

## Cork University Dental School and Hospital

### Quality Improvement Plan

January 2017

FOR COMPLETION BY QEU	
Date of Peer Review visit: 21 <sup>st</sup> – 22 <sup>nd</sup> April 2016	Link to Panel Report published on QEU website: <a href="https://www.ucc.ie/en/media/support/qualityenhancementunit/reports/comh/DentalSchoolHospitalPeerReviewReport1516.pdf">https://www.ucc.ie/en/media/support/qualityenhancementunit/reports/comh/DentalSchoolHospitalPeerReviewReport1516.pdf</a>

	Recommendations for improvement made by Peer Review Group	Proposed Action	Responsible	Resource Implications	Date of Completion
1.	<p>The CUDSH has a unique remit in University College Cork (UCC) because it is an UG programme within a UCC owned hospital which cares for patients. Responsibility for clinical governance rests at the highest level in UCC, and there needs to be a clear reporting line up through the University.</p> <p>The Governance framework for the UG dental programmes must include all aspects of student and patient safety as part of a robust clinical governance structure. This very high level of governance and responsibility must be addressed urgently.</p>	The School will continue to develop its Clinical Governance Committee as part of a robust Clinical Governance Structure, to include all aspects of student and patient safety. The regular reporting line will be to the Executive Management Committee of the College of Medicine & Health. The annual reporting line will be to the UMTD and University Risk Management Committee.	Head of School/ Executive Committee	Minimal	ongoing
2.	The PRG see an urgent need for, and	Formation of Stakeholder group to comprise of	Head of	Minimal	Sept 2017

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	would recommend that, a stronger linkage should exist in the form of a high level stakeholder group, chaired by the President of UCC, who would meet on a regular basis in recognition of the unique patient safety and clinical governance responsibilities that rest with UCC in relation to CUDSH. The stakeholder group should comprise senior representatives from CUDSH, the	a Senior Officer of UCC, The Head of the College of Medicine & Health, a Practitioner representative, a HSE representative, The Head of School and the Heads of all disciplines at CUDSH.	School/Executive Committee		

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	COMH and the appropriate external stakeholders. The PRG recommends the committee would also be responsible for the review of the School Risk Register, which encompasses all of the education and clinical patient safety responsibilities of the Dental School.				
3.	The PRG recommend that a clear and agreed recruitment strategy for CUDSH is developed and proactively pursued in the immediate future. Flexibility must be shown in this regard, in the light of the unique position of UCC operating a hospital with patient safety strategies of prime importance.	The Dental Executive has met to consider this and will develop its recruitment and succession planning strategy.	Head of School/Executive Committee	Minimal	ongoing
4.	Greater direct contact between the senior staff and students, and increased research-led teaching as an integral part of the student experience, as highlighted by the student representation. A critical mass of senior staff is needed to fulfil this role.	The criteria for the new appointments at senior and clinical fellow level will include research led teaching and student engagement as essential criteria and the staffing and scheduling will be arranged to ensure increased research led teaching and student engagement.	Head of School/Executive Committee	Nil	Ongoing

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5.	It is good to see that initial steps have been taken to incorporate the student voice within committee structures. However, there should be a deepening of this engagement, for example through increased frequency of staff/student meetings and increased representation on the School Committees. There should be a clearer structure for reporting student concerns at the School management meetings, and a response mechanism to enable feedback to students in order to 'close the loop'.	Nominations have been made for student representation on Teaching & Curriculum Committees, student affairs committee and New Dental Hospital Project team  Form the Project Team  Appoint the Design Team  The frequency of meetings will be increased and feedback will be given via the student affairs committee.	Head of School/ Executive Committee	Moderate	February 2017  June 2017  ongoing
6.	Consideration should be given as to how students can be involved in the design and planning of the new building.	as above	Head of School/Executive Committee	Nil	March 2017
7.	There is a need for a more detailed programme handbook at the start of the academic year. Increased information, including notable dates would address the student concerns about planning their studies.	A review of handbooks and schedules will be undertaken to ensure that all information, including notable dates are provided to enable students to plan their studies.	Chair/ Teaching & Curriculum Committee	Nil	August 2017

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8.	Assessment, and in particular the lack of formative and summative feedback, were concerns expressed UG students and must be addressed. In addition, clear guidelines for staff and students on grade discrepancies and in particular the implications for North America students should be made available.	Work has already commenced to standardise the assessment system & feedback systems across all disciplines in the School.	Chair of Teaching & Curriculum Committee.	Nil	Ongoing
9.	Opportunities for further student involvement with the wider community, to gain skills that enhance employability, should be pursued.	Continue plan for the Dental outreach facility at St Marys Health Campus.	Head of School/Manager	Nil	June 2018
10.	Study facilities such as the library and the student reading room should be improved at the earliest opportunity. The Library opening hours should be changed to suit students.	Continue to engage with the College of Medicine & Health Library Committee to increase access to Library/study facilities including opening hours.	School Representative on Library Committee	Moderate	August 2017
11.	The Student Common room is not fit for purpose and should be upgraded.	Reconfigure existing spaces in Dental School. Bid submitted.		Nil	Ongoing

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12.	Some clinical facilities, such as in Oral Surgery are below the expected standard and should be refurbished and modernised at the earliest opportunity.	Action as Phase 1 of EIB Project  Prepare tenders  Project completion	Head of School/Dental Executive		August 2017
13.	Among nursing and administrative staff there should be a review of current structures and consideration given to developing a senior dental nurse grade and similar recognition of administrative staff.	An administrative review will be undertaken with the assistance of HR. Similarly we will carry out a review of the dental nursing structure and the development of a senior dental nurse grade.	Head of School/ Manager		December 2017
14.	Succession planning should take place, for example to ensure continuity of technical skills appropriate for a modern Dental School & Hospital.	The Dental Executive will continue to develop its recruitment and succession planning strategy.	Head of School/School Executive		ongoing
15.	A modified template for PDR should be developed appropriate to the needs of CUDSH.	The PDR will be expanded to include a clinical template.	Head of School		December 2017

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16.	The CUDSH strategic planning should give consideration to the College of Medicine & Health (CMH) Strategic Plan and the University College Cork (UCC) Strategic Plan. Demonstrating alignment with these strategic plans will maximise buy-in at all levels.	Prepare the School's Strategic Plan to align with that of the College of Medicine & Health and the University's Strategic Plans.	Head of School/School Executive		December 2017