CNA Dental Professional Liability
Risk Management Program Bibliography

CNA has compiled the following list of additional resources for reference and continued learning. Website URLs were current as of 1/15/2015. Access to some content on American Dental Association websites (ada.org; jada.ada.org) may be limited to ADA members.

NOTE: Any references to non-CNA Web sites are provided solely for convenience, and CNA disclaims any responsibility with respect to such Web sites.

CNA and Professional Protector Plan® for Dentists (PPP) Web pages
• CNA website: www.cna.com
• PPP website: www.protectorplan.com
• Dental risk management information; FAQs; Dental Expressions®; CE schedule and more: www.protectorplan.com/dental-risk-management
• Subscribe to CNA’s Dental Expressions® electronic risk management quarterly newsletter: http://go.cna.com/DESubscribe.html

Organizations
• American Dental Association Internet Website Address: www.ada.org
• American Heart Association www.heart.org
• Centers for Disease Control and Prevention: www.cdc.gov; Division of Oral Health: www.cdc.gov/oralhealth/
• Dental Specialty Organizations:
  • American Association of Endodontists: www.aae.org
  • American Academy of Oral & Maxillofacial Pathology: www.aomp.org
  • American Academy of Oral & Maxillofacial Radiology: www.aaomr.org
  • American Association of Oral and Maxillofacial Surgeons: www.aaoms.org
  • American Association of Orthodontists: www.mylifemysmile.org
  • American Academy of Pediatric Dentistry: www.aapd.org
  • American Academy of Periodontology: www.perio.org
  • American College of Prosthodontists: www.gotoapro.org
  • American Association of Public Health Dentistry: www.aaphd.org
• Drug Enforcement Administration, Office of Diversion Control: www.deadiversion.usdoj.gov/index.html
• Food and Drug Administration: www.fda.gov
• National Practitioner Data Bank / Healthcare Integrity and Protection Data Bank: http://www.npdb.hrsa.gov/
• Occupational Safety and Health Administration (OSHA) Internet Website Address: www.osha.gov
• Organization for Safety, Asepsis and Prevention (OSAP) Internet Resource Center: www.osap.org
Adverse Clinical Outcomes/Adverse Events—Miscellaneous


Anger and Conflict Resolution Resources

- Conflict Resolution: http://www.helpguide.org/mental/eq8_conflict_resolution.htm


- Tips for Effective Listening (see Communication section)

- Evaluating Non-verbal Signals (see Communication section)

- Workplace violence resources:
  - https://www.osha.gov/SLTC/workplaceviolence/: OSHA website resources include risk factors, prevention programs, training and other resources
  - http://www.cdc.gov/niosh/topics/violence/: CDC-NIOSH resources include statistics, publications, research, training information and other resources
Antibiotic Prophylaxis

- Prevention of endocarditis and orthopedic joint infections on ADA.org: http://www.ada.org/en/member-center/oral-health-topics/antibiotic-prophylaxis (includes a number of links and resources)


- An Updated Legal Perspective on Antibiotic Prophylaxis.” American Dental Association Division of Legal Affairs, JADA 2008;139(suppl):10S. http://jada.ada.org/article/S0002-8177(14)62746-X/abstract

- Infective Endocarditis—Frequently Asked Questions on ADA.org: http://www.ada.org/~media/ADA/Member%20Center/Files/Infective_Endocarditis_FAQ.ashx
Communication/Health Literacy/Education Resources

- Health Literacy Universal Precautions Toolkit. The toolkit provides a method for healthcare practices to assess services for health literacy. Like universal precautions for infection control, health literacy universal precautions will help practices to remove health literacy barriers and promote understanding. http://www.ahrq.gov/literacy


- Tips for Effective Listening/communication: http://www.helpguide.org/mental/effective_communication_skills.htm


- Emotional Intelligence: http://www.helpguide.org/mental/eq5_raising_emotional_intelligence.htm


Dental Risk Management/Professional Liability

- Dental risk management information; FAQs; Dental Expressions®; CE schedule and more: www.protectorplan.com/dental-risk-management
- Risk Management. ADA Center for Professional Success (content may be available to ADA members only): http://www.ada.org/en/home-cps/practice/operations/risk-management

Emergency Preparedness/Disasters

- Centers for Disease Control and Prevention; Emergency Preparedness and Response, Natural Disasters and Severe Weather: www.bt.cdc.gov/disasters/
- American Dental Association: Guides and Resources (Disaster Recovery). Also note links on the left side of this page for training and grant applications. http://www.ada.org/en/member-center/member-benefits/practice-resources/disaster-recovery/guidesandresources.
Evidence-Based Practice and Clinical Guideline Resources


- ADA Center for Evidence-Based Dentistry™: [http://ebd.ada.org/](http://ebd.ada.org/). The site includes a number of clinical practice guidelines and implementation tools, as well as an extensive resource list with links to guidelines and dental/medical practice information. Also featured are tutorials, reviews, critical summaries of systematic reviews, patient information and more.

- Agency for Healthcare Research and Quality (AHRQ): [www.ahrq.gov](http://www.ahrq.gov). AHRQ provides a broad range of information on healthcare research and quality for both professionals and consumers, including the following guideline-related links:
  - AHRQ clinician and provider resources: [http://www.ahrq.gov/professionals/clinicians-providers/index.html](http://www.ahrq.gov/professionals/clinicians-providers/index.html).


- Various clinical practice guidelines may also be accessed at other dental specialty organization websites. See the “Organizations” section for specialty organization URLs.

Infection Control

- Centers for Disease Control and Prevention; Infection Control in Dental Settings: [www.cdc.gov/OralHealth/infectioncontrol/](http://www.cdc.gov/OralHealth/infectioncontrol/)


- Updated U.S. Public Health Service Guidelines for the Management of Occupational Exposures to HBV, HCV, and HIV and Recommendations for Postexposure Prophylaxis: [http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5011a1.htm](http://www.cdc.gov/mmwr/preview/mmwrhtml/rr5011a1.htm)

- OSAP Charts and Checklists: [www.osap.org/?page=ChartsChecklists](http://www.osap.org/?page=ChartsChecklists)

- OSAP Knowledge Center: [www.osap.org/?page=KnowledgeCenter](http://www.osap.org/?page=KnowledgeCenter)
Legal/Regulatory Related Resources (including HIPAA)


- Americans with Disabilities Act (ADA) Information and Technical Assistance. The US Department of Justice, Civil Rights Division: Useful links:
  - Telephone Information Line: [http://www.ada.gov/infoline.htm](http://www.ada.gov/infoline.htm)
  - Service Animal Information: [http://www.ada.gov/service_animals_2010.htm](http://www.ada.gov/service_animals_2010.htm)


- American Dental Association 2013 Privacy and Security updates, information and resource links, including an online CE course: [http://www.ada.org/8753.aspx](http://www.ada.org/8753.aspx)


Medical Emergencies/Medically Compromised


- Berg, Robert A.; Hemphill, Robin; Abella, Benjamin S.; Aufderheide, Tom P.; Cave, Diana M.; Hazinski, Mary Fran; Lerner, E. Brooke; Rea, Thomas D.; Sayre, Michael R.; Swor, Robert A. “Adult Basic Life Support: 2010 American Heart Association Guidelines for Cardiopulmonary Resuscitation and Emergency Cardiovascular Care.” *Circulation* 2010, 122:S685-S705. [http://circ.ahajournals.org/content/122/18_suppl_3/S685.full.pdf+html](http://circ.ahajournals.org/content/122/18_suppl_3/S685.full.pdf+html)


Medications: Prescribing and Drug Diversion/Abuse


- Prescribers’ Clinical Support System for Opioid Therapies (PCSS-O). A consortium of seven professional organizations. [www.pcss-o.org](http://www.pcss-o.org) (free CE webinars are available)

- Drug Enforcement Administration (DEA), Diversion Control. [http://www.deadiversion.usdoj.gov/index.html](http://www.deadiversion.usdoj.gov/index.html); Report loss or theft of controlled substances online. [https://www.deadiversion.usdoj.gov/webforms/dtlLogin.jsp](https://www.deadiversion.usdoj.gov/webforms/dtlLogin.jsp)

Nerve Injury/Local Anesthetics

Oral Cancer

- American Dental Association Oral Health Topics: Oral Cancer (multiple references and resources).

- Statement on Human Papillomavirus and Squamous Cell Cancers of the Oropharynx. ADA Council on Scientific Affairs.

  http://jada.ada.org/article/S0002-8177(14)61524-5/abstract


  http://jada.ada.org/article/S0002-8177(14)66135-3/abstract

Patient Safety/Safety Culture

  http://jada.ada.org/article/S0002-8177(14)60001-5/abstract


- Dental Expressions®, issue 4, 2014. Preventive Risk Management: Creating a Culture of Safety (provides multiple references and resources, including information on “just culture”). http://www.protectorplan.com/dental-risk-management/dental-expressions-newsletter/


  http://jada.ada.org/article/S0002-8177(14)60547-X/abstract


  http://jada.ada.org/article/S0002-8177(14)63120-2/abstract


- Agency for Healthcare Research and Quality (AHRQ) Patient Safety Network (PSNet): http://www.psnet.ahrq.gov/about.aspx. (PSNet is a national website with news and resources on patient safety.)


• Protective Stabilization

  • AAPD Council on Clinical Affairs. Guideline on Protective Stabilization for Pediatric Dental Patients, adopted 2013:

  • AAPD Clinical Affairs Committee. Guideline on Behavior Guidance for the Pediatric Dental Patient, revised 2011:

  • ADA media release on restraints, April 27, 2012.
    http://www.ada.org/epubs/assets/ADA_Inside_Edition_papoose_board_statement_April_2012_FINAL.pdf

    http://www.aapd.org/assets/1/25/Adair1-26-02.pdf


    http://www.aapd.org/assets/1/25/Adair2-26-02.pdf


Practice-Based Research

• The National Dental Practice-Based Research Network. www.nationaldentalpbrn.org

• National Institute of Dental Craniofacial Research. NDPBRN page:
  www.nidcr.nih.gov/research/DER/ClinicalResearch/DentalPracticeBasedResearchNetwork/

  http://jada.ada.org/article/S0002-8177(14)60014-3/abstract

  http://jada.ada.org/article/S0002-8177(14)60620-6/abstract

• Riley, JL et al. Components of Patient Satisfaction with a Dental Restorative Visit: Results from the Dental Practice-Based Research Network. JADA 2012; 143(9): 1002-1010.
  http://jada.ada.org/article/S0002-8177(14)61836-5/abstract
Radiographic References/Resources


- FDA—Information for Dental Professionals (access to a number of resources from FDA, ADA, etc.): http://www.fda.gov/Radiation-EmittingProducts/RadiationEmittingProductsandProcedures/MedicalImaging/MedicalX-Rays/ucm315011.htm#professionals


- CBCT Accreditation Resources
  - Intersocietal Accreditation Commission (IAC): http://www.intersocietal.org/intersocietal.htm; and for dental CBCT see http://www.intersocietal.org/dental/ or call IAC at 800-838-2110.
Record Keeping and Documentation

• ADA Center for Professional Success: Dental Records (members-only content): https://www.ada.org/en/home-cps/practice/operations/regulatory/dental-records


• HealthIT.gov: Safer Guides (guides to electronic record safety). http://www.healthit.gov/safer/

• Electronic Records/Record Exchange — Related Standards:
  • Final Rules: http://aspe.hhs.gov/admnsimp/final/index.htm
  • DICOM home page: http://dicom.nema.org/


• Direct Project/Direct Secure Messaging
  • Direct Project summary on HealthIT.gov: http://www.healthit.gov/policy-researchers-implementers/implementing-direct-secure-messaging
  • Direct Project website — information for providers: http://directproject.org/content.php?key=toMe
  • DirectTrust Health Information Exchange: http://www.healthit.gov/sites/default/files/directtrustrevisedonc_workplan_final.pdf
  • DirectTrust overview: http://www.directtrust.org/directtrust-101/
  • DirectTrust membership information: http://www.directtrust.org/membership-eligi/
Social Media Resources


- CDC’s Social Media Toolkit: http://www.cdc.gov/healthcommunication/ToolsTemplates/SocialMediaToolkit_BM.pdf


