

	Title: Adverse Outcomes	Version: 2
	Owner: Melissa Mitchell (Director of Production)	Approved: 03/22/2018

Purpose: To provide manner in which the provider can report adverse outcomes to the Dental Care Organization (DCO).

Responsibility: Quality Improvement (QI)/Utilization Review (UR) Committee

Scope: Advantage Dental Services LLC

Definitions: An adverse outcome is any procedure done in dentistry that does not result in a professionally acceptable finish or outcome. In other words, did the procedure turn out the way most reasonable dentists would have expected? Since the mouth and masticatory apparatus is a hostile environment to work in and to use dental materials, adverse outcomes can occur in most if not all procedures done in dentistry. Examples of adverse outcomes: 1) patient faints in the office; 2) patient aspirates an appliance or; 3) if an ambulance is called for any reason.

Forms: [Adverse Outcomes Form](#)

References: 42 CRF 438.3300; OAR 410-141-0200

Policy:

1. Adverse outcomes should be measured for enrollees, including enrollees that are aged, blind, disabled or having complex medical needs, special health care needs, or who are children receiving Children Adult and Family Services (CAF) or Oregon Youth Authority (OYA) services, not because they happen, but because they happen outside the norm in the typical dentists' office.
2. Adverse outcomes are monitored by the DCO's: (1) QI Committee, (2) Vice President of Dental Services or their designee(s), who are licensed dentists, (3) various departments of its administrative company, i.e.; Claims, Customer Service, Enrollment, Case Management (Special Health Care Needs functions), Provider Relations, and (4) the Board of Managers of Advantage Community Holding Company, LLC.

Every DCO provider has access to the DCO's Policy and Procedure Manual and should report any professionally unacceptable adverse outcomes or any procedure, which does not turn out the way most reasonable dentists would have expected by following the procedure listed below. Within 15 days of the adverse outcome, the DCO provider will complete and submit the [Adverse Outcomes Form](#) to the DCO by fax at 1-541-504-3907 or by secure email to CaseManagement@AdvantageDental.com. The DCO provider shall fully cooperate with providing any additional information requested by the Case Management Department during the review process.

Approvals:

Date: 03/22/2018

Approved by:

Lorena Reinhart (Executive Assistant), Executive Assistant, Operations



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06/14/2012	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
05/02/2014	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2015	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Laura Donadio
02/23/2016	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Jeff Dover
02/14/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
07/12/2017	Jeanne Dysert	Tamara Kessler	Missy Mitchell	
03/12/2018	Jeanne Dysert	Tamara Kessler	Missy Mitchell	Rose Novak

Reviewed and Revised