



Malpractice 101 and Managing Adverse Events—Resource List and Disclaimer

CNA 2016 *Dental Professional Liability Claim Report*: <https://www.dentists-advantage.com/Prevention-Education/Claim-Reports>

Institute for Healthcare Improvement. Along with resources on the AHRQ Patient Safety Network website (links in CNA manual) an excellent resource for tools and information to improve safety and team communication. (free registration to access many resources). <http://www.ihl.org>

Communication resources on the AHRQ website: <https://www.ahrq.gov/cahps/quality-improvement/improvement-guide/6-strategies-for-improving-communication/strategy6gtraining.html#6g2>

AHRQ's Consumer Assessment of Healthcare Providers and Systems (CAHPS®) program. Its purpose is to advance scientific understanding of patient experience with health care. <https://www.ahrq.gov/cahps/about-cahps/index.html>

Ramoni, R.B. et al. "From Good to Better: Toward a Patient Safety Initiative in Dentistry." *JADA*, September 2012, Volume 143:9, pages 956-960. <https://psnet.ahrq.gov/issue/good-better-toward-patient-safety-initiative-dentistry>

ADA.org web content on Emotional Intelligence: <https://success.ada.org/en/practice-management/dental-practice-success/dps-summer-2018/tapping-into-the-power-of-emotional-intelligence-at-work>

Dental Products Report on Emotional Intelligence.
<http://practicemanagement.dentalproductsreport.com/article/what-emotional-intelligence-and-how-it-does-it-affect-dental-practice>

Emotional intelligence and empathy: its relevance in the clinical encounter.
<http://www.dovepress.com/getfile.php?fileID=10013>

Dentistry's "never events" (UK): <https://www.dentistry.co.uk/2018/05/15/list-dental-never-events-published/>; <https://www.dentistry.co.uk/2018/07/13/million-brits-feel-theyve-harmed-avoidable-mistakes/>; Article and graphic- <https://www.dmdtoday.com/news/dentistry-finally-has-its-own-list-of-never-events-safety-protocol>



Culture of Safety Initiative: ADA News, 12/3/2019. <https://www.ada.org/en/publications/ada-news/2019-archive/december/ada-council-tasked-with-fostering-prioritization-of-safety-in-dentistry>

TeamSTEPPS® information and education resources.
<https://www.ahrq.gov/teamstepps/index.html>

Root Cause Analysis summary. <https://psnet.ahrq.gov/primer/root-cause-analysis>

Safety Hazards Detection (FMEA; other). <https://psnet.ahrq.gov/primer/detection-safety-hazards>

FDA—unused medications:
<https://www.fda.gov/ForConsumers/ConsumerUpdates/ucm101653.htm>

FDA MedWatch—Reporting and Safety Alerts. <https://www.fda.gov/safety/medwatch-fda-safety-information-and-adverse-event-reporting-program>

AAE: quick reference guide for antibiotic prophylaxis: https://www.aae.org/specialty/wp-content/uploads/sites/2/2017/06/aae_antibiotic-prophylaxis-2017update.pdf

JAMA Open Network: antibiotic use in dentistry:
<https://jamanetwork.com/journals/jamanetworkopen/fullarticle/2734793>

ADA guideline: antibiotic use for dental pain and swelling:
https://ebd.ada.org/en/evidence/guidelines/antibiotics-for-dental-pain-and-swelling?utm_source=EBDsite&utm_content=guidelines (see “For Clinicians” for chairside guides)

ADA website. Opioid crisis resources: www.ada.org/rxabuse; Medical emergency resources:
<https://www.ada.org/en/member-center/oral-health-topics/medical-emergencies-in-the-dental-office>

AAP Clinical & Scientific Papers:
<https://aap.onlinelibrary.wiley.com/doi/toc/10.1002/19433670.aap-clin-sci-papers>;

Table--staging and grading periodontal disease:
<https://www.perio.org/sites/default/files/files/Staging%20and%20Grading%20Periodontitis.pdf>;
and the 2017 World Workshop on Periodontal and Peri-implant Disease:
<https://www.perio.org/2017wwdc>

American Hospital Assn Training (TeamSTEPPS®). <https://www.aha.org/center/team-training>



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