

Working Group QUALITY

Results of the questionnaire
sent in July 2011

Working Group QUALITY

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- ➔ Barbara Bergmann-Krauss Allemagne
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Questionnaire sent to **28 countries**

Answers received from **13 countries**

Initial training

Access to dental studies

Examination or test in 6 countries :

Romania
Spain
Czech Republic
Turkey
Switzerland
Germany

Initial training

Access to dental studies

Competitive entrance exam in 7 countries :

Austria : 5 to 6000 candidates for 140 seats

Belgium : 3000 candidates for 800 seats

France : 1154 seats in 2011

Israel

Italia

Netherlands : (weighted admission based on high school exam marks)

Portugal

Initial training

Duration of dental studies

6 years :7 countries

Austria – France – Italia – Romania – Switzerland –Netherlands
Israel

5 years : 6 countries

Belgium – Czech Republic – Germany – Turkey – Portugal - spain

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

Vocational training

after the diploma

Mandatory in 4 countries :

Italia : 6 months in clinical practice

Belgium : 12 months in clinical practice

Switzerland : 24 months in clinical practice or university institute

Germany : for all dentists providing care for patients insured in the statutory sick funds (90% of the population) = almost every dentists...

Continuing Education

Mandatory in 8 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

Italia: **any form** - **verified** by the Chamber

Romania : 40h/y – any form, **not verified**

Switzerland : 80h/y – any form, **verified** by a joint commission of SSO and State

Continuing Education

Voluntary in 5 countries

Israel : system of points (verified by the dental association)

Netherlands : voluntary quality register

Turkey : verified by the dental association

Portugal : not verified

Spain

Assessment of practices/ procedures

Mandatory in only **2 countries**, Germany and France but
voluntary for all other procedures

Voluntary in **10 countries**, but verified in only 1 (Switzerland)

Does not exist in **1 country**: Israel

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, I	P, S	G, CH, CZ, I		NA
• - Radio equipment	G, AU, BE, F, I, S, NE, P, CH, CZ		G, F, P, CH, I, S		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, I, S	G, CH, T, I	G, P, CZ, I, S	T	NA
• - Surgical aspiration	NE, P, RO, S	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, I, S	CH, T	P, T, CZ, I	G, NE, T	NA

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, I, CH, T, CZ, S	G, AU, BE, RO, F, I, CH, T	P, RO, CH, T, CZ, F, I, S	G, RO, T	NA
Radioprotection of patients	G, AU, F, NE, P, I, RO, CH, T, CZ, S	BE, RO, T, I	P, RO, CH, T, F, CZ, F, I, S	G, RO, T, F	NA
Medical waste management	G, AU, BE, F, NE, P, RO, CH, I, T, CZ, S	RO, T	P, CH, T, CZ, F, S	G	
Medical record of patient	G, AU, BE, NE, P, RO, CH, T, CZ, I (PHS), S	F, RO, T, I	P, T, CZ, S	F, G, I	
Critical incident management	AU, P	G, BE, F, CH, CZ, I, S	NE	G, NE, P	

Additional questions

**The patients are free to chose their dentist
in all 13 countries**

Additional questions

**The dentists are free to chose the treatment and
prescription in all 13 countries**

BUT

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

Israel and Turkey

Additional questions

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

Germany : 2 years for crowns and fillings

Austria : ruled as good producers and delivery of services

Switzerland

Turkey : 3 to 5 years for prosthetics

Czech Republic : 2 years

Additional questions

No “warranty of result” in 8 countries

But in 2 countries

Italia and **France** some recent decisions go in the direction of a warranty of result for aesthetics and prosthetics.

Additional questions

Systems of reporting/declaration of critical incidents exist in

8 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

Italia

France : Voluntary system on the Internet open to all dentists, organized by the French Agency for sanitary security of health products

Switzerland

Turkey : for judicial cases and Aids cases

Portugal : only for pharmaceutical products

Working Group QUALITY

➔ 8 members

➔ 5 countries France, Germany, Belgium, Switzerland, Russia

➔ 1 outside the European Union Russia

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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	

ERO

European Regional Organisation of
the Fédération dentaire internationale



Thank you for your attention!