

ROOT CAUSE ANALYSIS

Title: To improve pre-clinical and clinical supervision in the dental laboratory (Makmal Besar Teknologi Pergigian) for the Diploma of Dental Technology and in the dental simulation laboratory (Teknik Pergigian Operatif (TPO)) and Bilik Rawatan (BR) for the Diploma of Dental Therapy.

	ISSUES/PROBLEMS	CAUSE					EFFECT
		MAN	MATERIAL	METHOD	MACHINE	ENVIRONMENT	
	The willingness of the dental tutor to collaborate with clinical instructors and dental officers in the assessment and evaluation of the trainees' work.	Dental tutors are concerned that the participation of the dental officers in the JT and TPO laboratories may cause a delay for the trainees in completing their assigned task and complying with the requirements that need to be met.					Ineffective supervision
	High workloads among dental officers in PPKK and ILKKM.	Involvement of DOs: 1. Provide oral healthcare services (including school dental services). 2. Giving lectures and tutorials 3. Demo and return demo for training of dental					Dental officers are incapable of providing full commitment to pre-clinical and clinical supervision.

		<p>surgery assistants</p> <p>4. Preparing lesson plans and exam questions</p>					
	The dental officers on duty in the TPO and JT labs did not have any particular assignments.			In the JT lab and TPO, almost all of practices and assignments are evaluated entirely by clinical instructors and dental tutors.			Ineffective monitoring by DO
	Insufficient supervision by teaching staff during trainees' clinical practice in the Bilik Rawatan.	Some dental tutors have other commitments to fulfil, such as meetings and workshops					Students could fail the practical exam and consequently have difficulty practicing in the future.
	Lack of communication skills among trainees during clinical practice	<p>2.Lack of experience or instruction</p> <p>2.Insufficient awareness among trainees</p> <p>3.low proactivity in interacting with patients or dental staff</p>					Poor/low quality of graduates