

Creating a Quality Culture of Success

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“How many dentists do magnificent work? The question is impossible to answer for the simple reason that there has never been a definitive study of quality in the dental profession; nor is there likely to be one.

W. Edwards Deming

Out of the Crisis- Pg. 172

“Partly because they tend to work alone, dentists resist the idea of being evaluated or even observed by others. And because inferior dental work may not be discovered until years after it is performed, patients are seldom in a position to make informed judgments.”

W. Edwards Deming

Out of the Crisis- Pg. 172



The Law of Systems:

94% of success
is in the system.

Clinical Quality

Patient Service Quality

GREAT ORMOND STREET HOSPITAL FOR CHILDREN





Dr. Marc de
Leval



Dr. Allan
Goldman







Natural Law :

“Every adversity, every failure, every heartbreak, carries with it the seed of an equal or greater benefit.”

Discussion:

What is an organizational “failure” from which we could learn and develop the “seed” of quality and system improvement?

The Law of Emotion:

We make decisions

Emotionally

and

justify with Logic.

Morning Opportunity Meeting:

1st Item ...

What's the best thing?

Discussion:

What is the best thing you have done in your organization to improve the overall quality of your service or product?

Quality Questions:

- What's **working**?
- What did I **learn**?
- What am I **going to do**?

Discussion:

Where and how could the three quality questions apply to your organization?

Quality Culture:

“Culture is the combination of priorities and processes and how an organization and the people in it action them daily.”

Clayton Christensen

Law of Integrity

Law of Integrity:

We want to be consistent
with who we say we are.

Quality Culture Case Study



New Rules:

Rule 1: Follow the leader - Be loyal

Rule 2: Dump your junk. This isn't the old culture.

Rule 3: Show respect.

Rule 4: Show up for the important stuff.

Rule 5: Respect others' roles and responsibilities.

Rule 6: Respect each other's livelihood.

Rule 7: Honor the relationships of others.

Rule 8: Don't take what is not yours.

Rule 9: Tell the truth and don't gossip.

Rule 10: Support and cheer each other on.

Rules Revealed!

Rule 1: No other Gods before me.

Rule 2: No “Idols.” (Old stuff)

Rule 3: No taking the name of G__ in vain.

Rule 4: Keep the Sabbath holy.

Rule 5: Honor Father and Mother.

Rule 6: Don't kill.

Rule 7: No adultery.

Rule 8: Don't steal.

Rule 9: No lying. (False witness.)

Rule 10: No coveting.

Discussion:

What are the cultural
“rules” of an organization
committed to quality?

Action:

Create

your

Quality Culture of Success.

Clinical Quality of Care



Law of Integrity:

Written Clinical Philosophy
of Care.

My ToPS Clinical Standard of Care

Fill in the blanks to define in writing when you prescribe each type of treatment. Make sure you include the “why” by stating the reasons behind your philosophy of care. Take as much room as you need!

1. I prescribe a crown when I diagnose or see _____

because _____

2. I prescribe an inlay/onlay when I diagnose or see _____

because _____

3. I always want a PA prior to _____

because _____

4. I prescribe a bridge when I diagnose or see _____

because _____

5. I prescribe an implant when I diagnose or see _____

because _____

6. I prescribe an extraction when I diagnose or see _____

because _____

7. I refer out _____

when _____

because _____



Measuring Quality of Care



Periodontal Disease Case Study



Discussion:

How does the written standard and measurement apply to your organization?

Action:

Define quality and how
you will measure it.

Summary Actions



1. Embed the three quality questions in your organization.

2. Create your quality Culture Guide.

3. Develop your written
philosophy of care.

4. Determine how you will measure it.