



1. Selection Of Opportunities For Improvement

Successful orthodontic treatment requires regular follow-up as failure to attend appointments regularly has contributed to prolonged treatment duration, exposure to side effects of the treatment and poor utilisation of clinical and administrative resources.

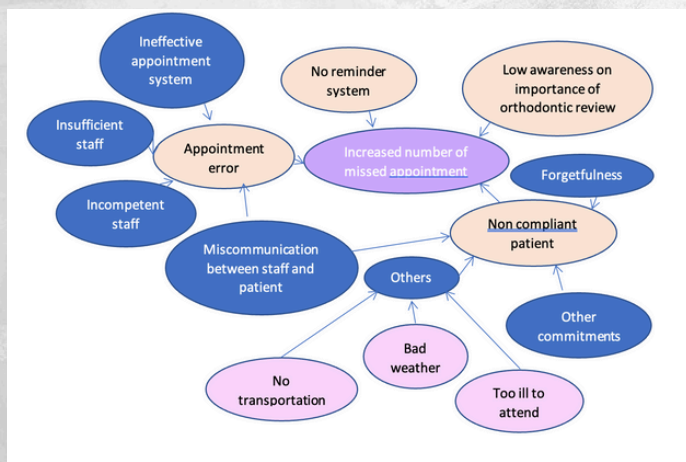
Problem Identification	S	M	A	R	T	Score
Increase number of missed appointment among orthodontic patients.	12	10	8	9	9	48
Poor oral hygiene among patients undergo orthodontic treatment.	9	8	8	7	8	40
Poor compliance on retainer wearing post orthodontic treatment.	5	7	6	5	5	28
Increase number of ill-fitting orthodontic appliances.	5	5	5	5	6	26

- S** A successful completion of orthodontic treatment depends on the patient's cooperation by attending appointments scheduled
- S** Failure to attend appointments among orthodontic patients has contributed to prolonged treatment duration, exposure to side effects of the treatment and poor utilisation of clinical and administrative resources.
- M** Number of missed appointment can be monitored from Orthodontic Appointment Book
- A** Compliance to orthodontic appointment scheduled can improve patient's dental health and treatment outcome, as well as clinical efficiency
- R** Remedial action could be implemented to improve the quality of orthodontic appliances and study models fabrication.
- T** This study can be completed within short period of time.

3. Process Of Gathering Information

Study design	Cross sectional study
Study setting	Orthodontic Unit, Seremban Dental Specialist Centre
Sampling technique	Random sampling technique
Sample size	106 patients
Study Period	Verification: January 2020 Cycle 1: December 2021 - February 2022 Cycle 2: September 2022 - November 2022
Inclusion criteria	-Orthodontic patients who is having active fixed and removable orthodontic treatment -Failed to attend appointment at least once
Exclusion criteria	-Patient in retention phase -Patient with physical disabilities
Data collection	To identify reasons for missed appointment and awareness of effect of missed appointment on dental health, treatment progression and clinical resources
Questionnaire	

2. Key Measures For Improvements



Objectives

General Objective

To reduce number of missed appointment among orthodontic patients in Orthodontic Unit in Seremban Dental Specialist Clinic.

Specific Objectives

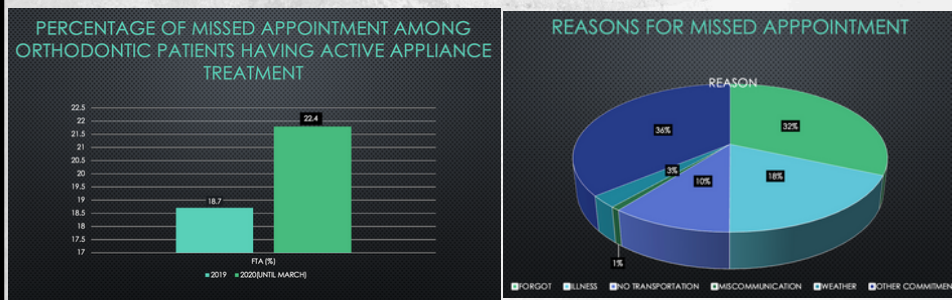
- To determine number of missed appointment among orthodontic patients
- To identify analyse contributing factors that lead to missed appointment
- To formulate and implement remedial measures to overcome the contributing factors
- To evaluate the effectiveness of remedial measures implemented

Indicator and Standard

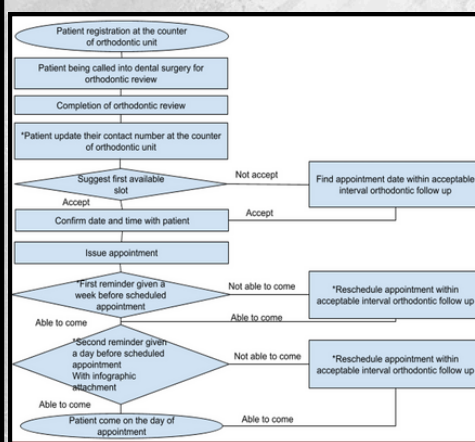
$$\text{Percentage of missed appointment} = \frac{\text{Number of orthodontic appointment missed}}{\text{Total number of orthodontic appointment given in a month}} \times 100\%$$

Standard: 100%

4. Analysis And Interpretation



5. Strategies For Change



Cycle 1: December 2021 - February 2022

- Update patient's contact number in every visit
- Appointment reminder system using "Whatsapp Business Message". A reminder was sent one week prior to appointment.

Cycle 2: September 2022 - November 2022

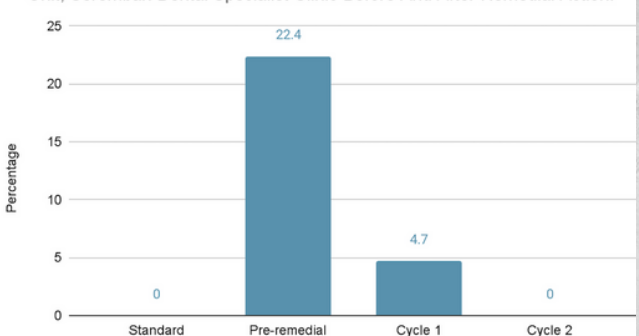
- Second reminder was sent through "Whatsapp Business Message" one day prior to appointment.
- Infographic of side effects of orthodontic missed appointment attached together with reminder.

MODEL OF GOOD CARE

No.	Process	Criteria	Standard	Verification	Cycle 1	Cycle 2
1.	Updating patient's details	Ensure the correct patient attended his/her appointment at the time scheduled.	100%	100%	100%	100%
		Ensure that the patient's details are updated such as age, home address, contact number.	100%	50%	100%	100%
		Ensure the details are properly registered and documented in the patient's dental record.	100%	70%	100%	100%
2.	Setting patient Appointment	The date and time for follow-up appointment is determined within a 6 weeks interval by staff at the registration counter.	100%	100%	100%	100%
		Ensure that the patient is available on the day of the follow up appointment suggested.	100%	100%	100%	100%
		Once agreed, date, time and type of appointment is documented on the patient's appointment card.	100%	100%	100%	100%
3.	Reminder given 1 WEEK prior to appointment scheduled	Sent the first reminder with full details of the patient's appointment (date, time and type of appointment) through "Whatsapp Business Message".	100%	0%	100%	100%
4.	Reminder given 1 DAY prior to appointment given	Sent the second reminder with full details of the patient's appointment (date, time and type of appointment) through "Whatsapp Business Message".	100%	0%	0%	100%
5.	Providing Infographic of the side effects of orthodontic missed appointments.	Attached infographic on side effects of orthodontic missed appointments is with the first and second reminders.	100%	0%	0%	100%

6. Effect of change

Percentage of Missedappointments Among Orthodontic Patients In Orthodontic Unit, Seremban Dental Specialist Clinic Before And After Remedial Action.



ABNA 22.4% ABNA 4.7% ABNA 0%



-Improved adherence to orthodontic appointment will improve orthodontic treatment outcome and operational efficiency.
-In a long run, it will indirectly reduce the time of orthodontic waiting list.

7. The next step

- The finding suggests that appointment reminders have the potential to increase patient adherence to orthodontic appointment.
- We wish to sustain the intervention project by appointing a staff to maintain giving reminder to the patient continuously.
- Our team plans to implement the strategies to other Orthodontic Unit in the state.
- It is important to continuously evaluate the effectiveness of appointment reminders to encourage attendance as communication patterns and mechanisms change over time.

References



Acknowledgement

