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## QUALITY INTERVENTION PROGRAM (QUIP)

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#### Process

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#### Purpose

QUIP is a tool used by the Board to resolve issues that present after an investigation, wherein there are reasonable grounds to believe the licensee has violated a provision of Chapter 4715, due to a clinical or communication problem that can be improved through participation in this program. QUIP gives the Board the ability to offer to the licensee a plan to remediate a licensee's practice deficiency without taking formal disciplinary action against the licensee. The offer to a licensee to participate in QUIP is at the discretion of the Board Supervisory Investigative Panel (SIP) which is comprised of the Board Secretary and Vice-Secretary, and is dependent upon specific criteria and requirements set forth in the Dental Practice Act.

#### Criteria and Eligibility

The criteria and eligibility for a licensee to be considered to participate in QUIP is stated in rules 4715-40-02, 03. A guideline entitled "QUIP Eligibility Guidelines Worksheet" based on rules 4715-40-02 and 03, has been created to help guide the SIP in determining licensee eligibility for QUIP.

#### Process

1. Following an investigation in which the Supervisory Investigatory Panel (SIP) determines that a referral to QUIP is appropriate, the SIP, with the assistance of the QUIP Eligibility Guidelines Worksheet, shall determine the licensee's practice eligibility for QUIP consideration. The SIP will confer with the assigned QUIP staff person to ensure that there are no technical issues (prior disciplinary history, continuing education, etc.), that would make the licensee ineligible for QUIP. Any disagreements regarding a licensee's eligibility to participate in QUIP will be resolved by the Alternate Secretary.
2. Once deemed QUIP eligible, SIP will discuss the nature of the case with the QUIP Coordinator, and together they will agree upon a recommended prescribed course of remediation necessary to address the issues involved. Any disagreements regarding the prescribed remediation for the QUIP participant will be resolved by the Alternate Secretary.
3. The QUIP Coordinator will then inform the licensee that they are eligible to participate in QUIP in lieu of formal disciplinary charges.
4. Upon receiving a tentative agreement from the licensee to participate in QUIP, the QUIP Coordinator will contact an approved educational provider in order to develop the prescribed educational intervention. A

“Participatory Agreement for QUIP” includes the provisions outlined in Rules 4715-40-04, including the prescribed remediation that will be required, this is presented to the licensee as their actual agreement to participate in QUIP, and set forth.

Upon execution of the agreement the licensee will then be considered a “participant” in QUIP, and may begin their remediation.

If the Participatory Agreement is not signed and returned to the Board within 10 business days from the date of mailing, the offer to participate in QUIP may be rescinded by the SIP.

5. Once the remediation has been concluded, the Educational Provider shall provide information/documentation to the QUIP Coordinator indicating that the remediation was successfully completed.
6. Once the remediation has been successfully completed, the monitoring phase begins. Monitoring of the licensee will be performed by the QUIP Panel. Based on the terms of the Participatory agreement, the QUIP Coordinator will obtain the records necessary for the Panel to monitor the licensee. The QUIP Coordinator will facilitate conference calls to permit the Panel’s discussion of the work and whether the standard of care is being met.
7. If the Panel determines that the licensee is meeting the standard of care, the case will be closed, and the QUIP Coordinator will so notify the licensee. If the Panel determines that the standard of care is not being met, the QUIP Coordinator will refer this matter back to the SIP for further review and discussion.
8. Monitoring of the licensee will conclude not later than one (1) year from the date the Participatory Agreement is executed by the participant and the Board.
9. Following successful completion of remediation and monitoring, a recommendation will be made by the SIP to the Board to close the case.
10. The QUIP Coordinator will notify the licensee participant in writing that the remediation and monitoring are complete, and the case has been closed.

### **Confidentiality**

All information, review, evaluation and assessment that takes place as part of the QUIP Program is part of the investigatory process pursuant to Ohio Revised Code Section 4715.03, which provides that all information obtained during an investigation is confidential and not subject to discovery in any civil proceeding. Accordingly, this information is confidential investigatory material and is not subject to public disclosure.

Regular reports will be made to the Board as a whole, detailing the activities of the QUIP program. However, the identity of the licensees under review and patients whose records are reviewed will not be provided to the Board or disclosed to the public.

## **Board Responsibilities**

1. The Board will elect a dentist Board member as the QUIP Coordinator for a one year term commencing in January. There are no term limits (unless removed for cause by a vote of the Board). The Board will create a QUIP Panel consisting of two divisions:
  - Dental Division: consisting of three non-Board Ohio licensed dentists each appointed for a three year term (unless removed for cause by a vote of the Board)
  - Hygiene Division: consisting of three non-Board Ohio licensed dental hygienists each appointed for a three year term (unless removed for cause by a vote of the Board)
2. The Board shall approve all contracts for QUIP Panel members.
3. The Board shall approve all educational providers recommended to the Board by the SIP.

## **QUIP Coordinator:**

The QUIP Coordinator is selected by the Board to be the liaison between the SIP and the QUIP educational providers. The QUIP Coordinator will work with the SIP to ensure that the licensee meets the technical requirements for QUIP. The QUIP Coordinator will also oversee the monitoring of the licensee by the QUIP Panel.

## **Duties:**

1. Oversee correspondence with Licensee Participant
2. Prepare the QUIP participatory agreement, which shall include (see OAC 4715-40-0):
  - Set forth the identified practice deficiency;
  - Identify the specific education and/or remediation the participant must complete, including identification of educational provider(s) that will provide the prescribed educational intervention;
  - The agreement will state the starting date for remediation, and any scheduling requirements. Remediation will be completed within 180 days from the date the Participatory Agreement is executed by the participant and the Board.
  - Specify the time frame during which the participant must agree to abide by the recommendations set forth by the educational provider(s) that will provide the prescribed educational intervention;
  - Require the participant to pay all expenses the participant incurs as a result of the required education and/or remediation;
  - Require the participant to cooperate with any QUIP-related entity, including, but not limited to, the educational provider(s) utilized by the board;
  - Require the participant to cause any educational provider(s) to send written progress reports regarding the participant's progress in education and/or remediation to QUIP at specified intervals;

- Require the participant to sign any and all waivers necessary to secure all reports required by QUIP; Require the participant to submit a written personal progress report containing the information required to QUIP at specified intervals;
  - Require the participant to meet in person with a QUIP representative and/or QUIP panel at specified intervals upon request;
  - Require the participant to obey all federal, state, and local laws, including, but not limited to, all laws and rules regulating dental, dental hygiene, or dental assistant radiography practice in Ohio;
  - Specify that the prescribed education and/or remediation intervention may not be used to satisfy the continuing education requirements for licensure renewal set forth in Chapter 4715. of the Revised Code and the rules of the Board;
  - Specify the terms and conditions the participant must meet to successfully complete the education and/or remediation, including, but not limited to, the time frames for completing both the educational and/or monitoring components of the education and/or remediation; and
  - Set forth the grounds for termination from QUIP.
3. Arrange for educational providers. If an alternate educational provider is requested by the licensee, the QUIP Coordinator will research the request and make any recommendations necessary to the Board for approval.
  4. Annually report to the Board the educational providers which were utilized
  5. Annually report to the Board:
    - the current number of participants in QUIP
    - the current number of pending QUIP participants
  6. Oversee the QUIP Panel. If a dental specialist is necessary to be included on the QUIP Panel for monitoring, the QUIP Coordinator shall obtain such a specialist and recommend the specialist to the Board for approval as a QUIP Panel member for purposes of a specific case.

### **QUIP Panel**

#### **Duties:**

1. Dental Division will supervise monitoring of agreements of all licensees participating in QUIP with the exception of dental hygienists. This may include review of patient records, testing, and interviews with the licensee.
2. Hygiene Division will supervise monitoring of agreements with dental hygienists only. This may include review of patient records, testing, and interviews with the licensee.

The QUIP Panel will prepare a written report addressed to the QUIP Coordinator which shall contain findings and recommendations regarding whether the monitoring has demonstrated that the licensee is meeting the standard of care.