

Recertification

To: Recertification

Subject: Use of Auditing process vrs reviewing process.

Good Evening

I am a NZ registered practicing dentist, and have taken part robustly in the recertification information and meetings.

My concern is the use of the words Audit, Auditing and Audit personal. I am a certified Auditor in NZ and currently contract to the groups used for DHB audit requests. Reviewing a process is not an audit. The development of an effective efficient audit tool is tricky and never taken lightly. I request the DCNZ looks into the accuracy of the words Audit and then more appropriately the use of the word review.

I wish to know if the resource of the existing practitioners of Auditing, specific to the dental field will be used , or will a whole new group of auditors from other fields be preferred and used.

In my experience the lead auditors are very skilled and robust in their field. But they are unable to act in the work environment we have, in surgery, and thus specialised certified support is essential. There is a risk, the third party environment already in place for Auditing, could be undermined if proper auditing procedures are not followed. I have, as have a number of other individuals in NZ, attempted to develop the necessary skills to be effective and practitioner focused in the audit process.

In my experience it is a very, very stressful time for the practitioners. It takes a fair bit of skill to ensure they are respected and protected throughout any true Audit process. If this essential level of trust is not in place the health professional will be alienated. Concurrently, if it is not supported by an accurate reproducible audit tool, the event would have to be a system review only.

I look forward to your reply and guidance.

David Rumble BDS

