



LUSAKA ADVENTIST DENTAL SERVICES QUALITY IMPROVEMENT PROJECT, 2024

Dr. Collins K. Chewe ,BDS ; Mwango K. Chinyama ,MA



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 2nd Quarter 2024.

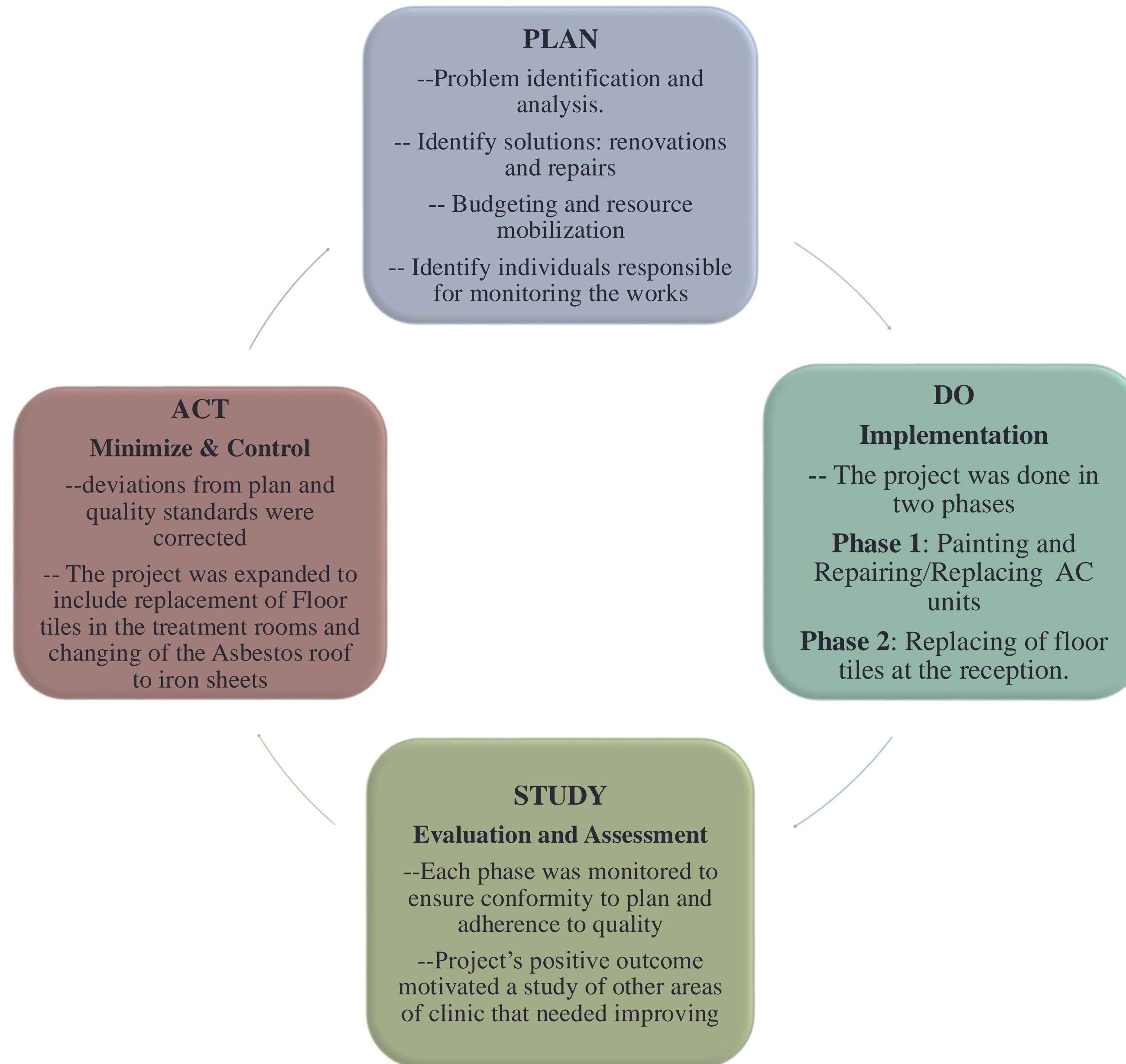
BEFORE



AFTER



PLAN DO ACT STUDY CYCLE



AFTER PAINTING



RESULTS

The following results were achieved on account of the projects:

- Improved general appearance and feel at the clinic
- Improved patient experience and satisfaction as evidenced by positive feedback from clients
- Increase in the number of clinic attendance in 2024 compared to the same period in 2023 (10%) as at June
- 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 environment

SUMMARY

- 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 care
- Improving patient experience increases patient satisfaction and therefore attendance
- Staff motivation and performance optimization is also achieved by provision of a conducive environment for operation

FUTURE STEPS/ WHAT'S NEXT?

- 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 prosthesis(CADCAM)

