

**Cigna Dental**  
**Periodic Quality Assessment (PQA)**  
**Facility Review**



A. Accessibility:			
A	U	N/A	
<input type="radio"/>	<input type="radio"/>		<div> <div>1. <b>24 Hour Emergency Contact System?</b> Active: after hours mechanism (Answering machine, answering service, cell phone, or pager) available for 24hour per day/ 7 day per week contact or instructions for contacting emergency contact.</div> <div> <input type="checkbox"/> It appears that emergency <b>appointments are not offered</b> within 24 hours or within such lesser time as may be medically necessary.  <input type="checkbox"/> It appears that there is <b>no after hours emergency system</b> in place (i.e., answering machine, answering service, cell phone, or paging available 24/7).  <input type="checkbox"/> It appears that the after hours emergency <b>system may not be effective</b> (i.e., inadequate information provided on how to reach the dentist, messages not accessed in a timely manner). </div> </div>
<input type="radio"/>	<input type="radio"/>		<div> <div>2. <b>Reasonable appointment scheduling for plan members?</b> Cigna Dental standard: 4 weeks or less; State Specific standards: AZ = 9 weeks; NJ = 10 days; TX = 3 weeks; VA = 2 weeks</div> <div> <input type="checkbox"/> Specify the unsatisfactory wait time: _____ </div> </div>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div> <div>3. CA ONLY - (all other states mark N/A): <b>Language Assistance Program and Documents</b> are present?</div> <div>           Check: <input type="checkbox"/> Arabic <input type="checkbox"/> Armenian <input type="checkbox"/> Bengali <input type="checkbox"/> Cantonese or Mandarin  <input type="checkbox"/> Farsi/Persian <input type="checkbox"/> German <input type="checkbox"/> French <input type="checkbox"/> Hindi <input type="checkbox"/> Korean <input type="checkbox"/> Russian  <input type="checkbox"/> Simplified Chinese <input type="checkbox"/> Khmer <input type="checkbox"/> Hmong <input type="checkbox"/> Spanish <input type="checkbox"/> Tagalog/Filipino <input type="checkbox"/>  <input type="checkbox"/> Lao <input type="checkbox"/> Vietnamese <input type="checkbox"/> Other non-English (list in Comments) </div> </div>
B. Facility & Equipment			
A	U	N/A	
<input type="radio"/>	<input type="radio"/>		<div> <div>1. <b>Clean, safe, neat and well maintained?</b> Verification made that facility and equipment are clean, safe and in good repair.</div> <div> <input type="checkbox"/> It appears that the <b>exterior and common areas</b> of the building are not well maintained.  <input type="checkbox"/> It appears that the <b>office, waiting areas, treatment rooms and/or restrooms</b> are not always clean and well kept.  <input type="checkbox"/> The <b>equipment and/or furniture</b> does not always appear to be in good working order. </div> </div>
<input type="radio"/>	<input type="radio"/>		<div> <div>2. <b>Compliance with mercury hygiene, safety regulations?</b></div> <div> <input type="checkbox"/> It seems that <b>pre-measured amalgam capsules</b> are not always used for mercury hygiene.  <input type="checkbox"/> It appears that amalgamator machines do not always have <b>proper covers</b>.  <input type="checkbox"/> It appears that bulk mercury / amalgam scraps are not always stored in <b>sealed unbreakable containers</b>.  <input type="checkbox"/> The office does not appear to have a mercury <b>spill kit</b> available with the use of bulk mercury. </div> </div>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<div> <div>3. <b>Nitrous oxide recovery system?</b> Verification that nitrous oxide equipment is clean, safe and in good repair.</div> </div>
<input type="radio"/>	<input type="radio"/>		<div> <div>4. <b>Lead apron?</b> (with thyroid collar for patient)</div> <div> <input type="checkbox"/> It appears that lead aprons are not always <b>available, in good condition, and/or not used appropriately</b> to allow for thyroid protection.  <input type="checkbox"/> <b>Thyroid collars</b> are not always available, in good condition, and/or used appropriately. </div> </div>
C. Emergency Procedures & Equipment			
A	U	N/A	
<input type="radio"/>	<input type="radio"/>		<div> <div>1. <b>Written Emergency Protocols</b> for fire and/or natural disasters?</div> <div> <input type="checkbox"/> The office does not appear to have a <b>written plan</b> to handle medical and/or other emergencies.  <input type="checkbox"/> <b>Emergency exits</b> are not always accessible and well marked. </div> </div>
<input type="radio"/>	<input type="radio"/>		<div> <div>2. <b>Medical Emergency Kit on site?</b> Medical emergency kit should be easily accessible and labeled with an inventory of contents. All required and non-required drugs (per JADA 2010 article) are current. Staff should be aware of location of kit. Recommend staff in-service training for general use of contents.</div> <div> <input type="checkbox"/> There appears to be an <b>inadequate</b> emergency medical kit.  <b>Items missing:</b> _____  <input type="checkbox"/> There appear to be items that are <b>expired</b> within the emergency medical kit.  <b>Items expired:</b> _____  <input type="checkbox"/> It appears that the emergency medical kit is <b>not readily accessible</b>. </div> </div>
<input type="radio"/>	<input type="radio"/>		<div> <div>3. <b>Portable oxygen supply available?</b> Portable oxygen supply tank / ambu- bag for medical emergencies should be available.</div> <div> <input type="checkbox"/> There appears to be <b>no portable oxygen tank</b> available for emergencies.  <input type="checkbox"/> There appears to be <b>no positive pressure</b> device available.  <input type="checkbox"/> It appears that the positive pressure device is <b>not attached</b> to the portable oxygen tank.  <input type="checkbox"/> The positive pressure device does not appear to be <b>readily available</b> for emergencies.  <input type="checkbox"/> The portable oxygen tank for emergencies must be <b>separate from a N2O/O2</b> unit.  <input type="checkbox"/> The portable oxygen tank appears to be <b>empty</b>.  <input type="checkbox"/> The staff appears to need <b>training</b> in use of the portable oxygen tank. </div> </div>

D. Sterilization & Infection Control				
A	U	N/A		<div><input checked="" type="checkbox"/>Unsatisfactory Reason (only if answered "U") or Comments</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>		1. Sterilization and infection control protocols followed? Verify sterilization and infection control procedures are in place. Verify staff trained in sterilization and infection control procedures and protocols.	<div><input type="checkbox"/>The staff appears to need <b>training</b> in sterilization and infection control procedures and protocols.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>	<div><input type="radio"/></div>	2. CA only - Protocols posted for sterilization procedures?	<div><input "="" type="checkbox"/>Unsatisfactory Reason (only if answered "U") or Comments</div>
				<div><input type="checkbox"/>It appears that all items used intra-orally are not always appropriately <b>cleaned</b> prior to sterilization.</div>
				<div><input type="checkbox"/>It appears that all items used intra-orally are not always appropriately <b>sterilized</b> after each use.</div>
				<div><input type="checkbox"/>It appears that film holder devices are not always <b>sterilized</b> or disinfected appropriately between use.</div>
				<div><input type="checkbox"/>Ultrasonic cleaners do not appear to be <b>utilized</b> or utilized on a regular basis.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>		4. All instruments and hand-pieces properly cleaned, sterilized, and stored?	<div><input type="checkbox"/>It appears that ultrasonic cleaners are not always kept <b>covered</b> during use.</div>
				<div><input type="checkbox"/>It seems that sterilized instruments are not always <b>stored in sealed containers, bags, wraps or appropriate trays</b> prior to use.</div>
				<div><input type="checkbox"/>It appears that <b>disposable instruments</b> are not always properly disposed of after use.</div>
				<div><input type="checkbox"/>CA Only - It appears that the sterilized instruments are not always kept in sealed bags that are appropriately <b>dated</b></div>
D. Sterilization & Infection Control - Continued				
				<div><input type="checkbox"/>It seems that an EPA registered sterilant/disinfectant is not always used for <b>high level disinfection</b>.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>	<div><input type="radio"/></div>	5. Log kept monitoring changing of sterilization solution?	<div><input type="checkbox"/>It seems that the EPA registered sterilant/disinfectant is not always being used in accordance with the <b>manufacturer's guidelines</b>.</div>
				<div><input type="checkbox"/>It seems that the EPA registered sterilant/disinfectant solutions are not always <b>changed</b> at recommended intervals.</div>
				<div><input type="checkbox"/>It appears that there is no <b>log</b> to monitor the changing of the EPA registered sterilant/disinfectant solutions at recommended intervals.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>		6. Staff wears appropriate personal protective equipment?	<div><input type="checkbox"/>It seems that protective gloves and/or masks are <b>not always used</b> by the staff in direct delivery of patient care.</div>
				<div><input type="checkbox"/>It seems that gloves and/or masks are <b>not always changed</b> when appropriate.</div>
				<div><input type="checkbox"/>It appears that the appropriate staff is not always wearing <b>laboratory jackets/coats or disposable protective clothing</b>.</div>
				<div><input type="checkbox"/>It appears that laboratory jackets/coats are not always <b>appropriately laundered or disposed of</b>.</div>
				<div><input type="checkbox"/>It appears that the appropriate staff is not wearing <b>protective eyewear</b> to protect eyes when splatter and splash of body fluids is anticipated and a chin-length face shield is not chosen.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>		7. Proper and adequate use of barrier techniques?	<div><input type="checkbox"/>It seems that <b>disposable covers</b> are not always used for handles, switches, headrests and bracket tables, wherever possible, and properly disposed after each use.</div>
				<div><input type="checkbox"/>It appears that environmental surfaces are not always <b>appropriately disinfected</b> with an EPA approved solution.</div>
				<div><input type="checkbox"/>It appears that environmental surfaces are <b>not</b> always appropriately <b>disinfected between patients and at the end of the day</b>.</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>	<div><input type="radio"/></div>	8. CA ONLY - (all other states mark N/A): Hand-pieces and waterlines flushed appropriately? Operator unit waterlines shall be flushed between each patient for 20 seconds and in the morning before use for at least 2 minutes.	
<div><input type="radio"/></div>	<div><input type="radio"/></div>		9. Infection control and cross contamination prevention procedures followed in the office and laboratory?	<div><input type="checkbox"/>It appears that <b>laboratory pumice</b> is not always disposed of after each use.</div>
				<div><input type="checkbox"/>It appears that <b>laboratory ragwheels</b> and <b>laboratory burs</b> are not always washed and autoclaved after each use.</div>
				<div><input type="checkbox"/>It appears that items such as <b>impressions, jaw relation records</b>, casts, prosthetic restorations and devices which have been in the patient's mouth are not always <b>rinsed and disinfected</b> prior to delivery to dental laboratory.</div>
E. Supplemental Questions				
A	U	N/A		<div><input checked="" type="checkbox"/>Unsatisfactory Reason (only if answered "U") or Comments</div>
<div><input type="radio"/></div>	<div><input type="radio"/></div>		1. Dentist and/or appropriate staff have current CPR certification?	
<div><input type="radio"/></div>	<div><input type="radio"/></div>		2. Blood pressure cuffs/sphygmomanometer in office?	
<div><input type="radio"/></div>	<div><input type="radio"/></div>	<div><input type="radio"/></div>	3. State Specifics TX ONLY - (all other states mark N/A): Diagnostic imaging machines are registered and inspected according to state law?	
<div><input type="radio"/></div>	<div><input type="radio"/></div>		4. Sharps properly disposed of in appropriate sharps container?	
<div><input type="radio"/></div>	<div><input type="radio"/></div>		5. Hepatitis vaccination available for clinical staff in office, or a waiver signed?	
<div><input type="radio"/></div>	<div><input type="radio"/></div>	<div><input type="radio"/></div>	6. Dental hygiene staff are certified and licensed per state regulations?	