



Chart Stimulated Recall Questionnaire

Guideline on Selection of Charts for Review

During the Practice Assessment the Peer Assessor will review four (4) of your charts for the Chart Audit, and use these same charts for the Chart Stimulated Recall. Keep the following guidelines in mind when selecting charts.

- 1) Any chart of your choosing.
- 2) One case that fits into one of these categories:
 - a. Immediate dentures
 - b. Multiple practitioners / collaboration
 - c. Dentures over implants
- 3) One case that fits into one of these categories:
 - a. Communication challenge (e.g. substitute decision maker, Power of Attorney)
 - b. Treatment complication
 - c. Refund
 - d. Decision not to proceed with treatment
- 4) One case that fits into one of these continuity of care categories:
 - a. Treatment completed
 - b. Follow-up care
 - c. Post-care troubleshooting (e.g. sore spots, colour issue, modification needed to treatment plan)



Questions

Introduction to the Case

1. Tell me about this case and any relevant background.
 - a. How did you start your introduction with this patient?

2. Was there anything unique about this patient? (e.g., perspective of getting new dentures or dental treatments, health issues, treatment plan challenges)

3. What questions did you ask this patient to uncover their baseline understanding of dentures?

Treatment Planning

4. What information did you use to develop a treatment plan? E.g.
 - a. Previous denture history
 - b. Previous limitations
 - c. Medical history
 - d. Physical limitations (e.g. arthritis)
 - e. Psychosocial conditions



5. How did you use this information to help you arrive at a treatment plan?
- a. If a referral letter was received, how did you incorporate this information?

6. What was your treatment plan and what was your rationale for this selection?
- a. Why did you choose this method of creating an impression?
 - b. What specific instruments did you use to create your plan?

Communication

7. Were there communication barriers with this patient? (e.g. language, dementia, deaf, quiet patient)
- a. How did you overcome these communication barriers?

8. Describe how you presented the treatment options to this patient.
- a. If the patient was a first time denture wearer: How did you educate the patient?

9. Did you have to discuss the impact of existing medical conditions?
- a. If yes, how was this addressed?



10. What was the patient's understanding or response regarding the proposed treatment plan?

11. What was the patient's expectation of the treatment plan?
- a. Were these expectations reasonable?
 - b. If the patient's expectations were unrealistic, how did you address this?
 - c. Was there anything unique about this patient that required a new or different approach to establishing expectations?

Informed Consent

12. How did you obtain informed consent?
- a. How was consent expressed? Was it verbal or implied?
 - b. Did you have to obtain consent from anyone other than the patient (e.g. substitute decision maker)?
 - c. If yes, how did you manage this?

Collaboration

13. Did you collaborate with other health professionals related to this patient? (e.g. dentist, dental technologist, dental hygienist)
- a. Was this patient referred?
 - i. If so, how did you communicate with the referral source?
 - ii. Was there conflict between treatment options proposed by you and the other practitioner?
 1. If yes, how did you manage this conflict?



Treatment

14. How did treatment progress? Were there changes to the treatment plan?

Examples:

- a. Other medical changes to the patient's health
- b. Timeline restraint
- c. Occlusion classification
- d. Financial changes in patient situation
- e. Were there any lab related issues (either in-house or external) (e.g. push back to delivery time, ordered parts are delayed) that needed to be addressed? If yes, how did you address these?

15. If there were any physical and psychological limitations, or other issues, how were these addressed? (e.g., arthritis, etc.)

16. Did this patient complain about any issues? E.g. aesthetics / fit / function / finances / other staff members.

- a. If yes, how did you address this?



Reflection on Practice

17. Take a moment to reflect back on this patient's case. What was the outcome of treatment?
- If seeing this patient again, is there anything you would do differently?

18. If the case was refused:

- When the patient refused to proceed, what information or education did you give the patient to assist in their decision making?
- If you were to see this patient again, would you choose a different treatment plan or is there anything that you might change in order to have the patient accept the treatment?

19. If the case was discontinued:

- What was the reason that the patient discontinued treatment?
- If seeing the patient again, would you do anything differently?

Comments/Areas of Strength/Areas Requiring Ongoing Learning:



References

Competencies and CDO Standards and Guidelines which are relevant to the Chart Stimulated Recall are listed in this section.

National Competency Profile

See National Competency Profile

CDO Standards, Guides, & Guidelines

- Informed Consent & Guide
- Record Keeping & Guide
- Professional Collaboration & Guide
- Guide to Discontinuing Service and Refusing Treatment
- Guideline: Post-insertion Patient Education & Continuity of Care