ADA Introductory Dental Practice Accreditation Scheme – FAQs

What is accreditation?
Accreditation is independent recognition that an organisation, program or activity meets the requirements of defined criteria or standards. Accreditation is an internationally recognised evaluation process used to assess the quality of care and services provided in a range of areas including health care.

Is Dental Practice Accreditation about the dentist or the dental practice?
Dental Practice Accreditation is awarded to the practice and is location specific. Accreditation is awarded by an independent accrediting agency once a practice has submitted evidence demonstrating compliance with the National Safety and Quality in Health Service (NSQHS) Standards.

Why should my practice become accredited?
Dental practices derive a series of benefits from the accreditation process, including:

- An internationally recognised system of benchmarking safety and quality
- Competitive advantage and use as a marketing tool
- Increased practice efficiency
- Reduction of risk and enhancement of quality
- Demonstration of commitment to an industry regulated scheme
- Cost effective and non-invasive

Is accreditation mandatory?
At this time Dental Practice Accreditation has not been made mandatory. Practices wanting to begin their entry into accreditation and enjoy the benefits of becoming accredited can do so through the voluntary, supportive and profession led ADA Introductory Dental Practice Accreditation Scheme.
What does the ADA Introductory Dental Practice Accreditation scheme involve?

- Registering your dental practice online at www.ada.org.au
- Gathering evidence that your practice meets the ‘The Commission’s National Safety and Quality Health Service (NSQHS) Standards’. There is an allowance of 12 months for each practice to gather and submit evidence; practices can complete this process at any time during this 12-month period.
- The accreditation agency, Quality in Practice (QIP), measuring the evidence submitted by your practice against the NSQHS standards using a ‘desk-top’ audit system (online only and free from on-site auditors).
- Successful practices being awarded with accreditation and provided with marketing materials to promote their accredited status.

The Introductory Dental Practice Accreditation Scheme does not impose new or heightened compliance requirements on Dental Practices or Dental Professionals. However, for the first time, accreditation leads practices to systematically demonstrate to an independent accreditation agency that your practice is compliant with existing national, state and territory legislation and guidelines.

The ADA Introductory Dental Practice Accreditation scheme will be a useful benchmarking tool for practices, as well as being a purposeful quality improvement process for practice owners, staff and patients.

Who is the Commission?

The Australian Commission on Safety and Quality in Health Care (ACSQHC) or ‘The Commission’ is an independent national statutory authority. The Commission is to lead and coordinate improvements in safety and quality in health care across Australia. As part of this role, the Commission has developed and will maintain the National Safety and Quality Health Service standards (NSQHS standards).

The Commission has appointed ADA to act in the role of quasi-regulator for the Dental Practice Accreditation Scheme.
What are The Commission’s National Safety and Quality Health Service standards?
The National Safety and Quality Health Service (NSQHS) Standards is the name of the set of 10 standards developed and maintained by the Commission. Only Standards 1–6 of the NSQHS Standards apply to Dental Practice Accreditation at this time. Within standards 1–6 there are a combination of core (must be met), developmental (must be working towards), and not applicable items.

- Standard 1: Governance for Safety and Quality in Health Service Organisations
- Standard 2: Partnering with Consumers
- Standard 3: Preventing and Controlling Healthcare Associated Infections
- Standard 4: Medication Safety
- Standard 5: Patient Identification and Procedure Matching
- Standard 6: Clinical Handover
- Standard 7: (N/A to Dental) Blood and Blood Products
- Standard 8: (N/A to Dental) Preventing and Managing Pressure Injuries
- Standard 9: (N/A to Dental) Recognising and Responding to Clinical Deterioration in Acute Health Care
- Standard 10: (N/A to Dental) Preventing Falls and Harm from Falls

To access a copy of the NSQHS Standards, go to the Commission’s website:
www.safetyandquality.gov.au

What if the Standards change?
Your practice will be accredited against the Standards that apply at the time you register for accreditation. Any changes made to the Standards during your accreditation cycle will not impact on your current accreditation.

When you apply for re-accreditation in the following cycle the standards that are current at that time will be used to assess your compliance.

Who will assess me for accreditation, and will this involve someone assessing my practice?
The ADA has partnered with Quality in Practice (QIP), an internationally recognised accreditation agency, who will be conducting ‘desk-top audits’ for Introductory Practice Accreditation to assess your practice’s evidence against the NSQHS Standards. The introductory scheme does not involve an on-site audit.
How long will my accreditation last?

From the date your practice is awarded accreditation it will stand for a period of 2 years. Accreditation is applied to the practice site in which it was obtained, and not to other affiliated practices.

I own two or more dental practices; can I be accredited just once for all of them?

Dental practice accreditation is site specific. Accreditation involves the assessment of practice specific (and therefore site specific) policies, procedures and processes. Accreditation is awarded to the practice site in which it was obtained, and not to other affiliated practices.

If you have multiple practices operating in multiple locations these additional practices may fit the definition of ‘branch’ or ‘satellite’ practices. Practice definitions and associated costs are explained in detail through the online registration process.

Multi-practices, corporate groups and other practices requiring multiple assessments of the same set of core practice documentation may not need to submit multiple applications for accreditation. QIP can be contacted to tailor solutions for practices of all shapes and sizes. If you would like to discuss your circumstances please contact QIP on 1300 888 329.

I share a practice with other dentists, do we each need to apply separately for accreditation?

If more than one dental practice is operating at the same location, each practice will be required to register for practice accreditation independently.

Each practice must submit their self-assessment and evidence independently. If you would like to discuss this further please call QIP 1300 888 329.

What if I sell my practice?

Accreditation may be transferred under specific circumstances such as sale of a practice. However, any transferral must be applied for directly through the accreditation agency, QIP.
Do I need a computer?

Using a computer (at home, in your practice or any other location) to access the QIP online self-assessment tool AccreditationPro to complete the accreditation process is certainly the easiest and quickest way to do it.

While ‘manual’ or ‘paper based’ accreditation is possible, this is a time-consuming method of achieving accreditation. Should you be unable to complete the process with a computer please contact the ADA on 02 9906 4412 to discuss manual accreditation.

How do I find more information and register for accreditation?
To read more about, or to register for the ADA Introductory Dental Practice Accreditation Scheme:

- go to www.ada.org.au
- log on to the members only area
- click on the ADA Introductory Practice Accreditation icon.

How much will it cost?
For ADA members, Introductory Dental Practice Accreditation is offered as a membership service. The cost to ADA members is only $720 (excluding GST) for each ‘primary’ practice paid in full to QIP.

Price differentials are available in the form of ‘branch’ or ‘satellite’ practices that do not operate in a full-time capacity. Information, practice definitions and pricing are available during the registration process.

Introductory practice accreditation is available to those that are not ADA members at a fee of $2,800 per dental practice.

What if I need help?

**Registration** assistance is available from ADA Inc. 02 9906 4412.

**Interpreting the NSQHS standards, using the ADA Policy Templates** and all other practice support will come from your local ADA Branch. A full list of support personnel is distributed with the ‘welcome pack’ after registering for practice accreditation.

**Technical support** regarding AccreditationPro, contact QIP on 1300 888 329.
What will happen after I register?

After you have completed the online registration form and finalised your payment you will receive confirmation of your registration within two business days, and the tax invoice/receipt directly from QIP via email in five business days. QIP will also dispatch a ‘welcome pack’ for each registered practice with a copy of the NSQHS Standards, your login details for AccreditationPro, and further information about the accreditation process.