

**Manual M-6, DM&S Program Evaluation**

**(Veterans Administration, Department of Medicine and Surgery Manual)**

**Part II, Evaluation Criteria**

**Chapter 11, Dental Service**

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DEPARTMENT OF MEDICINE AND SURGERY MANUAL

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PART II  
**M-6**

# DM&S PROGRAM EVALUATION



PART TWO  
EVALUATION CRITERIA

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WASHINGTON 25, D. C.

NOVEMBER 14, 1960

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## CHAPTER 11. DENTAL SERVICE

## 11.01 GENERAL

The criteria for evaluation furnished in this chapter are intended primarily to guide the professional (dentist) observer in the conduct of on-site appraisal of the adequacy and effectiveness of the Dental Service in a field station. They are not a substitute for the specialized training, knowledge, experience, and professional judgment of the observer. On the contrary, this background is needed to arrive at valid determinations based on the use of the criteria, especially as they relate to the quality of patient care and treatment.

## 11.02 MAJOR ELEMENTS FOR CONSIDERATION

The following are the major elements for consideration in appraising the adequacy and effectiveness of the dental program.

- a. Chief of service.
- b. Other dental staff.
- c. Physical facilities, equipment, supplies.
- d. Quality of patient care.
- e. Research contributions to patient care.
- f. Educational programs.
- g. Quality of administration.

## 11.03 CRITERIA FOR EVALUATION

The usefulness of the criteria for evaluation furnished in subsequent paragraphs of this chapter depends upon the specialized training, knowledge, experience, and professional judgment of the individual conducting the survey. Although the elements are separately identified to facilitate the appraisal process, they are so interrelated that consideration of the criteria, and especially determinations of adequacy and effectiveness, will often require crossing of element lines.

## 11.04 CHIEF OF SERVICE

Areas of Inquiry:

- a. Clinical skills, diagnostic and therapeutic.
- b. Training and experience in the field of clinical dentistry.
- c. Training and experience in administration.
- d. Maturity (judgment--resourcefulness).
- e. Appreciation of the importance of the therapeutic environment.
- f. Understanding of mission.
- g. Ability to implement mission--planning--organization.
- h. Leadership qualities; supervisory and administrative skills.
- i. Patient-dentist relationship.
- j. Interprofessional relationship.

- k. Personal participation in teaching and research activities--providing educational opportunities for staff.
- l. Health.
- m. Acceptance in the community, university, and VA field station as a competent dentist.

11.05 OTHER DENTAL STAFF

a. Professional Staff

Areas of Inquiry:

- (1) Adequacy as to number and type.
- (2) Clinical skills, diagnostic and therapeutic.
- (3) Training and experience in the field of clinical dentistry.
- (4) Maturity (judgment--resourcefulness).
- (5) Appreciation of the dental mission and program objectives.
- (6) Patient-dentist relationship.
- (7) Interprofessional relationship; attitude--ability to work with and for others; morale--esprit de corps.
- (8) Participation in educational and research activities.
- (9) Personal characteristics (initiative--dependability--interest in improving ability and proficiency).
- (10) Health.
- (11) Acceptance in the community and professionally, as competent in their individual assignments.

b. Auxiliary Staff (Assistants, Hygienists, Laboratory Technicians)

Areas of Inquiry:

- (1) Adequacy of numbers and types in relation to professional staff.
- (2) Experience and training.
- (3) Appreciation of dental mission and program objectives.
- (4) Attitude--ability to work with and for others; morale--esprit de corps.
- (5) Dependability--interest in improving ability and proficiency.

11.06 PHYSICAL FACILITIES, EQUIPMENT, SUPPLIES

Areas of Inquiry:

- a. Adequacy of space--definite plans when inadequate.
- b. Location, arrangement and utilization of space.
- c. Appearance--housekeeping.

- d. Maintenance of asepsis.
- e. Adequacy of equipment--type, amount, condition (definite plans when inadequate).
- f. Adequacy of supplies--amount and quality.

#### 11.07 QUALITY OF PATIENT CARE

- a. Adequacy of patient coverage.
- b. Adequacy of diagnostic procedures.
- c. Discriminatory use of consultations.
- d. Formulation of logical plan of therapy.
- e. Application of approved methods of therapy.
- f. Integration of all therapeutic procedures (dental care in total treatment plan).
- g. Effectiveness of oral hygiene program.
- h. Adequate record of all significant events, including progress notes and summaries.
- i. Effective interprofessional communication.
- j. Utilization of clinical material for evaluation and research purposes.
- k. Adequate planning for posthospital care (CBOC, trial visits, etc.).

#### 11.08 RESEARCH CONTRIBUTIONS TO PATIENT CARE

##### Areas of Inquiry:

- a. Availability of clinical material.
- b. Qualifications of investigator, including methodology.
- c. Intellectual curiosity of investigation.
- d. Scope and value of projects completed--basic; applied.
- e. Scope and value of projects underway--basic; applied.
- f. Scope and value of projects planned--basic; applied.
- g. University affiliation.
- h. Consultant support.
- i. Facilities--equipment--budgetary support.

#### 11.09 EDUCATIONAL PROGRAMS

##### Areas of Inquiry:

- a. Need and opportunities for inservice training of professional staff.
- b. Intra-VA and extra-VA training.
- c. Number of consultants, by specialty.

d. Internship and Residency Programs

- (1) Approved by American Dental Association.
- (2) Sufficient clinical reference material to support programs.
- (3) Adequacy of full-time staff and supporting personnel.
- (4) Relationship with affiliated educational institutions.
- (5) Attitude of management toward programs.
- (6) Direction, supervision, planning, and scheduling of programs.
- (7) Adequacy of records and reports maintained by trainees.
- (8) Motivation--attitudes--interpersonal relationship of trainees.
- (9) Potential and availability for career employment.

11.10 QUALITY OF ADMINISTRATION

Areas of Inquiry:

- a. Efficiency of operations.
- b. Patient control.
- c. Planning and coordination of operations.
- d. Budgetary planning.
- e. Records management.
- f. Internal management reporting.
- g. Public relations.

Veterans Administration  
Washington 25, D.C.

10E  
M-6, Part II  
Change 1

March 15, 1961

Part II, "Evaluation Criteria," VA Department of Medicine and Surgery Manual M-6, "DM&S Program Evaluation," is changed as indicated below:

NOTE: The purpose of this change is to publish chapters 11 through 18, furnishing evaluation criteria for additional DM&S programs.

chg b Page v: Remove this page and substitute pages v through viii attached. (Contents brought up to date.)

Pages 11-1 through 18-4: Insert new pages attached. (Chs. 11 through 18 added.)

  
WILLIAM S. MIDDLETON, M.D.  
Chief Medical Director

**Distribution:**

Same as DM&S Manual M-6, Part II.

VETERANS ADMINISTRATION  
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REMARKS

I am returning the attached material with the request that we inform facilities requesting copies of VA Manual M6, Part 2, that the manual will not be reprinted and that Health Care Review Service is working on the developing of a consolidated policy statement to replace M6, Part 2, and similar requirements relating to review of facility activities.

Also, facilities requesting copies of M6, Part 2, as a response to Internal Audit recommendations, should inform Internal Audit staff of the developmental activity of Health Care Review Service in regard to review policy.

FROM  <b>JOHN MULHEARN, Chief, Quality Assurance Division, Health Care Review Service (174)</b>	DATE <b>11-7-77</b> TEL. EXT. <b>275-0301</b>
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