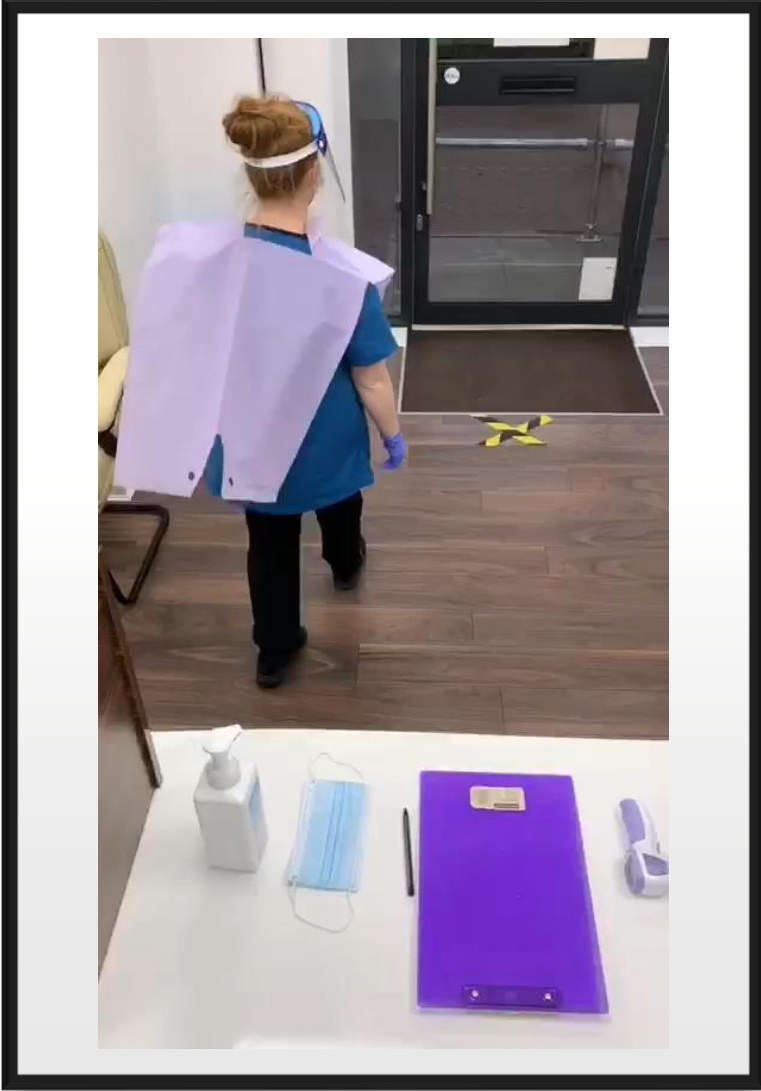
A Walk through the surgery – Dr Sesh Rao

<https://www.google.com/maps/@52.0144681,-0.2294576,3a,75y,109h,70.68t/data=!3m6!1e1!3m4!1sUzBqQXQ-tFPIAOgUdg-uKQ!2e0!7i16384!8i8192>

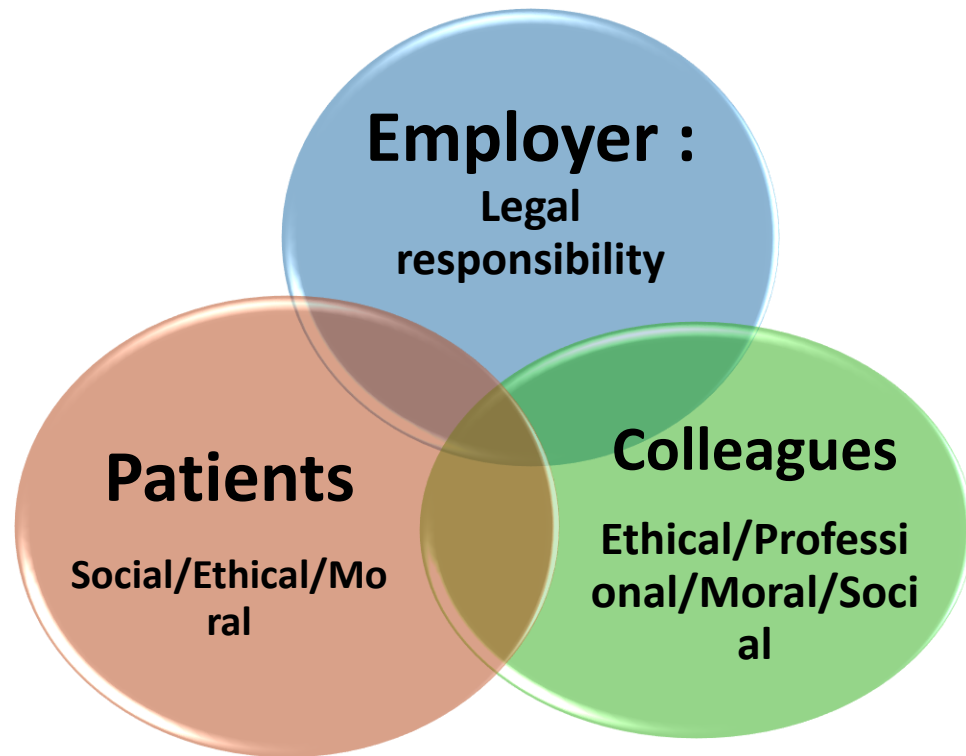
Shefford & Stotfold Dental
Surgeries – Bedfordshire UK

<https://stotfolddentalclinic.co.uk/>

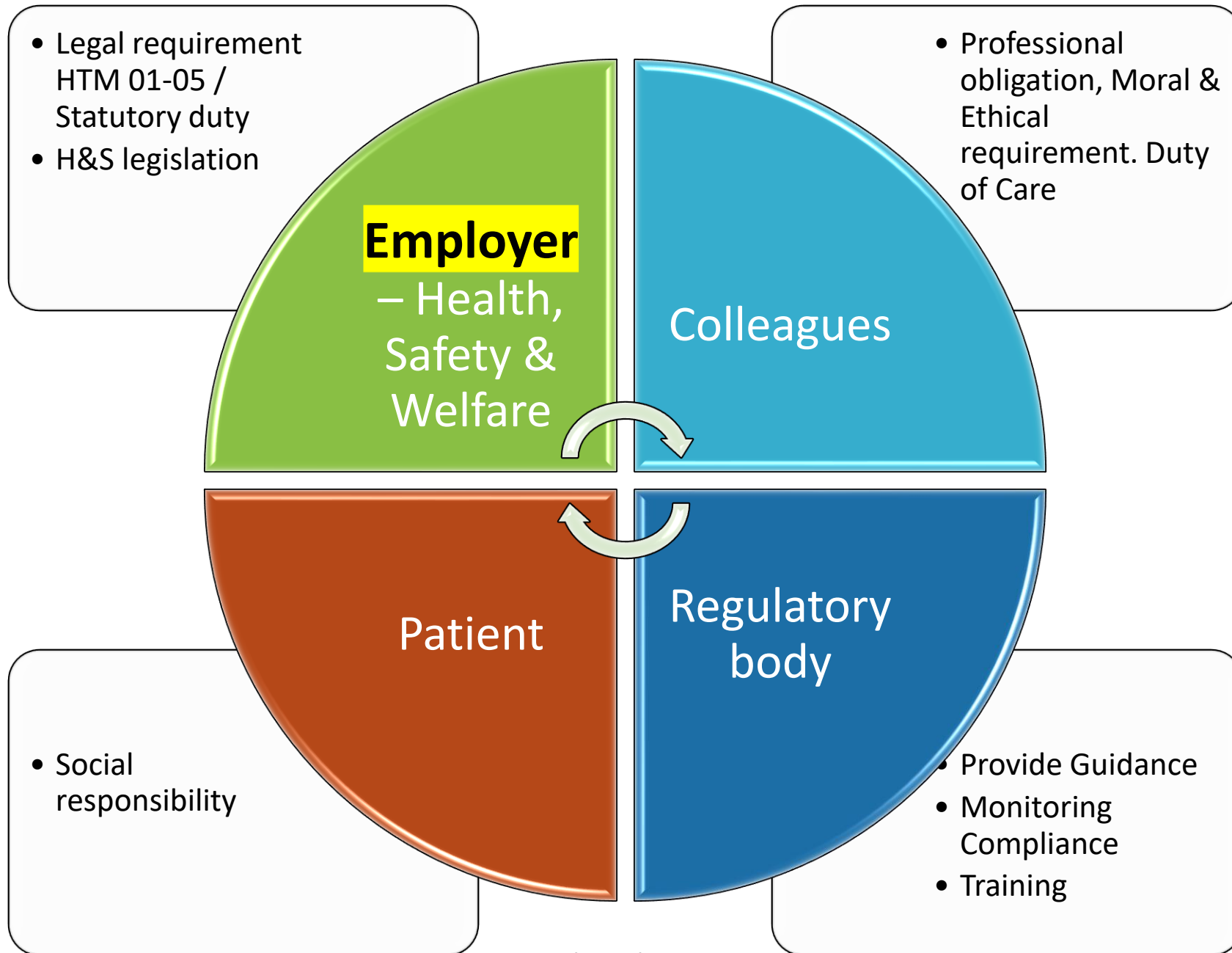
Don & Don PPE for AGPs & Pt Arrival



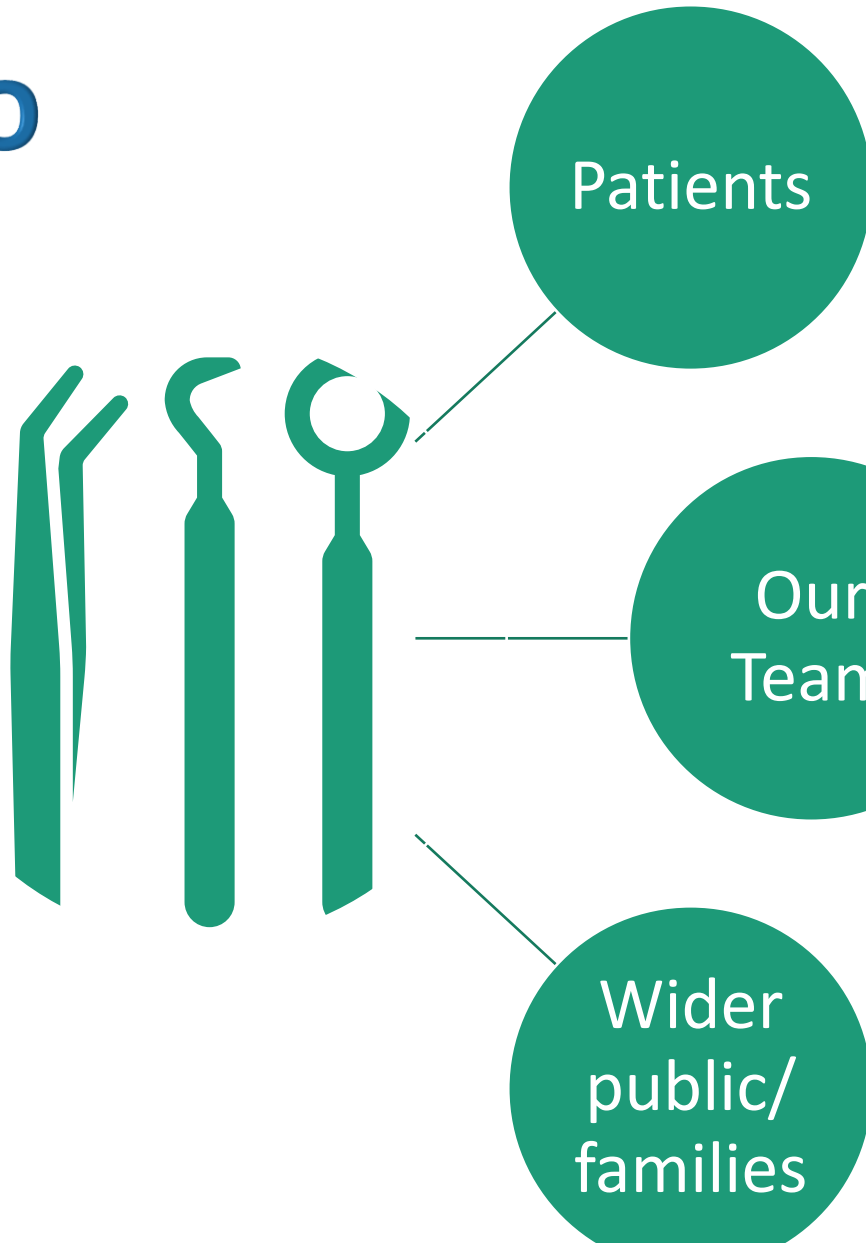
THE DENTAL TEAM EXPECTATIONS INFECTION CONTROL



Our
Responsibility



Who



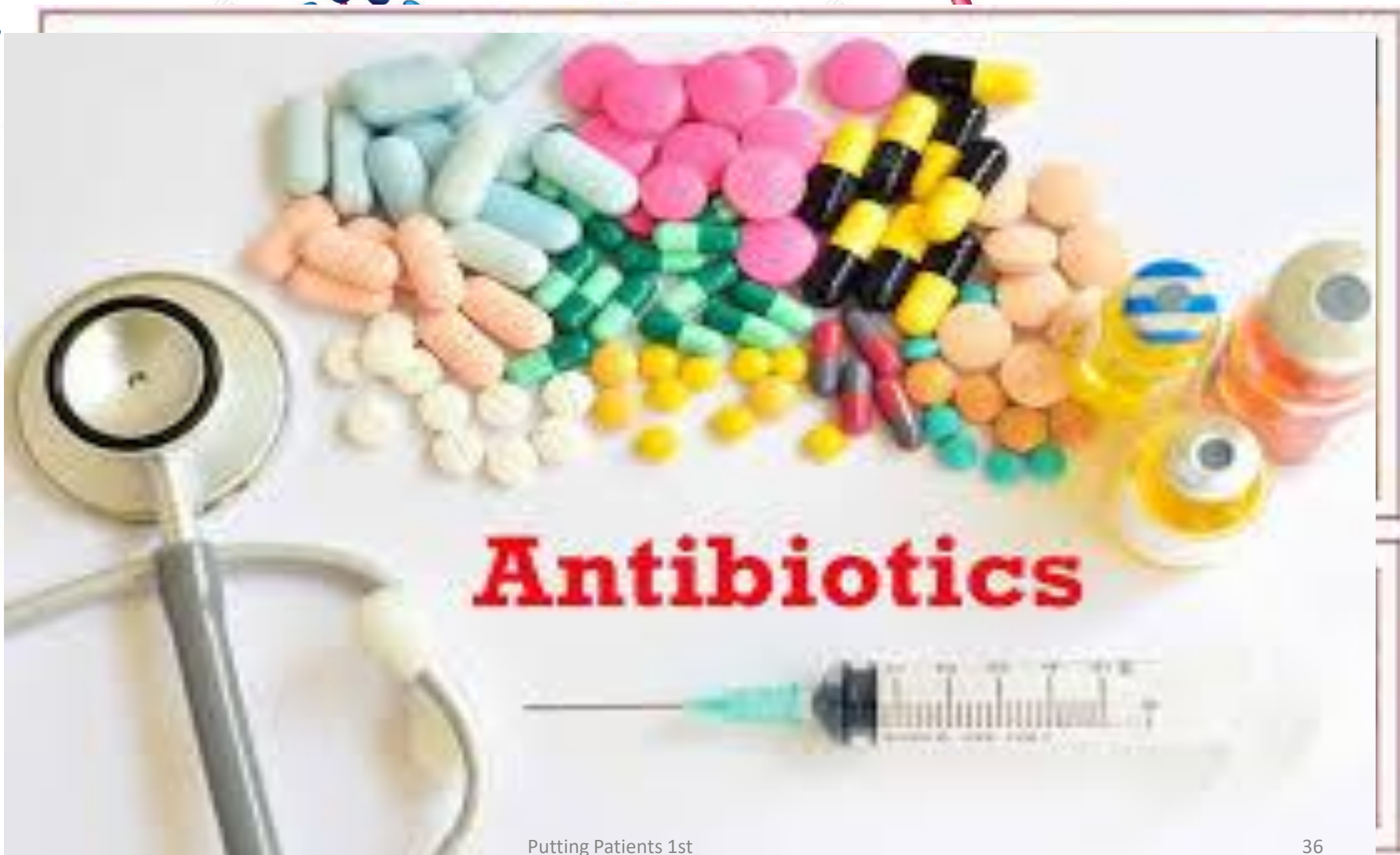
- Infected instruments & Equipment
- Infected personnel

- Infected patients, colleagues
- Infected instruments & equipment

- Infected patients
- Infected personnel

How

Why



How



Cleaning



Sterilizing



Disinfecting



PPEs &
Innoculation



STOP THE SPREAD OF GERMS
Help prevent the spread of respiratory diseases like COVID-19.

**Wash your hands often with soap
and water for at least 20 seconds.**



 cdc.gov/coronavirus





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