

MEMORANDUM

To: Dr. Erika Paterson, ENGL 301 99A Instructor

From: Erin Mungham, ENGL 301 99A Student

Date: November 7, 2020

Subject: Progress Report: Improving Ergonomics and Pain Management of the Employees at Viewmount Dental Centre Formal Report

As requested, here is the progress report for my formal report. Below I have outlined the tasks I have completed and will need to complete. I have also attached my survey and interview questions.

Work Completion to Date:

- Goal: To determine ways to improve ergonomics and pain management and recommend a course of action to my employer
- Audience for my report: Dental professionals and Dr. Irina Smirnova
- Purpose of my report: To improve ergonomics and pain management for the dental team at Viewmount Dental Centre
- Significance of my report: The investigation into better ergonomics and recommendations of pain management options will improve work productivity, career longevity, and physical/mental well-being of employees.

Work in Progress: Research Plan

- To identify the problem (how many dental professionals experience physical pain due to their job and how can this be improved)
- Primary data sources
 - Survey respondents: Ontario Dental Hygiene Network, dental professionals
 - Interviewees: Dr Irina Smirnova, dentist. Melanie Barbeau, dental hygienist.
- Secondary data sources
 - Publications on ergonomically designed dental equipment
 - Literature review of the prevalence of musculoskeletal diseases and pain among dental professionals

Work to be Completed: Writing Schedule

Nov 16th: start conducting surveys and interviews

Nov 21st: conduct secondary research by reading literature reviews and studies

Nov 27th: work on formal report and include the results from primary and secondary research

Nov 28th: finalize my formal report draft

Dec 1st: Formal Report Draft posted on team forum

Dec 5th: do peer review for formal report draft

Dec 6th: do reflection blog

Dec 10th: Peer Review of Formal Report Draft posted on team forum and Unit Three Reflections Blog

Dec 13th: make edits and changes to my formal report based on recommendations from peer review

Dec 15th: finalize my formal report

Date for Completion: December 17, 2020 Formal Report will be posted on team forum as a pdf. doc

This project is on schedule. As soon as I receive your approval for my primary research, I will conduct my interviews and surveys.

Interview questions:

1. How long have you been working as a dental professional and what is your specific job title?
2. Out of the known musculoskeletal health issues that arise for dental professionals, which do you think is the most common?
3. what are some the factors that add stress to the staff working in a dental office?
4. In your opinion, why do you think most dental offices do not provide health benefits?
5. what are the pros and cons of having health benefits for dental professionals?
6. How are some of the ways you have managed physical pain since starting your career?
7. Out of the ergonomically designed dental equipment on the market, what do you think would be the most beneficial for the dental team?
8. What are some ways to reduce stress in the workplace?

Survey introduction:

I am an undergraduate student at UBC engaged in a technical writing project. The purpose of this survey is to obtain primary data for an analysis and investigation that aims to provide recommendations for improving ergonomics and pain management for dental professionals. The final formal report will be addressed to Viewmount Dental Centre staff. Together with the information available from publications, the data I gather from this survey will serve the ultimate purpose of providing recommendations for improving ergonomics, career longevity and overall well-being for dental professionals. The survey contains 17 multiple-choice questions, and it should take about than 5 minutes of your time. Your responses are voluntary and anonymous. Thank you, I appreciate your generous participation in my survey.

Survey questions:

1. What is your job title?

2. How long have you had this job title?
 0-3 years 4-7 years 8-10 years 10-15 years 15+ years
3. Since you have been working in this field have you thought about alternate career opportunities?
 yes (Please briefly describe why.) _____
 no
4. Number of employees at your office. (please check one.)
 0-4 5-10 10-15 15-20 20+
5. What type of pain have you experienced due to your job?
(label by frequency: daily/weekly/monthly/never)
 back pain hip/knee pain none
 neck pain headaches
 wrist/hand pain migraines
 carpel tunnel shoulder pain
6. please rank the severity of physical pain you experience due to your job (from 1-10, 10 being the worst)

7. does your employer provide health benefits?
 yes no

8. If yes, what service do you use the most often?
 chiropractor massage therapy physiotherapy acupuncture n/a
9. Has your office implemented any ergonomically designed equipment? Please describe.
 yes (Please describe briefly.) _____
 no
10. Has this ergonomically designed equipment helped with improving muscle/joint strain?
 no somewhat yes
11. Please list the reasons why ergonomically designed equipment have not been introduced to your office.
 cost
 lack of product knowledge (which one to get)
 unsure of where to buy it from
 not needed
12. How many hours do you work each day of the week?
Mon: _____ Tues: _____ Wed: _____ Thurs: _____ Fri: _____ Sat: _____ Sun: _____
13. On an average shift, how many breaks do you get and how long are they?
of breaks: _____
length of breaks: _____
no breaks: _____
14. If you work a 12-hour shift do you get more breaks than if you work an 8-hour shift?
 yes no
15. Please check the pain management techniques you use to help reduce work related pain:
 chiropractor
 massage therapy
 physiotherapy
 acupuncture
 exercise
 yoga
 stretching
 over-the-counter pain medication
 prescription pain medication
 other (please describe.) _____

16. On a scale of 1-10 please rank how mentally and physically exhausted you are at the end of your shift (10 being extreme exhaustion).

Physically exhausted ____

Mentally exhausted ____

17. My mental health has been affected by my work-related physical pain.

___ Strongly disagree

___ Disagree

___ Somewhat agree

___ Agree

___ Strongly Agree