



### Standards of Quality Continuing Education

*The following Standards represent the minimum criteria to which AADH continuing dental education Provider/Sponsors adhere:*

- I. **Administration** - Administration of the program must be consistent with:
  - a. Goals of the program.
  - b. Objectives of the planned activities.
  - c. Continued guidance of an administrative authority and/or individual responsible for its quality, content and ongoing conduct.
  - d. Issuing continuing education certificates with current provider logo, provider number and specified verbiage.
- II. **Fiscal Responsibility** - Resources shall be sufficient to meet:
  - a. Goals of the program.
  - b. Objectives of the planned activities.
- III. **Goals**
  - a. The Provider/Sponsor shall develop and operate in accordance with a written statement of its broad, long-range goals related to the continuing education program.
  - b. Goals shall relate to the health care needs of the public and/or interests and needs of the profession as it relates to patient care.
- IV. **Needs Assessment**
  - a. Provider/Sponsors shall utilize identifiable mechanisms to determine objectively the current professional needs and interests of the intended audience, and the content of the program shall be based upon these needs.
- V. **Continuing Education Course Content**
  - a. Courses offered shall be a means of an orderly learning experience in the area of dental and medical health, preventive dental services, diagnosis and treatment planning, clinical procedures, basic health sciences, emerging sciences or dental practice administration, or the Dental Practice Act and other laws specifically related to dental practice which is designed to directly enhance the licensee's knowledge, skill or competence in the provision of service to patients or the community.
  - b. The following subjects meet AADH course content guidelines:
    - i. Courses based on current dental hygiene practice, research and patient care delivery.
    - ii. Courses in preventive services, dental hygiene diagnosis/assessment, comprehensive treatment planning, implementation, and re-evaluation.
    - iii. Courses dealing primarily with nutrition counseling of the patient.
    - iv. Courses in dentistry's role in individual and community health emergencies and disasters.

**VI. Continuing Education Course Content - continued**

- v. Courses that pertain to the legal requirement governing the licensee in the areas of auxiliary employment and delegation of responsibilities; the Health Insurance Portability and Accountability Act (HIPAA); actual delivery of care; and workplace, environmental and general safety.
  - vi. Courses addressing infection control practices.
  - vii. Courses addressing the evaluation, improvement and/or methods of correction for recall and scheduling systems.
  - viii. Courses addressing ergonomics, and the improvement of office operations for the patient's benefit and/or to improve the continuity of care provided to the patient.
  - ix. Courses addressing the implementation and/or mechanism of alternative delivery systems.
  - x. Courses addressing patient record keeping.
  - xi. Courses in skills such as communication, behavioral sciences, patient management and motivation when oriented specifically to the needs of the dental practice and will improve the health of the patient.
  - xii. Courses in other subjects of direct concern to dentistry such as dentolegal matters, including but not limited to risk management, liability, and malpractice, employment law and employment practices.
  - xiii. Courses in methods of health care delivery and sociopolitical problems directly involving dental hygiene.
- b. The following course subjects are considered outside the scope of AADH guidelines:
- i. Money management, the licensee's personal finances or personal business matters.
  - ii. General physical fitness or the licensee's personal health.
  - iii. Presentations by political or public figures or other persons that do not deal primarily with dental practice.
  - iv. Basic skills such as memory training and speed reading.
  - v. Courses designed to make the licensee a better business person.
  - vi. Courses in which the primary beneficiary is the licensee.

**VII. Objectives**

- a. Specific written educational objectives or learning outcomes must be developed for each course and published.
- b. Objectives must be measurable as evidenced by the course description.

**VIII. Admissions**

- a. In general, continuing education activities shall be made available to all dental professionals, as appropriate.
- b. If activities require previous training or preparation, the necessary level of knowledge, skill or experience shall be specified in course announcements.

- IX. **Commercial Relationships**
  - a. All commercial relationships must be fully disclosed to participants at the beginning of the program.
  - b. Provider/Sponsor and instructor commercial relationships must be fully disclosed in all promotional materials and participant handouts.
- X. **Educational Methods**
  - a. Educational methods must be appropriate to the stated objectives for the activity.
  - b. Where participation is involved, enrollment must be related to available resources to assure effective participation by enrollees.
- XI. **Facilities** - Facilities selected for each activity must be appropriate to accomplishing:
  - a. Educational method(s) being used
  - b. Stated educational objectives
- XII. **Patient Protection**
  - a. Participants must be cautioned about the hazards of using limited knowledge when integrating new techniques into their practices.
  - b. Where patient treatment is involved, either by course participants or instructors, patient protection must be assured as follows:
    - i. Sponsor must seek assurance prior to the course, that participants have the basic skills, knowledge, and expertise necessary to assimilate instruction and perform the treatment techniques being taught in the course.
    - ii. Informed consent form from the patient must be obtained in writing, prior to treatment.
    - iii. Appropriate equipment and instruments must be available and in good working order.
    - iv. Adequate and appropriate arrangements and/or facilities for emergency and postoperative care must exist.
    - v. Liability insurance is recommended for all professional participants.
- XIII. **Instructors**
  - a. Instructors chosen to teach courses must be qualified by education and/or experience to provide instruction in the relevant subject matter.
    - i. The number of instructors employed for a CE activity must be adequate to assure effective educational results.
- XIV. **Publicity** - Publicity shall be informative and not misleading. It shall include:
  - a. Course title
  - b. Description of course content
  - c. Educational objectives
  - d. Description of teaching methods to be used
  - e. Costs/Tuition
  - f. Name of the sponsor and a contact person
  - g. Course instructor(s) and their qualifications
  - h. Refund and cancellation policies
  - i. Date & Location

- j. Specifics as to the approvals granted and credits available.
  - k. The prior level of skill, knowledge, or experience required (or suggested) of participants shall be clearly specified in publicity materials, for effective presentation and assimilation of course content.
  - l. Current AADH Logo and provider number/verbiage must be used on all promotional material (electronic and hard copy).
- XV. **Provider Approval** – Upon review of the AADH Course Approval Committee provider status will be conferred as follows:
- a. One year, renewable with full reporting for the following provider categories:
    - i. National/International Association
    - ii. State Association
    - iii. Accredited Colleges, Universities, State Association Components/Societies and Study Clubs
    - iv. Non-AADH Member/Individual
    - v. AADH Member/Individual
  - b. Two years, renewable with full reporting for Corporate Providers.
- XVI. **Evaluation** - The Provider/Sponsor shall develop and utilize activity evaluation mechanisms that:
- a. Are appropriate to the objectives and educational methods.
  - b. Measure the extent to which course objectives have been accomplished.
  - c. Assess course content, instructor effectiveness, and overall administration.
- XVII. **Course Records and Annual Reporting**
- a. Provider/Sponsors shall maintain permanent and accurate records of individual attendance and make such records accessible to attendees, if needed.
  - b. Any record granted in connection with the continuing education activity may be a certificate however, must not be, nor resemble, a diploma.
  - c. Provider must submit annual report at the end of the conferred year on the provided AADH renewal form and submitted via email to include:
    - i. Date of renewal
    - ii. Provider name
    - iii. Provider address
    - iv. Provider phone
    - v. Provider contact name
    - vi. Provider contact email
    - vii. Name of courses provided as well as:
      - a. Number of continuing education credits issued
      - b. Speaker name and credentials
      - c. Date of course
      - d. Location, city, state
      - e. AADH course code number

## XVIII. **Complaints**

Formal written complaints about recognized CE providers will be considered by the AADH Course Approval Committee if the complaint documents substantial noncompliance with the AADH standards and criteria for recognition or established recognition policies. Complaints can be forwarded to the committee by course participants, course faculty, other AADH approved CE providers, constituent dental/hygiene societies, state boards of dentistry/hygiene and other interested parties. Upon receipt of such a formal complaint, the committee will initiate a formal review of the provider's recognition status. Any such reviews will be conducted in accord with the AADH Provider policy on complaints, in a manner that ensures due process.

A recognized provider may also be reevaluated at any time if information is received from the provider or other sources that indicates the provider has undergone changes in program administration or scope, or may no longer be in compliance with the AADH standards and criteria for recognition.

## XIX. **Denied or Revocation AADH Provider Recognition**

- a. Recognition will be denied or revoked if there is non-compliance with the AADH standards and criteria for recognition. If recognition is denied or revoked, the applicant provider will be provided with the following by certified mail:
    1. Identification of the specific standards and criteria with which the AADH Course Approval Committee found noncompliance.
    2. Requirements and recommendations for alterations and/or improvements in the provider's continuing dental education program.
    3. Rules and mechanisms governing resubmission of an application.
    4. Procedures for reconsideration.
  - b. Recognition will be revoked IMMEDIATELY by the AADH Governing Council for any of the following reasons:
    1. A voluntary request is received from the recognized provider.
    2. A finding of noncompliance with the AADH standards and criteria for recognition.
    3. The provider submits false and/or misleading information.
    4. The provider fails to submit documentation requested in writing in a timely manner.
    5. CE activities have not been offered for a period of two years or more.
    6. Required fees have not been paid.
    7. The provider does not use the AADH provider logo in accordance with these standards or falsifies the use of the logo in any manner.
    8. The provider does not follow these standards for logo use and provider verbiage on promotional material and continuing education certificates.
    9. The provider fails to submit an annual report of current contact information.
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## **AADH CE PROVIDER COMPLAINTS POLICY**

Potential complaints will be evaluated to ascertain that they pertain to AADH standards and criteria and/or recognition policies. A potential complainant will be asked to provide complete information and documentation about the alleged lack of compliance with the standards and criteria or recognition policies.

The AADH Course Approval Committee will consider appropriate complaints against AADH-recognized programs from course participants, faculty, other AADH recognized providers, constituent dental/hygiene societies, state boards of dentistry/dental hygiene and other interested parties. The AADH Course Approval Committee may initiate a complaint or inquiry about an AADH recognized provider. In this regard, an appropriate complaint is defined as one alleging that there exists a practice, condition or situation within the program of an AADH-recognized provider which indicates potential non-compliance with AADH standards and criteria or established recognition policies. The AADH Course Approval Committee will review documentation and determine the disposition of such complaints and make a recommendation to the AADH Governing Council for necessary action.

Attempts at resolution between the complainant and the provider should be documented prior to initiating a formal complaint. Only written, signed complaints will be considered by the AADH Course Approval Committee. The complaint will be considered at the earliest possible opportunity. When setting this date, the due process rights of both the provider and the complainant will be protected to the degree possible.

The following procedures have been established to review appropriate complaints:

1. The complaint will become a formally lodged complaint only when the complainant has submitted a written, signed statement of the program's non-compliance with a specific standard and/or recognition policy; the statement should be accompanied by documentation of the non-compliance whenever possible. The confidentiality of the complainant shall be protected, except as may be required by legal process.
2. The continuing dental education provider will be informed that the AADH has received information indicating that compliance with a specific standard or recognition policy has been questioned.
3. The provider will be required to provide documentation supporting its compliance with the standard or policy in question by a specific date (usually within 30 days). The AADH Course Approval Committee has the right to seek information from alternate sources including, but not limited to, surveys of program participants, on-site visits, observation of the provider's CE activities, or other means considered necessary to determine whether the CE provider is in compliance with the standards and criteria. Refusal or failure to provide all requested information, or to cooperate with the Committee's information-gathering efforts, will be considered cause for revocation of the provider's recognition status.
4. The provider's report and documentation, as well as any additional information obtained from other sources, will be considered by the AADH Course Approval Committee.
5. Following consideration, the AADH Course Approval Committee will take action, as follows:
  - a. If the complaint is determined to be unsubstantiated and the provider is found to be in compliance with AADH standards and criteria or established recognition policies, the complainant and the provider will be notified accordingly and no further action will be taken.

