

What patients want: competent oral health practitioners

**Dental Council Symposium,
Wellington, 17 March 2017**

**Ron Paterson
University of Auckland**

WB Yeats



NEW ZEALAND

Doctor

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Awards



BEST TRADE/PROFESSIONAL
MAGAZINE 2006, 2007

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How Cartwright changed it all...



In good hands



A roadmap

Background

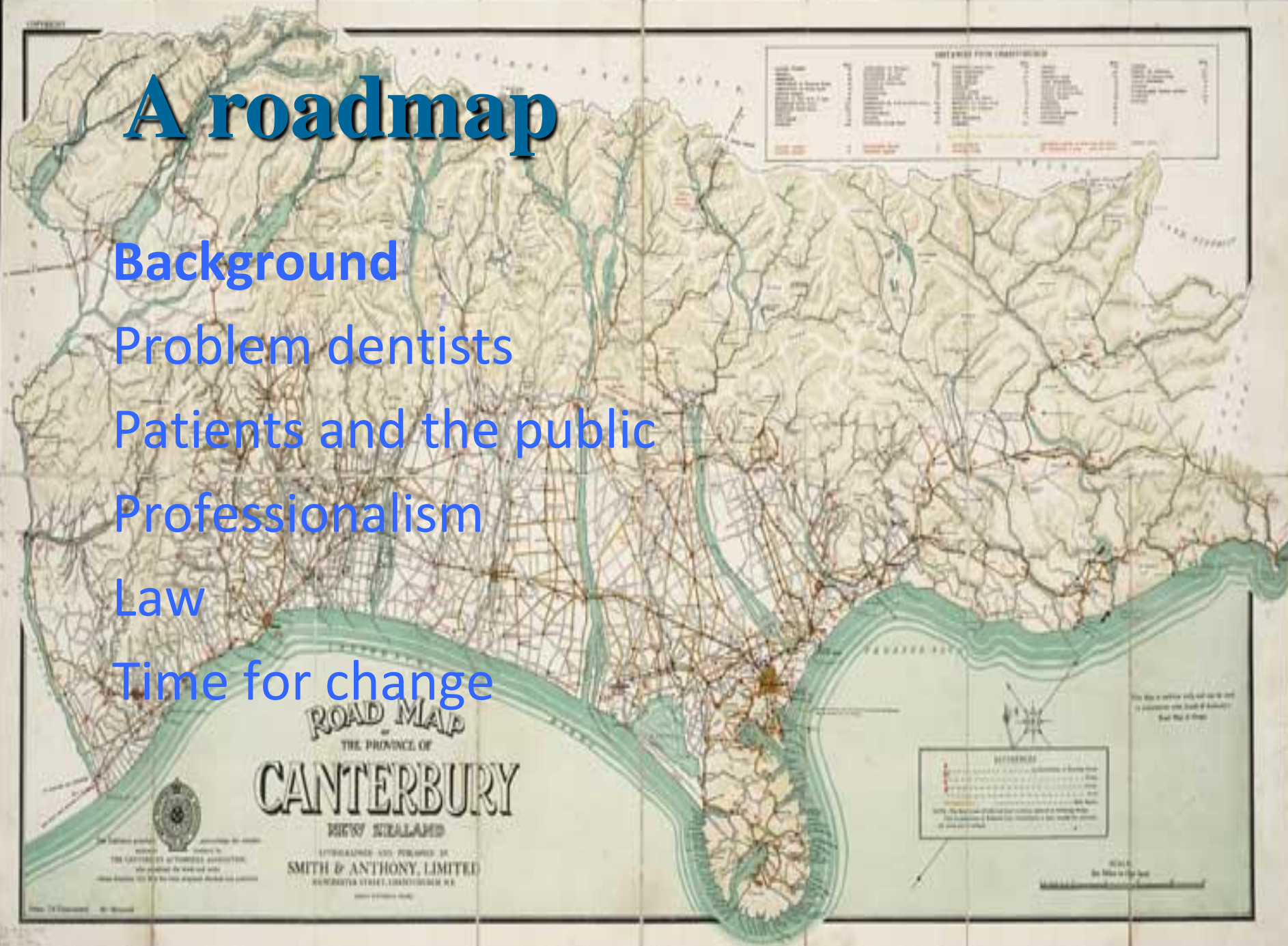
Problem dentists

Patients and the public

Professionalism

Law

Time for change



What makes a good doctor? Why are there bad doctors out there still practising? And how can we protect patients, increase trust and improve medical care?

In his decade serving as New Zealand's Health and Disability Commissioner, Ron Paterson listened to thousands of stories from patients and doctors – accounts of outstanding medical care as well as of negligence, incompetence and distrust. In this book, he draws on those stories to identify the key competencies of a good doctor, the ways in which medical care goes wrong and the roadblocks to ensuring that every licensed doctor *is* a good doctor.

Paterson argues that it is possible to improve patient care: by lifting the veils of secrecy and better informing patients, by establishing more effective ways of checking doctors' competence and by ensuring that medical watchdogs protect the public. *The Good Doctor* is a powerful prescription for change.

With law degrees from the University of Auckland and Oxford University, Ron Paterson is Professor of Health Law and Policy at the University of Auckland. He was Deputy Director-General, Ministry of Health in 1999–2000, and the Health and Disability Commissioner from 2000 to 2010. He is co-editor of the textbook *Medical Law in New Zealand* (2006). Paterson researched and wrote *The Good Doctor* during his time as New Zealand Law Foundation International Research Fellow.

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NEW ZEALAND



NEW ZEALAND

THE GOOD DOCTOR

RON PATERSON



THE GOOD DOCTOR

WHAT PATIENTS WANT

RON PATERSON

EMMERSON'S VIEW





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ROAD MAP
THE PROVINCE OF
CANTERBURY
NEW ZEALAND

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[illegible]

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But this is not the only way to do it. In fact, there are many ways to do it. For example, you could use a different set of data, or you could use a different model. The point is that there are many ways to do it, and you should choose the one that works best for you.

QUESTIONS

1. The following table shows the number of people who attended the 1998 World Cup in France. The table is divided into two parts: the first part shows the number of people who attended the matches, and the second part shows the number of people who attended the matches and the opening ceremony.

Match	Number of people who attended the matches	Number of people who attended the matches and the opening ceremony
France vs. Brazil	100,000	100,000
France vs. Italy	100,000	100,000
France vs. Germany	100,000	100,000
France vs. Argentina	100,000	100,000
France vs. England	100,000	100,000
France vs. Spain	100,000	100,000
France vs. Netherlands	100,000	100,000
France vs. Portugal	100,000	100,000
France vs. South Africa	100,000	100,000
France vs. Mexico	100,000	100,000
France vs. United States	100,000	100,000
France vs. Korea & Japan	100,000	100,000
France vs. China	100,000	100,000
France vs. Turkey	100,000	100,000
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France vs. Iran	100,000	100,000
France vs. Saudi Arabia	100,000	100,000
France vs. Egypt	100,000	100,000
France vs. Cameroon	100,000	100,000
France vs. Nigeria	100,000	100,000
France vs. Bulgaria	100,000	100,000
France vs. Romania	100,000	100,000
France vs. Slovakia	100,000	100,000
France vs. Slovenia	100,000	100,000
France vs. Croatia	100,000	100,000
France vs. Serbia & Montenegro	100,000	100,000
France vs. Paraguay	100,000	100,000
France vs. Honduras	100,000	100,000
France vs. El Salvador	100,000	100,000
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See [this link](#) for more details.

Abstract

Slapping dentist outrages

Dominion Post A5, 22 Feb 2007

LANE NICHOLS

APPALLED dentists say a member of their profession who slapped a six-year-old female patient should be named and shamed.

The dentist, working in the Wellington region, is still practising despite an investigation concluding he slapped her during a tooth extraction after she bit his finger as he tried sedating her with nitrous oxide to remove two decayed teeth.

However, the health and disability commissioner's office will not identify him or say where he

works, infuriating local dentists who say it demeans them.

"If it was my son slapped on a dentist's chair I would fight hard to stop this person practising his work till he proved he was fit enough," Naenae dentist Hamid Al-Hassiny said yesterday. "At that age, there are a lot of skills you can use before you start slapping them."

Deputy health and disability commissioner Rae Lamb censured the dentist, and told him to apologise. Her findings are with police on a "for your information" basis.

The girl's school therapist re-

ferred her to the dentist in 2005.

Though the dentist denied the incident, Ms Lamb found it was "probable" he had deliberately slapped her. It qualified as assault.

Upper Hutt dentist Ashwin Magan was shocked. "I wouldn't think anybody would slap a child — not a professional anyway. . . . The best thing to do is to give her something to knock her out."

Hutt Valley District Health Board, responsible for Wellington's school dental services, will not act as the dentist had stopped taking school referrals.

The voices of patients and the public



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Professionalism



A patient's right to good care

Every patient has to right to ...

services provided 'with reasonable care and skill' – right 4(1)

services that comply with 'professional, ethical standards' – right 4(2)

services provided in a manner 'consistent with his or her needs' – right 4(3)

services provided in a manner that minimises ... potential harm' – right 4(4)



Competence assurance

Health Practitioners Competence Assurance Act

‘...to protect the health and safety of members of the public by providing for mechanisms to ensure that health practitioners are competent and fit to practise their professions’ s 3(1)

The Dental Council may not register a practitioner unless satisfied they are ‘competent to practise within [their] scope of practice’ s 15(1)(c)

Has APC applicant ‘failed to maintain the required standard of competence’? s 27(2)(b)

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ROAD MAP
OF THE PROVINCE OF
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NEW ZEALAND

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LEGEND

1. Main Roads	2. District Roads	3. Local Roads	4. Footpaths	5. Railways	6. Canals	7. Lakes	8. Rivers	9. Mountains	10. Towns	11. Churches	12. Schools	13. Hospitals	14. Police Stations	15. Post Offices	16. Public Houses	17. Cemeteries	18. Parks	19. Forests	20. Other
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NOTES

1. This map is intended to be used as a guide only and is not to be used for any other purpose.

2. The map is not to be used for any other purpose.

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Statement of Attendance

This is to certify that

Ronald Paterson

Foundations of Directorship

Governance for Directors

has been awarded a *Statement of Attendance*
by the Australian Institute of Company Directors



Maureen Monckton MAICD
General Manager, Director and Board Development
Australian Institute of Company Directors

Do you believe practising doctors should go through some sort of revalidation regularly?

21% **Yes**, all doctors should have regular competence checks

8% Only doctors aged over 70 years

30% Only doctors in a category deemed to be at high risk of problems

29% **No** doctor should not have to go through revalidation; it is unnecessary

1% Don't know

11% Other

Bad apples?



Conclusion

The problem: current systems in NZ do not ensure that oral health practitioners are competent

What patients want: proper checks, so we don't have to take pot luck

Your promise: the dental professions promise to ensure the competence of all members

The law: only oral health practitioners are to be registered & issued an APC – and patients are entitled to good quality care

The future: more effective recertification

