Feb 11/16

Hello Jessica,

I have read your proposal and am impressed with both your clarity and your intentions. You have the makings of an excellent formal report here, and your method is intelligent. Please be sure to forward you survey questions for approval before proceedings. Surveys can be time consuming. I have left you a few comments below and in the mark-up which I hope are helpful. Thank you so much, excellent work.

To: Richardson Dentistry

From: Jessica Arnold

Date: February 3, 2016

Subject: Proposal for improving quality of care at dental hygiene appointments

**Introduction:**

A dental recall appointment for a client encompasses a list of tasks such as: updating a medical history, addressing chief concerns, doing an extra- and intra-oral examination, taking bitewing radiographs if recommended, evaluating the gingival and periodontal health status, probing all surfaces, scaling teeth, polishing, providing fluoride treatment if necessary, educating, booking the next visit, and receiving the evaluation and diagnosis by the dentist. These tasks take time to perform properly. When the clinician is rushed to perform these tasks, errors can be made, or charting details may be left until a subsequent visit in hopes there will be time to update then. This is indicative of poor quality care.

The above is an excellent paragraph, but I think the last highlighted sentences belong in the Statement of problem section.

**Statement of Problem:**

The dental hygienists are unable to adequately perform quality services to patients with the allotted 40 minute time period. Many times full periodontal exams are being done once every two years instead of the recommended once every year. This indicates that the hygienist is unable to provide a thorough diagnosis for the patient, which is beneficial in treatment planning for home care or specialized care.

Overall; overwordy – try to stay in the positive:

Dental hygienists are typically allotted 40-minutes to perform a full periodontal exam, which is not enough time. This problem is doubled when patients neglect the recommended annual visit, and instead come every two years. A thorough diagnosis is necessary in order for treatment planning and specialized care to be beneficial.

**Proposed Solution:**

One possible solution is to add one unit of time to appointments requiring the yearly periodontal update or bitewing radiographs. Units of time at dental offices are 10 minutes in length; therefore, by adding this increment, a 50-minute appointment would be standard. This will ensure that the hygienist has sufficient time to scale and educate at every appointment. \*\**Any dental hygiene appointments a patient may come into the office for between a year’s time (ex. 3, 4.5, 6, or 9 months) can stay at the 40 minute time frame*. Therefore, every \*\**patient* ***should*** *receive* at least one 50 minute appointment per year, additional appointments can be shorter.

\*\* I think this sentence needs rewriting; it is confusing to read?

\*\* Avoid assertive language; try: every patient would benefit from at least one ….

**Scope:**

To assess the feasibility of creating 50 minute recall yearly appointments ~~yearly~~ for clientele. I plan to pursue the following areas of inquiry:

* Are periodontal records being updated yearly with the proposed time extension?
* Does the additional time provide hygienists with the ability to provide better education, thus promoting more compliant patient home care?
* Is the dental hygienist’s stress decreased?
* What are the costs to extending recall appointments yearly?
* How will staff react to a change in scheduling?

**Methods:**

My primary data source will be through surveys with staff members and consultations with Dr. M. Richardson. My secondary data sources will be obtained through Internet research on dental hygiene duties and standards of care.

**My Qualifications:**

I have been a registered dental hygienist for close to two years. I have been working at Dr. Richardson’s office for a few months. I am ~~very~~ current in knowledge regarding dental hygiene standards of practice with being a fairly recent graduate. There is success with 50 minute appointment times at another office I work at. Patients and staff are all satisfied and records are up-to-date.

**Conclusion:**

Clearly, action is required to provide the best quality care for the patients at Richardson Dentistry. By addressing the areas of inquiry mentioned above, I can determine the feasibility for this proposal of longer appointment times. With your approval, I will begin my research via staff members and online sources.