

# Implementing AS5369 across different business models in dentistry

*Challenges and opportunities*

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# Disclosure

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Independent consultant working with several associations, government agencies and universities.

Neither I nor my immediate family have any financial interests that would create a conflict of interest or restrict my independent judgment about the content of this presentation.

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*“Kylie Robb is a powerhouse advocate for best practice in infection control standards for every dental practice in Australia.”* **Bite Magazine**

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# Agenda

1. Dental business models
2. AS5369 and Quality Assurance
3. Challenges and opportunities

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Various business models  
impact the approach to  
AS5369 implementation



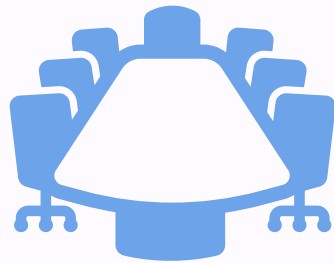
# Repeatable, reproducible, safe and effective reprocessing (of RMDs)

Understanding the risks (related to processing) and implementing controls to manage them

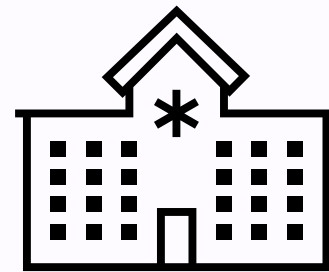
Private practice



DSOs



Public Health



Mobile dentistry



# Business models describe the 'what' to create, deliver and capture value

'We specialise in expert third molar extractions'

'We bring mobile dental services...to you'

'We operate a growing network of dental practices'

'We invest in the latest technology so you get the best care'



'We deliver essential oral health services to eligible community members'



## Transitioning from AS/NZS 4815:2006 to AS 5369:2023

Identifying changes and implementation  
strategies for healthcare services

August 2024

# ACSQHC Implementation Considerations

- 1 Conduct a gap analysis where semi-critical/critical instruments are used (to figure out what needs to be improved)
- 2 Utilise a risk-based approach (to conduct the gap analysis)
- 3 Create an asset management plan of reprocessing and timelines for implementation (based on the analysis)

Source: <https://www.safetyandquality.gov.au/publications-and-resources/resource-library/transitioning-asnzs-48152006-53692023>

# Applying a risk

Understanding the risks....and creating controls to manage them.

e.g: regulatory, pt satisfaction, transmission of infection

## 2.2 Risk-based approach

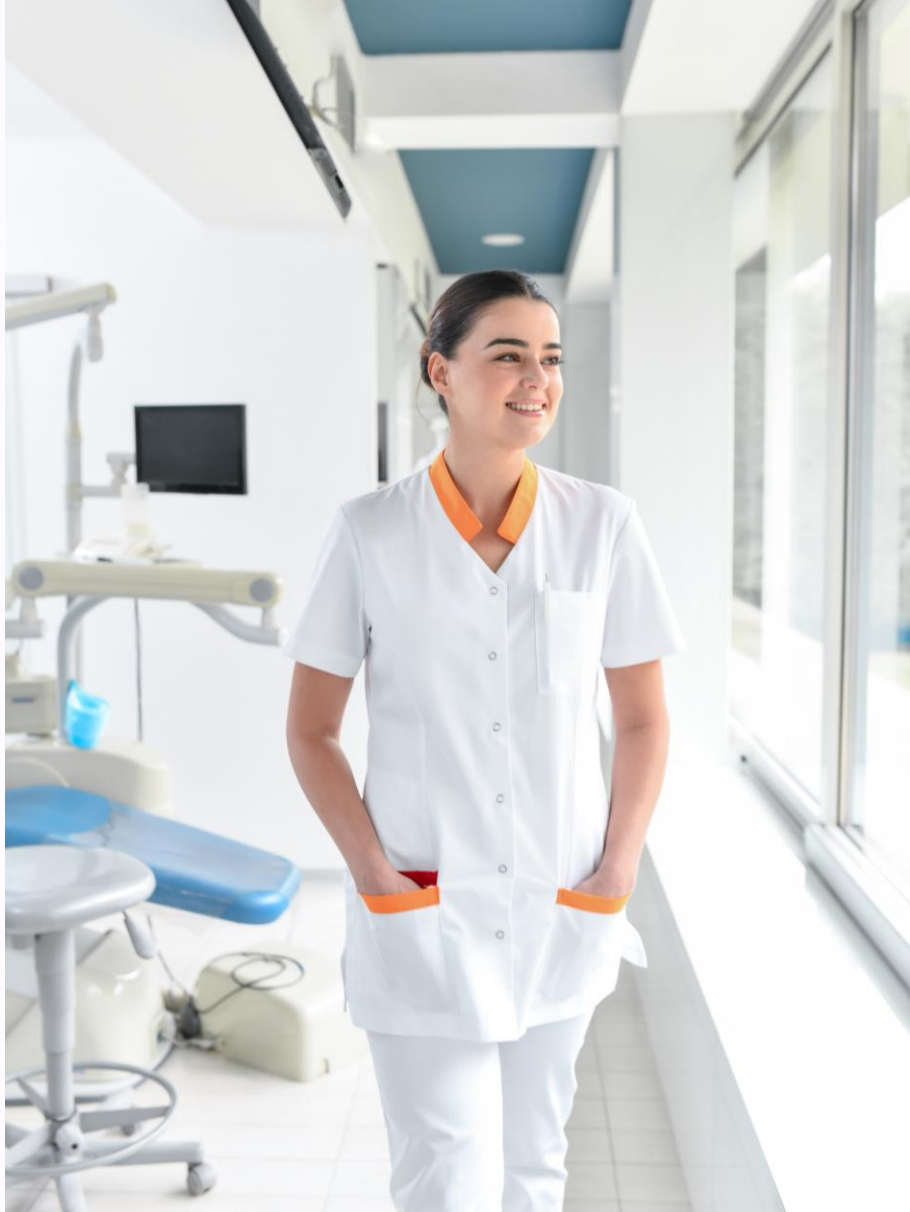
A risk-based approach shall be established for a quality assurance program. Such an approach involves

- (a) a systematic review of the hazards and threats that could occur with RMDs/other devices; and
- (b) the application of risk assessment criteria to determine the level of risk.

QA refers to a set of procedures to achieve a consistent outcome. e.g: 'Not left to fate'

A methodical and organised way to check what is in place and working out whether they're effective...or not. e.g. a review process

Established reference points against which the significance of risk is evaluated and measured. e.g.: Is there a steriliser? vs Are floors cleaned routinely?



# Quality assurance

‘Not leaving things to fate’

- Aim: Repeatable, reproducible, safe and effective reprocessing (of RMDs)
- Generation and control of documentation
- Responsibilities and relationships defined
- Purchasing procedures (fit-for-purpose)
- Commitment to quality improvement
- ...underpinned by risk-based approach



# Challenges and opportunities

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# Private dental practices



More challenging to implement the governance requirements



There's a lot of 'status quo' to work through



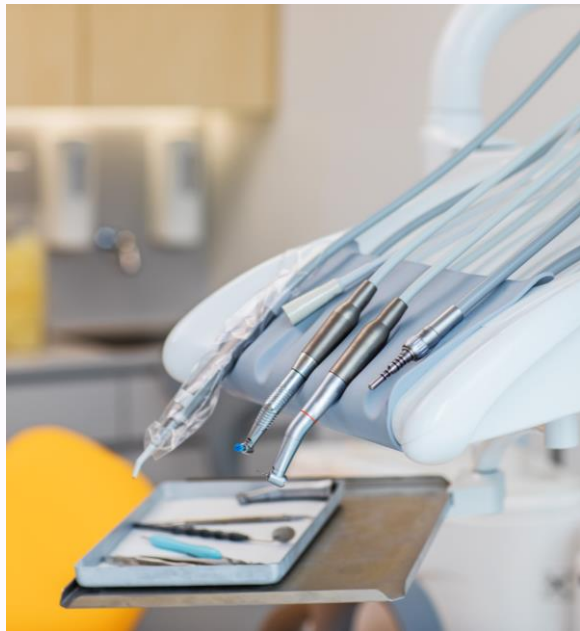
Generally have the resources to support implementation



Water quality



# Dental Service Organisations



Their business model is to provide centralized management



Risk based approach also relates to quality and brand position



Tend to experience a high turnover of staff (like everyone)



More likely to invest in strategic capital expenditure as part of value proposition



# Mobile Dentistry



Small operation – limited service offerings



Many use single use or only process limited RMDs



Reprocessing can be outsourced or DIY



Still need all the documentation – which is a burden



# In conclusion

1. What is our work impacts AS5369 implementation
2. Risk based is a 'proactive' approach.
3. Various business models will have different priorities for implementation



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