



Singapore Healthcare Management 2024

Dental @ Sleep Centre

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BACKGROUND



As part of a treatment method for Obstructive Sleep Apnoea (OSA), patients may be referred to an orthodontist for dental review and treatment. The orthodontist may perform an Intra Oral Scan (IO Scan) and order a customized Oral Appliance (OA) which is the Mandibular Advancement Device (MAD). Scans will be submitted to vendor for device fabrication. These new services are run and driven by an NDCS orthodontist at SGH's Sleep Centre.

AIMS

To ensure Sleep Centre PSAs are familiar with the dental process flow, and competent in dental assisting and preparation work, which includes:

General Dental Processes

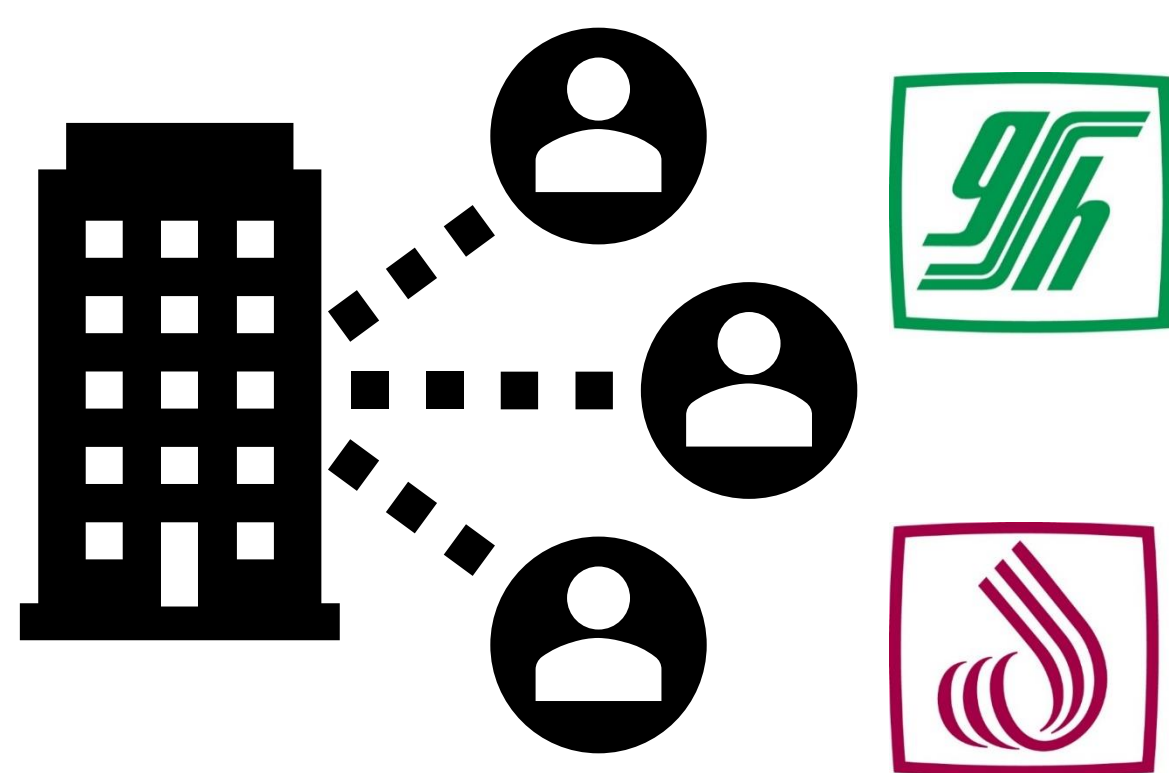
- Flushing of dental chair before consultation
- Preparation of dental instruments
- Operation of the machine

IO Scan Process for MAD Device

- Equipment calibration
- Submission of scans to vendor for device fabrication



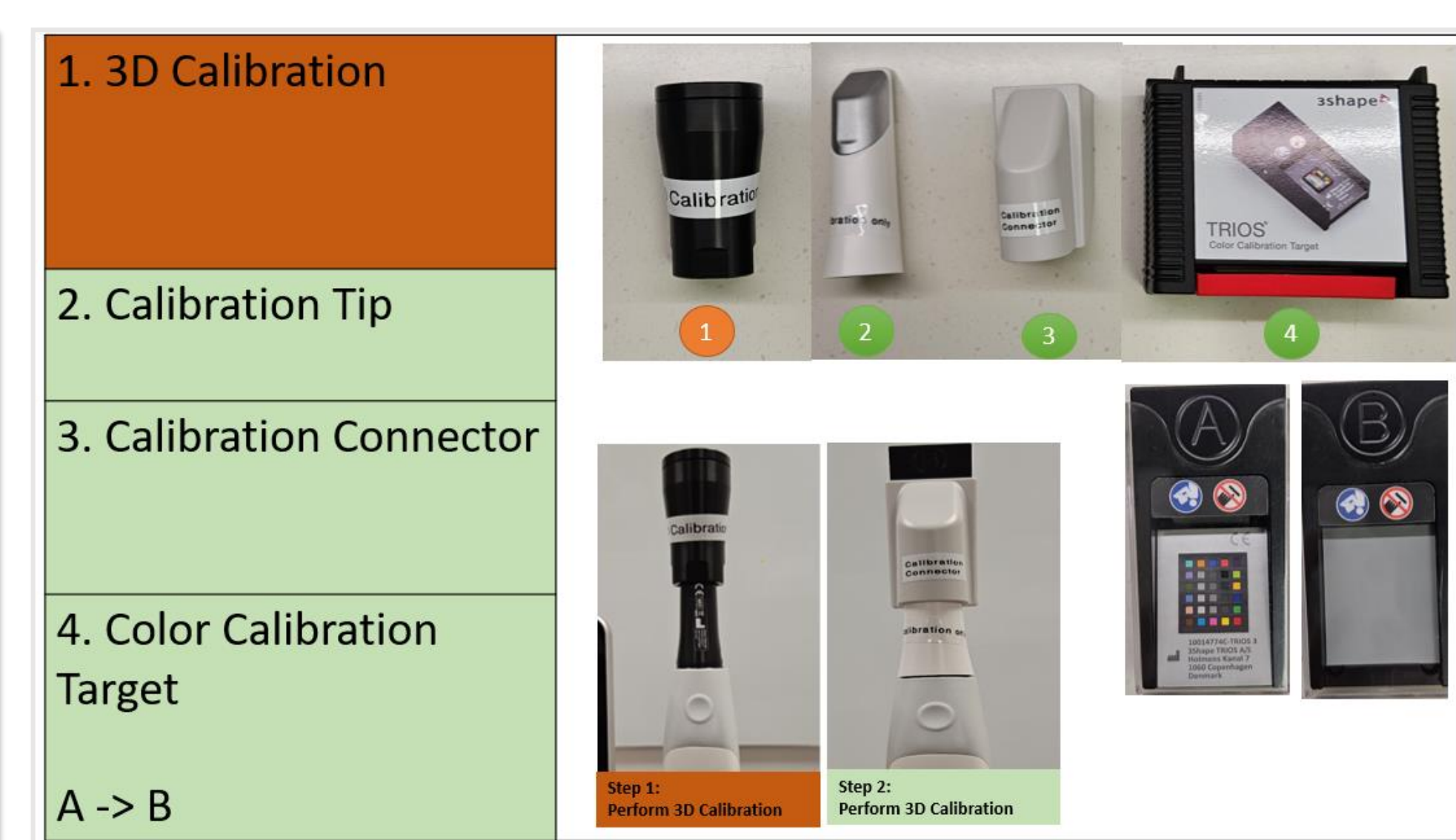
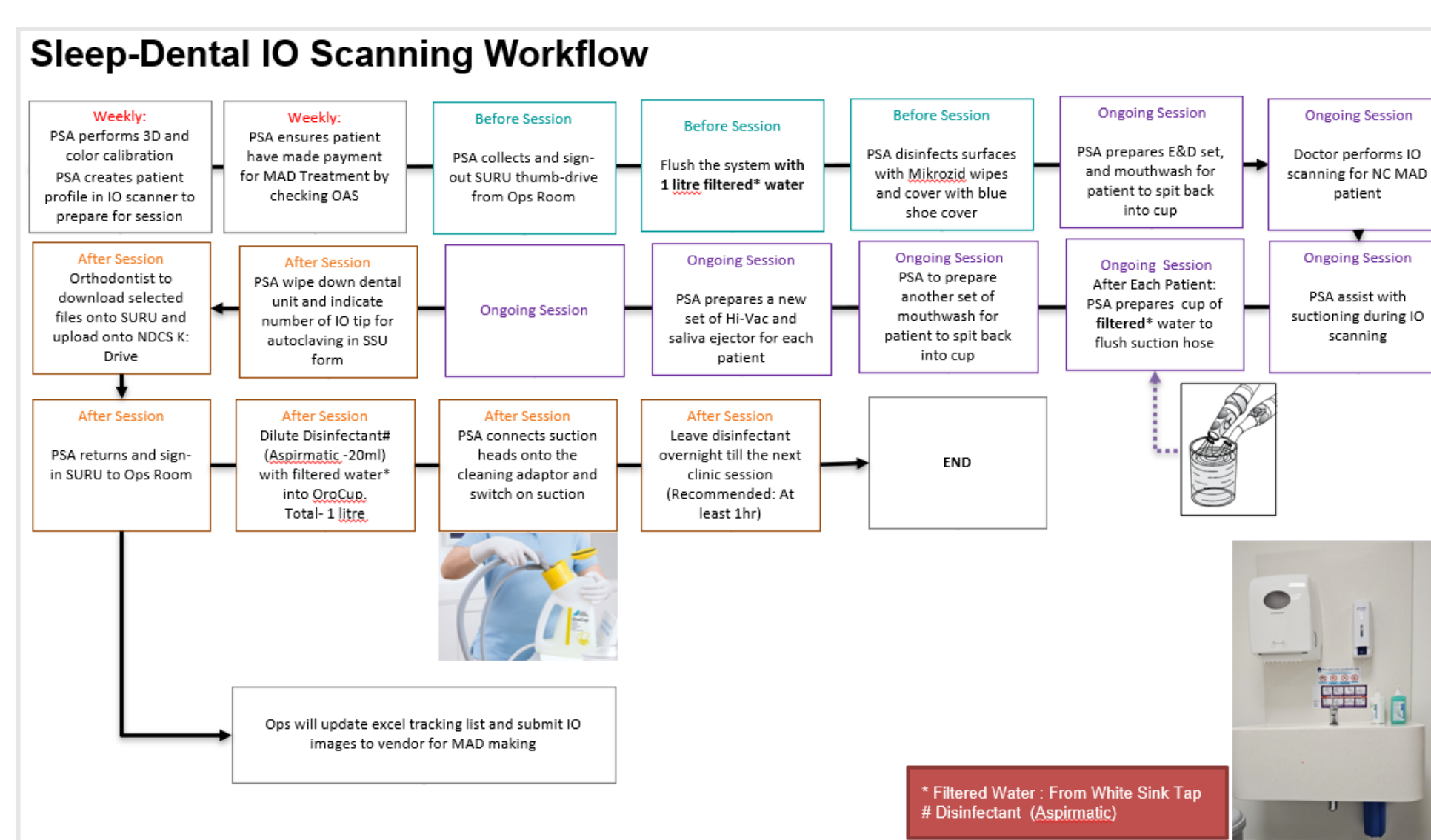
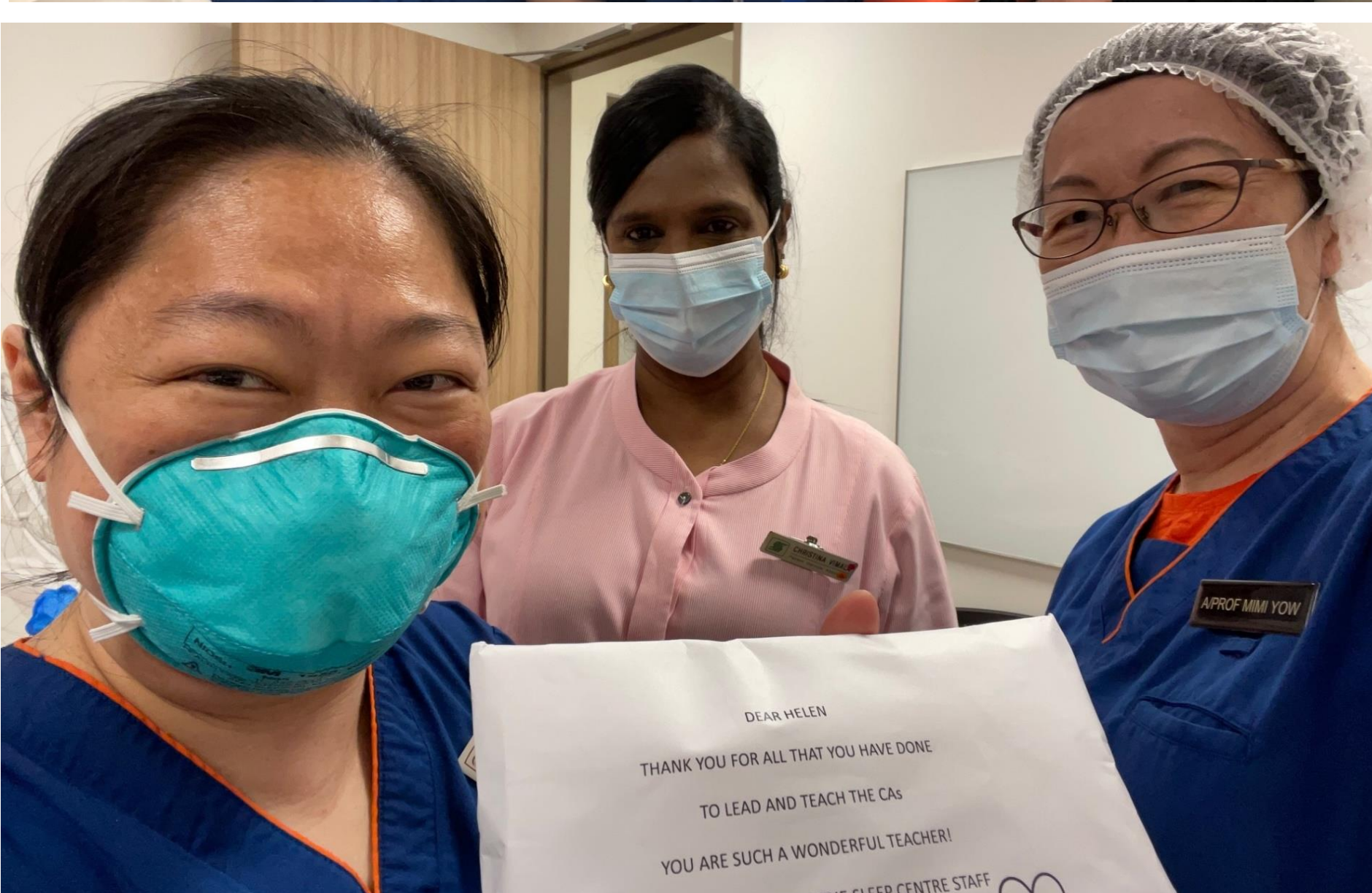
METHODOLOGY



- ❏ Cross institution collaboration with NDCS technologist & PSA to provide onsite training, holding at least 5 such sessions over 3 months
- ❏ Engaging NDCS to perform competency assessment for our PSAs, to ensure that the team is properly trained and equipped before service commencement

- ❏ Engaging external stakeholders to provide *equipment training* to facilitate General Dental and IO Scan Process (total of 4 on-site training sessions within a year)

- ❏ Multiple *hands-on and briefing* sessions to ensure everyone is aligned and on-track
- ❏ Displaying *process maps & guides* in consultation rooms for easy reference
- ❏ Multiple trial runs before service commencement
- ❏ Foster *strong teamwork* within the team so that PSAs do not hesitate to reach out to each other when they require further clarification and to discuss and share areas for improvement



Sample of Dental – IO Scanning workflow & Calibration guide drafted and placed in consultation room

Results Achieved

With **sufficient training & support**, we managed to train 4 PSAs to competently run dental sessions independently, as targeted. With the increase in number of sessions, we will continue to train additional PSAs for dental assisting. Between July 2023- April 2024, Sleep Centre saw 245 actualized patients, with 20 scans successfully submitted over this period for MAD fabrication. This enables Sleep Centre to be a **one stop centre for patients** by providing various medical care for different specialties within 1 location.