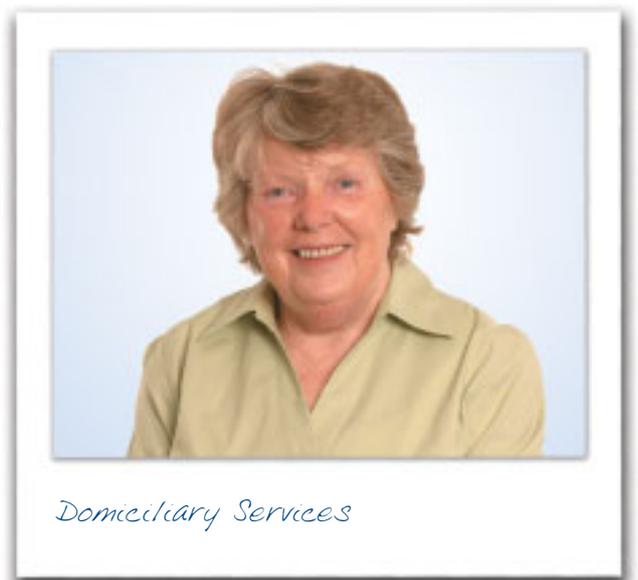


Quality of Care 2004

A Report to our community



dental health
services victoria
teeth for life



Robyn Batten
Chief Executive Officer



Dr Fred Widdop
Chair, Quality Committee

A message from Dental Health Services Victoria's CEO and Chair, Quality Committee

Dental Health Services Victoria (DHSV) is both a provider and purchaser of public dental services for the state of Victoria.

As a provider, DHSV offers a range of general and specialist dental care services through the School Dental Service, The Royal Dental Hospital of Melbourne and DHSV's Adult Dental Clinics.

As a purchaser of Adult Dental Services, DHSV's core responsibility is to ensure that there is a fair and equitable distribution of public money being utilised in the most effective and efficient way possible.

As part of our commitment to the community, we are dedicated to monitoring and improving the quality of care received by our patients. The DHSV Board has a Quality Committee to ensure DHSV management provides high quality, safe care to all our patients.

This Quality of Care report provides us with an opportunity to demonstrate this commitment to the community.

Since our last report, DHSV has been successfully accredited. This was achieved through the EQUiP program of the Australian Council on Health Standards (ACHS). This is exciting news and validation from an external body that as an organisation, we maintain a high quality in all our activities. DHSV is the only statewide public dental organisation to receive accreditation.

The process

This process commenced with a self assessment, followed by an ACHS survey. Areas that were reviewed included Continuum of Care, Leadership and Management, Human Resources, Information Management, Improving Performance, Safe Practice and Environment. It was clearly evident to

the survey team that DHSV had involved staff across the organisation in quality improvement activities, reinforcing a culture of continuous improvement. The survey team were very complimentary about DHSV's achievements over the past 18 months.

It doesn't stop there

The survey recommendations were used to identify areas for improvement and to develop a plan to further improve our service. Regularly assessing performance against this quality plan ensures ongoing monitoring of patient care and service delivery.

We trust you find this report informative and look forward to receiving your feedback to assist us with future improvements.

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Our Commitment to Quality

As part of our strong commitment to quality services, in 2002 DHSV started its accreditation process using Evaluation and Quality Improvement Program (EQulP) through the Australian Council on Health Care Standards (ACHS).

This commenced with a self-assessment, where we were asked to review all areas of service. An external survey was then conducted throughout the entire organisation. This involved a team of external examiners, to ensure that high levels of safety and quality services were being delivered to all patients.

In September 2003, we were notified that we had achieved accreditation and would be surveyed again in two years.

The external assessors were very complimentary about DHSV's achievements and commitment to quality improvement. In many areas the external surveyors increased our initial self-assessment score.

Some examples of the areas tested were:

- Ready access to information about our services.
Achieved: by providing informative brochures on the treatment we provide, eligibility and how to contact us.
- The provision of safe, quality and professional care.
Achieved: by developing policies, procedures and guidelines for treatment and services we offer and ensuring these are adhered to.

- Improved communication systems between staff and patients.
Achieved: by encouraging and monitoring patient feedback. For example our *communication, compliment and complaint forms*.
- Ensuring the provision of strong leadership and management.
Achieved: through the establishment of a new governing structure that will be continually evaluated.
- Ongoing training and development for staff.
Achieved: staff are encouraged to identify areas of training to assist them in their roles and have the opportunity to attend both internal and external courses.
- Continual improvement of our services.
Achieved: the quality plan identifies areas for improvement and provides a framework and timelines for this to occur.
- Improvements in technology.
Achieved: keeping up to date with technological advancements; for example a specific dental treatment record program is now in use to provide patient treatment information that is quickly and easily accessible.

The accreditation and quality improvement programs have been positive for both staff and patients. Staff have a better understanding of their roles and how they can improve the services and therefore better meet the needs of our patients.

DHSV will continue to focus on improving the quality of care and services provided to our patients. This will occur by continually reviewing our policies and procedures and receiving feedback from our patients.

Listening to our Community

DHSV strongly believes that better health outcomes and quality of care can be achieved by directly involving our patients in their care.

This is why DHSV is committed to increasing public involvement at all levels of the organisation. The feedback we receive encourages us to review the services we offer. We advocate active involvement at all levels of development, implementation and evaluation of health strategies and programs. We know that this process is integral to our success.

A DHSV community participation policy has been endorsed by the board and a plan to implement this policy is currently being developed.

The Community Advisory Committee (CAC), established in March 2001, advises the board on ways to improve community participation. The CAC comprises nine members, representing different areas of the community and also provide us with links into a wide range of networks.

Through their feedback the CAC has supported improvements in the following:

- Improved access for our wheelchair patients.
- Improved content in the brochures we produce, making them more informative and easier to read.

One of the ways you can tell us about our service is through the '*complaints, communication and compliment form*'; available from all clinics and dental vans.

Incorporating...

The Royal Dental Hospital of Melbourne
School Dental Service
Mobile Domiciliary and Special Needs Services
Ballarat Community Dental Clinic

Brimbank Community Dental Clinic
Hamilton Community Dental Clinic
Ozanam Community Dental Clinic
Wangaratta Community Dental Clinic

Caring for Victoria's Preschoolers

Early Childhood

It's hard to believe, but according to DHSV figures, almost half of Victoria's preschool children suffer from dental disease. This means pain, sleepless nights and in some cases major dental treatment including the extraction of teeth under general anaesthetic. Not good news for someone who hasn't even learnt how to read or write yet!

Despite increasing community awareness, 80 per cent of these cases go untreated, leading to even bigger problems as these children grow into adults.

Unfortunately for children living in rural areas (non-fluoridated regions), the rate of decay is much higher.

"Don't worry it's only your baby teeth..." - a common misconception.

The truth - baby teeth (deciduous teeth) play a vital role in a child's development. Adult teeth will only form and grow correctly when the baby teeth have been well maintained.

What do we do?

DHSV's Health Promotion Division is responsible for promoting the importance of good oral health through community awareness programs, designed to inform and educate both children and adults. In addition to this, Health Promotion is responsible for supplying the community with information in support of water fluoridation.

What does fluoride do?

Decay is caused by sugary acids that attack the surface of the tooth. Fluoride limits the production of acid and prevents dental disease.

Since the introduction of community water fluoridation to Melbourne in 1977, the rate of decay in Victoria has dramatically decreased. According to DHSV figures, six-year-old children living in fluoridated areas have experienced half the tooth decay of those living in non-fluoridated areas. While Melbourne's twelve-year-olds experience 38 per cent less decay in their adult teeth.

Did you know?

- Water fluoridation is non-toxic. Around 75 per cent of Victorians drink water with either naturally occurring or added fluoride.
- Community water fluoridation reduces the prevalence of dental decay in both children and adults, regardless of socio-economic status or access to care.

A good start in life.

The majority of Victorian preschoolers spend much of their day at childcare or preschool centres, providing an ideal environment in which to educate them about important health messages.

Health Promotion provides centres with a range of educational tools including:

1. Oral Health Promotion: A Resource Pack for Children's Services

Developed as part of the Victorian Oral Health Promotion Strategy 2000-2004 and funded by the Department of Human Services, this pack is designed to complement an early childhood health program. Its main aim is to educate young children and their carers about DHSV's key oral health messages: *Eat Well, Drink Well, Clean Well, Play Well* and *Stay Well*.

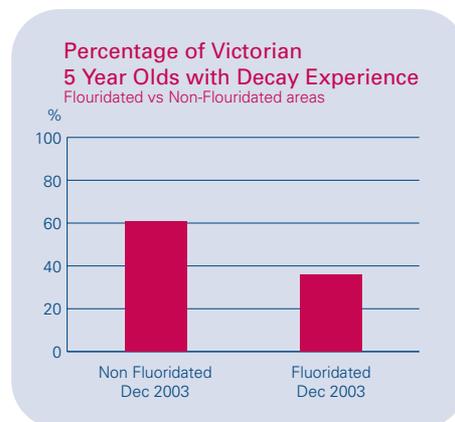
It is also a key tool for the *Smiles 4 Miles* pilot program that links treatment for preschoolers to oral health promotional messages and activities. To date the resource pack has received some very positive feedback from its users and is available to all children's service centres.

2. Teeth: Oral health information for maternal and child health nurses

This resource pack helps to support nurses in identifying oral health issues as well as promoting good oral health habits.

3. Oral health promotion for the population – water fluoridation

DHSV strongly supports the fluoridation of water supplies as a safe and effective way of improving oral health for the whole population.





Protect your child from Tooth Decay

Tooth decay most often occurs in young children when they have high sugar diets. When a child drinks from a bottle containing fluids other than water, acid is created and begins to attack the surfaces of the teeth. This is the beginning of the decay.

If decay continues, it can result in the teeth appearing brown or black. Sometimes this decay can become so severe that it can reach the nerve in the centre of the tooth and might create an infection.

To protect your child from decay it is important to:

- Feed your child under adult supervision – when your baby has had enough take the feeding bottle away.
- Ensure that your baby's bottle only contains breast milk, appropriate infant formula or cooled boiled water.
- Avoid putting your baby to bed with a bottle.
- To comfort your baby or provide your baby with extra fluids, only use cooled boiled water in the bottle.
- Introduce a feeding cup to your baby from six to eight months. In most cases the bottle can be discarded by the age of 12 months.
- Encourage your child to drink tap water when thirsty.

Introducing the Defenders of the Tooth

MunchGirl, WaterBoy and BrushBoy are DHSV's super heroes -The Defenders of the Tooth. Their mission – to spread the word to all Victorian children that good oral health equals bright smiles and less tooth decay.

"Choose wisely when it comes to what you put in your mouth," says *Munchgirl* who promotes healthy eating.

When it comes to keeping your teeth clean *Brushboy* leads the way, encouraging kids to brush at least twice a day.

"Sugary drinks will only let you down," *Waterboy* says. "Drink fluoridated water for strong healthy teeth."

The *Defenders* have been created to give people working with children access to a range of materials that promote oral health in a friendly and fun way. The range of resources available to schools and preschools include colouring sheets, swap cards, posters, tip cards, fact sheets, water bottles and lunch boxes.

In 2004-05 the super heroes will be focusing on raising awareness about the final key messages around dental visits, healthy habits and playing safely.

The Defenders of the Tooth are intended to reach more than ten thousand children each year through pre-school programs, School Dental Services, the Royal Dental Hospital of Melbourne and health promotion events throughout the state.

For more information please contact the Health Promotion Unit at The Royal Dental Hospital of Melbourne on (03) 9341 1105 or via email healthpromotion@dhsv.org.au



Caring for Victoria's School Age Children

From July 2003 to June 2004, the School Dental Service (SDS) provided care to over 88,000 school children through mobile dental vans and clinics located throughout the State of Victoria.

Services and care provided include dental check ups, oral health promotion, fluoride treatments, dental sealants, fillings, extractions, x-rays and cleaning.

In the past the SDS has essentially been a mobile dental service. Since the mid 90's this has been changing and has helped to address one of the most common complaints; the difficulty experienced by some parents in locating the nearest SDS clinic/van. DHSV is committed to improving SDS so that we are more visible in the community and able to provide care from state of the art facilities.

Work commenced in 2003 to design and build three prefabricated dental clinics. These facilities are planned to reach completion by 2005. The development of these clinics will enable us to replace three mobile treatment dental vans. Throughout the state, the number of clinics (37) now outweighs the number of mobile dental vans (34).

Permanent SDS sites located within other health services will enable parents and children to locate us more easily, particularly in an emergency situation. It also provides parents with an opportunity to become more involved with their child's dental health, improving their access to the dental care provider, to discuss their children's dental treatment. This year saw the opening of the Brimbank Dental Clinic in St Albans. Next year the plan is to open two more co-located clinics in Box Hill and Ashburton.

In 2002, patients were surveyed by SDS and were overwhelming in their request for more information about the service. In response to this the *School Dental Service Parent Information* brochure was redesigned. The new brochure was market tested with parents and staff in both the rural and metropolitan areas of Victoria. Feedback from both groups was incorporated into the design and the brochure is now in circulation.

The SDS continues to collect feedback through a *complaints, communication and compliments form*. This form continues to be a simple but effective tool for our patients and their families to provide feedback about the services they have received through the SDS. These forms provide a valuable insight into the views of our consumers.

The positive effect that compliments can have on staff should not be underestimated.

"Wonderful service, with gentle, patient and professional staff. Thank you for taking such great care of my son." The *complaints, communication and compliments form* is a welcome initiative providing staff with positive reinforcement that is making a difference.

During the past 12 months, additional dental assistant support for dental therapists was introduced. Commencing in October 2003, this initiative is being progressively implemented to increase efficiency, enhance the quality of patient care and provide greater patient access to services.



Aaron's story

A recent arrival from a war torn country, Aaron's teeth were in urgent need of attention.

His parents were desperately trying to alleviate his pain through alternative methods, even attempting to remove the offending tooth themselves.

Speaking very little English, the family had no idea of the free dental services available to them.

The school welfare officer contacted SDS staff who immediately arranged an appointment for Aaron.

Needless to say, by the time Aaron was referred to the SDS he was extremely irritable, in pain and scared.

The first visit was used to organise a three-way interpreter telephone consultation that enabled staff to record an accurate medical history, as well as explaining to the parents and Aaron the treatment required.

Unfortunately, Aaron was very upset and refused treatment. The staff needed to adopt a different approach. They arranged for the parents to bring Aaron into the clinic for short visits to familiarise him with the surroundings and encouraged some simple role playing, (not to mention giving away a few extra stickers).

A series of appointments were then organised with an on-site interpreter and through these, Aaron became familiar with staff and the dental routine and was eager to return. With patience, persistence, flexibility and staff dedication, all treatment was successfully completed.

Providing care to children with dental needs from culturally and linguistically diverse backgrounds can be complex and is always highly rewarding.

* Note- Names used in this article have been changed to protect the privacy of our clients.

Caring for Victoria's Adults

Dental Care for Adults

DHSV treats Victoria's adult community through the Royal Dental Hospital of Melbourne (RDHM), Adult Dental Service and Community Dental Program (Health Purchasing and Provider Relations).

The Royal Dental Hospital of Melbourne (RDHM)

The RDHM is Victoria's leading teaching facility, working in partnership with the University of Melbourne and Royal Melbourne Institute of Technology.

Located in Carlton, the dental hospital is the state's leading centre for specialist care.

Many patients around the state are referred to the hospital where a range of specialist services are provided to the community including:

- Endodontics – root canal treatment.
- Oral Medicine – diseases of the lips, cheeks, tongue and jaw joints.
- Oral Surgery – complex procedures involving teeth, mouth or jaws.
- Day Surgery Unit – surgical procedures under general anesthetic.
- Orthodontics – tooth straightening.
- Pediatrics – treatment for children with complex medical problems.
- Periodontics – treatment of gum disease.
- Prosthodontics – providing dentures, crowns and bridges.

Specialists provide care between 9.00am and 5.00pm on weekdays for health care and pension card holders who have been referred for treatment.

The Dental Hospital also provides emergency services, available everyday from 8.00am to 9.15pm to all Victorians. A triage system is in place to ensure priority treatment is provided to those patients who have the most serious problems.

Undergraduate Teaching Clinics
Number of individuals treated



Oral Medicine Waiting List
2003-04



The hospital also provides general dental care through its Undergraduate Teaching Clinic (UGTC); where dental students treat patients under the supervision of a dental professional. Treatment is provided free of charge, with waiting times shorter than most public clinics. To be eligible patients must meet strict criteria and attend regular screening sessions.

Quality Improvements at RDHM in 2003-04:

The implementation of new patient register sheets have helped to improve communication between patients and staff. DHSV plans to further develop the electronic appointment system, ensuring that patients who require emergency treatment can arrange for appointments, rather than risk long waiting times.

To improve services, the referral form was redeveloped, providing staff with more useful information for accessing referrals. Based on priority, all referrals are assessed to allocate patients to the most appropriate dentist.

In 2003-04 DHSV recruited additional specialists in the fields of Endodontics, Oral Surgery, Orthodontics and Periodontics.

Special emphasis was placed on oral medicine in an effort to address a waiting list of almost 800 patients and a fifteen-month delay to receive care. The improvements have brought the waiting list down to 27 patients, and care is now received within a month.

Keeping up with all of the latest technological advances is a priority and a variety of new equipment has been purchased for the operating theatres and many specialist areas.

Adult Dental Services

The Adult Dental Service provides emergency and general dental care, including restorative and denture services, through community dental clinics in:

- Hamilton
- Brimbank, St Albans
- Ballarat
- Wangaratta
- Ozanam House, North Melbourne

General and Emergency services are available to all eligible Victorians.

Community Dental Program - Health Purchasing and Provider Relations (HPPR)

HPPR plays an important role in ensuring quality dental care is provided to the community, through its purchase of quality products and services from approximately 60 public clinics and the private sector. HPPR is also responsible for the purchasing of special needs services and services for the older community.

Some of HPPR's services include:

- Ensuring a fair distribution of public money used to provide dental care in the local regions.
- Randomly conducting assessments of its providers.
- Providing agencies with quarterly quality reports, enabling them to review the dental outcomes of their clients.
- A managerial team who focus on establishing relationships with individual agencies, to better improve services.



Is gum disease affecting your health?

Gum disease, or periodontitis, has long been associated with poor brushing and flossing techniques. Symptoms such as bleeding gums, bad breath, loose teeth and recurrent swelling can often cause great discomfort. Despite this, few people realise the impact that advanced gum disease may have on other aspects of their overall health.

Recent studies in Europe and America have linked gum disease with heart problems as well as contributing to premature and underweight babies. While research is still continuing, there is a growing belief that poor oral hygiene may have a significant impact on general health.

What can you do?

- effective cleaning methods (talk to your dental practitioner)
- daily flossing with the correct technique
- regular visits to your dental practitioner to check for symptoms

Gum disease, for the most part is preventable. If you believe that you may be suffering from any of these symptoms, ask your dental practitioner to check your gums during your next appointment. They can also provide you with information on prevention and check for some of the early symptoms.

Caring for Older Victorians

DHSV's Oral Health Promotion Unit has been responsible for the development of the following community awareness and education programs to assist older Victorians.

Oral Health for Older People: A Practical Guide for Aged Care Services was developed as part of the Victorian Oral Health Promotion Strategy Grants Program. Developed specifically for carers, it is a step towards increasing the promotion of oral health, particularly for those who are homebound or are being cared for in aged care facilities. It includes information about oral diseases and prevention, nutrition, hygiene and public and private dental services.

Donate A Day – Talking Teeth was developed to increase oral health promotion within the community and called on the expertise of a range of dental professionals. Over the past year, dental professionals donated part of their day to present information tailored to a range of groups in the community, including older Victorians and carers in aged care facilities.

Over 2,000 community participants benefited from the education and information that was delivered.

Taking Dentistry on the Road

DHSV provides dental services to older Victorians who are no longer able to attend dental clinics. In most cases, aged care facilities and nursing homes cannot provide the specialised dental care these patients need. The Domiciliary Unit (mobile dental unit) caters for these patients and goes a long way towards improving their overall quality of care.

To improve services in South-East Melbourne and the Mornington Peninsula a fourth domiciliary unit was established in early 2004. Although staff recruitment is still in progress, the creation of this unit has allowed for full coverage of metropolitan Melbourne. There are plans to further extend these services to some rural areas with high needs.

To improve daily oral care, a project utilising the services of a dental hygienist was established in early 2004. A dental hygienist has a major role in teeth cleaning and providing advice to patients. The domiciliary staff have been heavily involved in a trial, which is focusing on three aged care facilities in southern metropolitan Melbourne. It is hoped that this exciting project will establish protocols for an ongoing role for hygienists in the provision of care to our older population.

Caring for people with Special Needs

The Special Needs Dentistry Unit was established to provide a service for members of our community who, due to disabilities, cannot receive the specialist care they need through general practice.

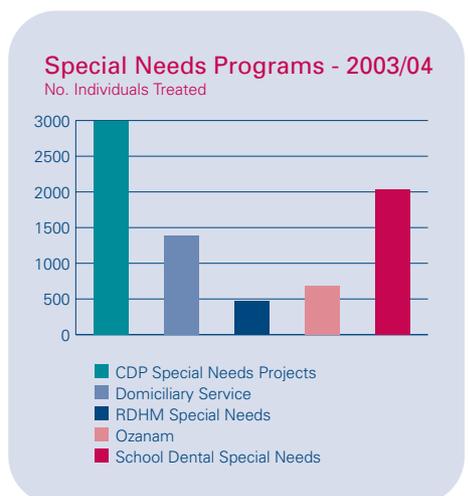
The hospital staff first recognised this need when they treated patients with physical, psychological and intellectual disabilities who became agitated and frightened when they encountered new experiences – such as a visit to the dentist. Staff came to realise that creating a stable environment would alleviate much of this nervous behaviour and make examination time a positive experience for patients.

Every aspect of the service was examined to ensure that the needs of patients were being met. For example, much of the communication is not through speech, but instead sign language and simple gestures needed to be used.

Unlike many general practices, appointments carried out at the hospital can be lengthy, with dentists and staff having to account for a range of medical conditions and histories. Flexibility and patience are key requirements for all staff members, with conditions being continually modified to accommodate for patients such as those in wheelchairs.

The unit was recently rewarded with recognition by the Dental Practice Board as a specialty area. Dentists can now study to complete a special needs dentistry post-graduate degree.

DHSV strives towards achieving broader community awareness, by educating the community about the Special Needs Unit and how patients can access the service.





Olga's Story

Olga is a 65-year-old woman living in a nursing home. Thanks to the mobile services provided by the domiciliary van, she now receives expert dental care whenever she needs it.

Growing up on a farm in Poland, Olga was a fit and independent woman. However in recent years, she has suffered a series of health problems, including a stroke that left her partially paralysed. After suffering another fall, she fractured her spine and became a paraplegic.

With the assistance of her daughter, she entered a nursing home where she was well looked after and could receive the attention she required. However, because of her immobility, trips to the dentist were almost impossible and her oral health was neglected.

The domiciliary unit visited Olga and spent considerable time repairing her decaying teeth as well as addressing the periodontal problems that she was experiencing.

In time, Olga's problems were repaired, leaving her free from pain and bleeding gums.

Olga has commented on the quality of care and services provided by DHSV. Such a standard, according to Olga, would not be possible in many parts of the world.

* Note Names used in this article have been changed to protect the privacy of our clients.

Providing you with...

A safe environment

The Infection Control Team has been working with staff on a number of projects to improve the quality of care to patients. Staff have implemented three fundamental strategies to redefine infection control and provide a safe environment for all.

1. Infection Control Manual

DHSV's new infection control manual has been developed in line with the latest standards. This enables our departments and regions to update current policies and procedures and provide a safe working environment.

2. Infection Control Audit Tool

Regular audits have been conducted throughout DHSV to identify areas of improvement. These have identified opportunities for staff to measure the levels of compliance of infection control activities within their department and region.

3. Central Sterilising Department at RDHM

The Central Sterilising Department (CSD) has established two new quality management programs – the education program and the materials management program. These programs will assist us to ensure that CSD provides sterile and well maintained equipment for all dental procedures.

Dedicated & professional staff

The Credentials and Clinical Privileges Committee is responsible for ensuring that staff who treat patients have the appropriate qualifications to do so.

It is essential that all staff performing clinical duties have the proper credentials to ensure high levels of patient safety and quality of care. In the committee's second year of operation, all DHSV's staff were credentialed.

The application form for clinical privileges was recently modified to a more simple format. This new format reduces the risk of error and provides for minimal delays in processing.

A working party for the development of clinical guidelines was formed in June 2003. Since its commencement, nine clinical guidelines have been developed based on the latest evidence in clinical practice and in conjunction with the relevant dental specialists. The guidelines assure that all staff have access to up-to-date information regarding various aspects of clinical practice and that where possible, there is consistency in their approach to various aspects of clinical treatment. The working party will have an ongoing role in ensuring the guidelines are periodically reviewed and will be monitoring their use and relevance within the organisation.

Other activities relevant to clinical staff which maximise staff and patient safety include the annual training in cardio-pulmonary resuscitation (CPR). A one-day course for training in the use of conscious sedation (nitrous oxide) was recently introduced and a certificate of attendance is essential to receive clinical privileges.

A Quality Framework

Clinical governance is the process through which DHSV creates an environment that ensures it continuously improves services and provides high standards of care.

There are four key principles to clinical governance:

1. Building a culture of trust and honesty through open communication in partnership with consumers and the community;
2. Fostering organisational commitment to continuous improvement;
3. Establishing monitoring, reporting and response systems; and
4. Evaluating and responding to key aspects of DHSV's performance.

During 2003-04, DHSV reviewed its quality plan to enable clinical governance principles and processes to be applied throughout the organisation. The quality plan, developed by the Quality Improvement Committee, is the primary tool used in clinical governance and provides a platform for assessment of DHSV's performance when compared with similar or 'best practice' organisations. It ensures that the needs and views of patients and staff are accommodated and it addresses the relevant statutory responsibilities.

The Credentialing & Clinical Privileges Committee assesses credentials and grants clinical privileges and gave key support for DHSV's clinical governance process to all DHSV clinicians. The Consumer Advisory Committee, who provides consumer involvement in the strategic planning process, also provided support.



Your Feedback on the 2004 Dental Health Services Victoria Quality of Care Report

We would like to know what you think of this report and how you think it could be improved in 2005. Please take the time to complete the following questions.

Instructions:

Please circle your rating on the scale of 1 to 5 for each question. (1 if you strongly agree and 5 if you strongly disagree)

1. This Report was interesting to read

Strongly Agree 1 2 3 4 5 Strongly Disagree

2. The information in this Report was meaningful and relevant

Strongly Agree 1 2 3 4 5 Strongly Disagree

3. The layout of this Report was easy to follow and understand

Strongly Agree 1 2 3 4 5 Strongly Disagree

4. This report is worthwhile

Strongly Agree 1 2 3 4 5 Strongly Disagree

5. Some suggestions on how to improve this report next year?

6. Any other comments?

Thank you for sharing your opinions with us.

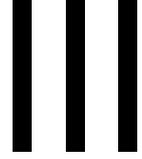
You can return your completed form by tearing along the perforations, fold and post by return mail to the address. Please note a postage stamp **is not** required.

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DHSV Quality of Care Report Evaluation

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GPO Box 1273
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if posted in Australia

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Dental Health Services Victoria Clinics



Who to contact if you have a complaint

DHSV attempts to resolve all patients complaints through its formal complaints process. If patients are not satisfied with the outcome, they have the option to contact the Health Services Commissioner.

Health Services Commissioner

Complaints and Information

Telephone (03) 8601 5200

Toll Free 1800 136 066

Fax No (03) 8601 5219

E-mail hsc@dhs.vic.gov.au

or write to:

Health Services Commissioner

30th Floor

570 Bourke Street

Melbourne 3000

Victoria, Australia

Dental Health Services Victoria

Corporate Office

Level 2, 720 Swanston Street
Carlton, Victoria, 3053
Telephone (03) 9341 1200
Facsimile (03) 9341 1234
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Melbourne, Victoria, 3001

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720 Swanston Street
Carlton, Victoria, 3053
Telephone (03) 9341 1000
Facsimile (03) 9341 1234
Emergency (03) 9341 1040
1800 833 039 (Country Areas Only)

Brimbank Dental Clinic

1 Andrea Street
St Albans, Victoria, 3021
Telephone (03) 9296 1360

Ballarat Dental Clinic

Cnr. Sturt & Drummond Streets
Ballarat, Victoria, 3353
Telephone (03) 5320 4225

Wangaratta Dental Clinic

24 Green Street
Wangaratta, Victoria, 3677
Telephone (03) 5722 0325

Hamilton Dental Clinic

Tyas Street
Hamilton, Victoria, 3300
Telephone (03) 5571 0347

School Dental Service

Telephone 1300 360 054