



European Regional Organisation of
the Fédération dentaire internationale



Working Group QUALITY

First results of the questionnaire
sent in July 2011



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the Fédération dentaire internationale



Working Group QUALITY

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Questionnaire sent to **28 countries**

Answers received from **11 countries**



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Initial training

Access to dental studies

Examination or test in 5 countries:

Romania

Czech Republic

Turkey

Switzerland: national examination

Germany: in some universities, the opportunity is given to pass a test on a voluntary basis to improve the chance to be admitted in addition to the numerus clausus



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Initial training

Access to dental studies

Competitive entrance exam in 6 countries:

Austria: 5 to 6000 candidates for 140 seats (60% for Austrian citizens)

Belgium: 3000 candidates for 800 seats

France : 1154 seats in 2011

Israel

Netherlands: weighted admission based on high school exam marks

Portugal



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Initial training

Duration of dental studies

Austria : 6 y

Belgium: 5 y (2 y clinical studies)

Czech Republic : 5 y

France : 6 y (3 y clinical studies)

Germany: 5 y

Israel: 6 y

Portugal: 2 ½ y clinical studies

Romania: 6 y

**Switzerland: 6 y (4 y clinical
studies)**

Turkey: 5 y



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The awarded diploma is
recognized by the state in all
11 countries



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Vocational training after the diploma

Mandatory in 3 countries:

- **Belgium**: period of clinical training of 12 months
- **Germany**: for all dentists providing care for patients insured in the statutory sick funds (90% of the population) = almost every dentists...
- **Switzerland**: 24 months in clinical practice or university institute



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Continuing Education

Mandatory in 7 countries:

- **Austria**: no definite number- any form, **verified** by the Chamber
- **Belgium**: 10 h/y – any form, **verified** by the Ministry of health
- **Czech Republic**: no definite number- **verified** by the Chamber
- **Germany**: 25h/y – any form, **verified** by the associations of statutory health insurance dentists on Länder level, by random sample of 2% of all dentists
- **France**: 25h/y, **verified** by Conseils Départementaux de l'Ordre
- **Romania** : 40h/y – any form, **not verified**
- **Switzerland**: **80h/y** – any form, **verified** by a joint commission of SSO and State



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Continuing Education

Voluntary in 4 countries

- **Israel**: system of points (verified by the dental association)
- **Netherlands**: voluntary quality register
- **Turkey**: verified by the dental association
- **Portugal**, not verified



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Assessment of practices/ procedures

- **Mandatory** in only **1 country**, Germany, to use a system of quality management, but voluntary for all other procedures
- **Voluntary** in **10 countries**, but verified in only 1 (Switzerland)
- **Does not exist** in **1 country** : Israel



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Organisation of the dental practice/clinic - health care environment	Legal and regulatory requirements	Recommendations and references published by official bodies	External inspection	self-evaluation tools	Questionnaires for patients
Technical platform					
• - Amalgam collection/Separator	G, AU, BE, F, NE, CH, CZ	P	G, CH, CZ		NA
• - Radio equipment	G, AU, BE, F, NE, P, CH, CZ		G, F, P, CH		NA
• - Water treatment	AU, NE, CH, CZ	G, P, F	CZ	G, T	NA
• - Origin of material, pharmaceuticals (CE labelling...)	AU, BE, F, NE, P, RO, T, CZ	G, CH, T	G, P, CZ	T	NA
• - Surgical aspiration	NE, P, RO	G, AU, CG, CZ	P	G, T	NA
• - Expiry date of products, pharmaceuticals used in the clinic	G, AU, F, P, RO, CH; T, CZ	CH, T	P, T, CZ	G, NE, T	NA
Sterilisation	F, NE, P, RO, CH, T, CZ	G, AU, BE, RO, CH, T	P, RO, CH, T, CZ	G, RO, T	NA
Radioprotection of patients	G, AU, F, NE, P, RO, CH, T, CZ	BE, RO, T	P, RO, CH, T, CZ	G, RO, T	NA
Medical waste management	G, AU, BE, F, NE, P, RO, CH, T, CZ	RO, T	P, CH, T, CZ	G	
Medical record of patient	G, AU, BE, NE, P, RO, CH, T, CZ	F, RO, T	P, T, CZ	F, G	
Critical incident management	AU, P	G, BE, F, CH, CZ	NE	G, NE, P	
Quality of service	AU	NA	CH	NA	



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• - Amalgam collection/Separator	G, AU, BE, F, NE, CH, CZ	P	G, CH, CZ		NA
• - Radio equipment	G, AU, BE, F, NE, P, CH, CZ		G, F, P, CH		NA
• - Water treatment	AU, NE, CH, CZ	G, P, F	CZ	G, T	NA
• - Origin of material, pharmaceuticals (CE labelling...)	AU, BE, F, NE, P, RO, T, CZ	G, CH, T	G, P, CZ	T	NA
• - Surgical aspiration	NE, P, RO	G, AU, CG, CZ	P	G, T	NA
• - Expiry date of products, pharmaceuticals used in the clinic	G, AU, F, P, RO, CH; T, CZ	CH, T	P, T, CZ	G, NE, T	NA



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Organisation of the dental practice/clinic - health care environment	Legal and regulatory requirements	Recommendations and references published by official bodies	External inspection	self-evaluation tools	Questionnaires for patients
Sterilisation	F, NE, P, RO, CH, T, CZ	G, AU, BE, RO, CH, T	P, RO, CH, T, CZ	G, RO, T	NA
Radioprotection of patients	G, AU, F, NE, P, RO, CH, T, CZ	BE, RO, T	P, RO, CH, T, CZ	G, RO, T	NA
Medical waste management	G, AU, BE, F, NE, P, RO, CH, T, CZ	RO, T	P, CH, T, CZ	G	
Medical record of patient	G, AU, BE, NE, P, RO, CH, T, CZ	F, RO, T	P, T, CZ	F, G	
Critical incident management	AU, P	G, BE, F, CH, CZ	NE	G, NE, P	
Quality of service	AU	NA	CH	NA	



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Additional questions

**The patients are free to chose their dentist in all 11
countries**



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Additional questions

**The dentists are free to chose the treatment and
prescription in all 11 countries**

BUT

In 2 countries, there are some limits set either by insurance
companies, or by Ministry of Health (public service):

Israel and Turkey



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Additional questions

The dentists are obliged to a **“warranty of result”** for treatment done (especially prosthetics) **in 5 countries:**

- **Germany:** crowns and fillings **for 2 years**
- **Austria:** ruled as good producers and delivery of services
- **Switzerland**
- **Turkey:** **3 to 5 years for prosthetics**
- **Czech Republic : 2 years**



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Additional questions

No “warranty of result” in 6 countries

But in 1 country (FRANCE) some recent decisions go in the direction of a warranty of result for prosthetic treatment.



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Additional questions

Systems of reporting/declaration of critical incidents exist in
7 countries

- **Germany:** Voluntary system on the Internet open to all dentists, organized as a learning system to prevent critical incidents in the dental practice
- **Austria:** organized by the Chamber
- **Belgium**
- **France :** organized by the French Agency for sanitary security of health products
- **Switzerland**
- **Turkey:** for judicial cases and Aids cases
- **Portugal:** only for pharmaceutical products



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Thank you to those who have
already answered

For the others, please reply to

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ero-sekretariat@sso.ch



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Thank you for your attention!