

## THE PROBLEM

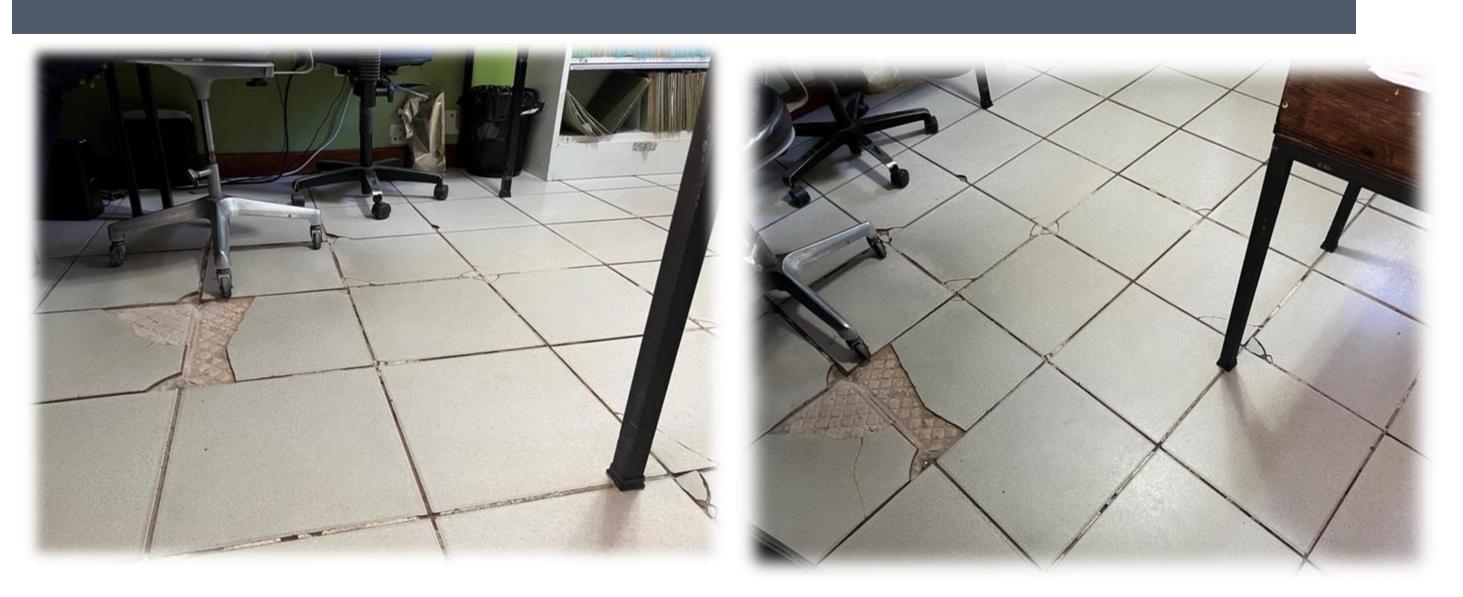
The clinic is in bad shape and does not reflect a safe environment where quality oral health care can be accessed. This affects the patients' choice to seek care from the clinic.

- The building has worn out paint and so the walls look dirty
- Floor tiles at the reception area are broken and coming off
- Air conditioning units are malfunctioning and water is dripping into the treatment rooms

### AIM

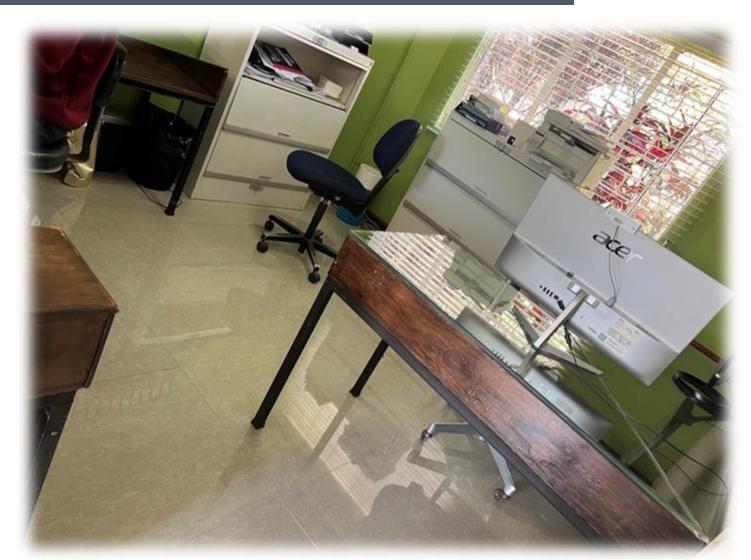
Improve the image of the clinic and patient experience by providing a clean and safe environment through painting the exterior walls, replacing floor tiles at the reception and repairing air conditioning units in the treatment rooms by 2<sup>nd</sup> Quarter 2024.

## BEFORE



# AFTER





# LUSAKA ADVENTIST DENTAL SERVICES **QUALITY IMPROVEMENT PROJECT, 2024** Dr. Collins K. Chewe ,BDS ; Mwango K. Chinyama ,MA

# PLAN DO ACT STUDY CYCLE

PLAN --Problem identification and analysis. -- Identify solutions: renovations and repairs -- Budgeting and resource mobilization -- Identify individuals responsible for monitoring the works

#### ACT

Minimize & Control --deviations from plan and quality standards were corrected - The project was expanded to

include replacement of Floor tiles in the treatment rooms and changing of the Asbestos roof to iron sheets

#### **STUDY**

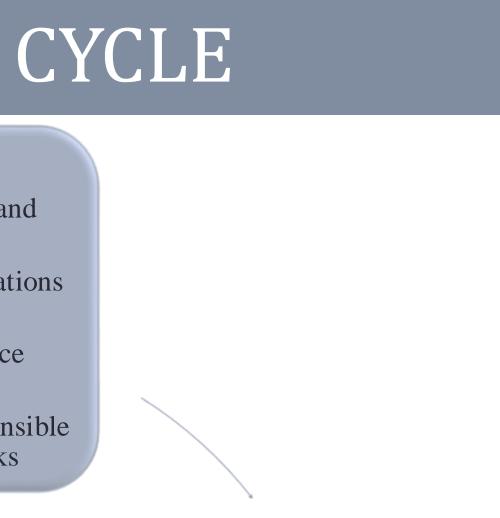
**Evaluation and Assessment** --Each phase was monitored to ensure conformity to plan and adherence to quality --Project's positive outcome motivated a study of other areas of clinic that needed improving

### AFTER PAINTING









DO Implementation -- The project was done in two phases Phase 1: Painting and Repairing/Replacing AC units **Phase 2**: Replacing of floor tiles at the reception.

# RESULTS

The following results were achieved on account of the projects:

- Improved general appearance and feel at the clinic
- from clients
- 2023 (10%) as at June
- environment

### SUMMARY

- care
- attendance
- conducive environment for operation



- Replace old ceramic tiles with modern porcelain tiles in treatment rooms
- Replace asbestos roofing sheets with good quality iron sheets
- Expand the clinic to include a pediatric treatment room
- Expand number of services to including advanced dental implantology, advanced imaging (CBCT) and provision of fixed prothesis(CADCAM)



Improved patient experience and satisfaction as evidenced by positive feedback

Increase in the number of clinic attendance in 2024 compared to the same period in

• New look at the reception conveys a more modern look and positive appeal Improved staff motivation and zeal for services because of operating in a clean

• A clean and well-looking clinic imparts a positive outlook and communicates competence and quality to patients and these help them make a resolve to seek for

Improving patient experience increases patient satisfaction and therefore

Staff motivation and performance optimization is also achieved by provision of a

# FUTURE STEPS/ WHAT'S NEXT?