

Quality Improvement Project: SBH Dental Lab Organization Initiative

Renee Rosenberg, DDS; Blair Schlüsselberg, DDS. Dental Department



ISSUE/PLAN	DO	STUDY	ACT
<p>The dental lab currently houses cases by assigned case number. Shelves are labeled to hold a range of case numbers. However, shelves are not properly designated to assigned case numbers and case numbers change and are not well recorded. Shelves also contain many old cases. As a result, residents and assistants cannot quickly/easily locate lab cases. Our project tests a new method of lab organization so that there is a 50% improvement in ease of ability to find lab cases. This should result in a reduced number of rescheduled and repeated procedure appointments and overall improved workplace happiness.</p>	<ol style="list-style-type: none"> 1. A preliminary (October) and post project survey (January) given to all residents to gather information on baseline and final opinions about the lab reorganization project. 2. Reorganize the lab giving each resident a designated shelf (completed in November). 3. Stock cases that are over six months old and discard those over 1 year old. 4. Record stocked cases by patient name and date of birth and print list to be displayed in lab for easy reference. 	<p>Findings from Survey:</p> <ol style="list-style-type: none"> 1. 100% of residents report satisfaction with the reorganization of the lab. 2. 92% of lab cases are reported as being “always or often” found in their proper place, up from an initial 0%. 3. Patients sent home/rescheduled because of lab cases not located is 23%, down from 69%. 	<p>Our initiative transitioned the lab from shelving organized by case number to resident name. As per the residents, the new organization is a great success with a 100% satisfaction rate.</p> <p>The percentage of repeat procedures/rescheduled appointments due to lab organization has markedly improved from 68% and 23%.</p> <p>The challenge lies in Phase II of the project, next year, to ensure incoming residents take over cases from previous residents. Our plan of action is to modify the names on the shelves, stock cases over six months old and assign each incoming resident a graduating residents cases so that there is a 1:1 for case takeover.</p>

Photos:
Before Lab Cleanup



After Lab Cleanup



Table 1 Results

	Before	After
Report of patients sent home/rescheduled because unable to locate lab case	68.8%	23.1%
Repeat procedure because unable to locate lab case	68.8%	23.1%
Satisfaction with organization	12.5%	100%
Cases found in proper location in lab (often/always)	0%	92.3%

Contact Information

SBH Health System
4422 Third Avenue, Bronx, NY 10457
www.sbhny.org

March 2018