

SA Dental Service

SAFETY AND QUALITY DATA

SA Dental Service is accredited by the Australian Council on Healthcare Standards until March 2023. This means that the organisation meets the national quality standards set by the Australian Commission on Safety and Quality in Healthcare.

The National Safety and Quality Health Service Standards

All incidents reported into the Safety Learning System are investigated to ensure our service is as safe as possible. Data from these investigations is used to inform the review of policies and work practices and reduce the risk of an incident happening again.



PATIENT INCIDENTS

An incident is any event or circumstance which could have or did lead to unintended and/or unnecessary physical or psychological harm to a consumer that occurs during an episode of dental care. Common examples are scrapes, nicks and cuts, misfiled x-rays, or not confirming a patient's identity. The harm that results from incidents in SA Dental Service is low. Our staff know the importance of reporting incidents and take action to improve the safety for our consumers.

PATIENT FALLS and other injuries

Falls include faints, falls and slips, some of which may result from a medical episode. There are approximately 3-4 falls per month. This includes incidents where a patient or visitor is hit by an object (Eg. a dental light). The harm associated with incidents is low.

RADIOGRAPHIC INCIDENTS

Radiographic incidents may include processing errors or x-rays being misplaced or misfiled, but also assist the organisation to identify technique or training issues.

LACERATION INCIDENTS

The use of very sharp instruments during dental treatment may sometimes result in a laceration. Laceration incidents are less likely as staff become more technically skilled as a result of training and skill development.

2017-2018 **534** (1.33 incidents per 1000 patients)

2018-2019 **524** (1.38 incidents per 1000 patients)

2019-2020 **519** (1.65 incidents per 1000 patients)

2017-2018 **48** (0.12 incidents per 1000 patients)

2018-2019 **54** (0.14 incidents per 1000 patients)

2019-2020 **47** (0.15 incidents per 1000 patients)

2017-2018 **80** (0.20 incidents per 1000 patients)

2018-2019 **57** (0.15 incidents per 1000 patients)

2019-2020 **50** (0.16 incidents per 1000 patients)

2017-2018 **32** (0.08 incidents per 1000 patients)

2018-2019 **32** (0.08 incidents per 1000 patients)

2019-2020 **20** (0.06 incidents per 1000 patients)