

Date: 7th November-2025

QUALITY OF DENTAL CARE AND PATIENT SAFETY ISSUES

Komiljonov Muhammad Yusuf

Andijan Branch of Kokand University.

Faculty of Dentistry, 1st year, Group 25 - 06.

binance294429@gmail.com

+998 90 170-52-51

Annotatsiya: Ushbu maqolada stomatologik yordam sifati va bemor xavfsizligini ta'minlash masalalari keng yoritilgan. Stomatologik xizmatlarda sifatni oshirish, infeksiyon nazoratni kuchaytirish, sterilizatsiya tizimini takomillashtirish va tibbiy xatoliklarning oldini olishning zamonaviy yondashuvlari tahlil qilingan. Bemor xavfsizligi tibbiy amaliyotning ajralmas qismi sifatida talqin etilib, klinik boshqaruv tizimi, kommunikatsiya madaniyati va etik tamoyillarni rivojlantirishning ahamiyati ta'kidlangan. Maqolada stomatologik amaliyotda xavfsizlik madaniyatini shakllantirish, sifat nazoratini kuchaytirish va tibbiy xodimlarning mas'uliyatini oshirishga doir takliflar keltirilgan.

Kalit so'zlar: stomatologik yordam, sifat nazorati, bemor xavfsizligi, infeksiyon nazorat, sterilizatsiya, tibbiy xatoliklar, klinik boshqaruv.

Аннотация: В статье подробно рассматриваются вопросы качества стоматологической помощи и обеспечения безопасности пациентов. Анализируются современные подходы к повышению качества услуг, усилению инфекционного контроля, совершенствованию систем стерилизации и предупреждению медицинских ошибок. Безопасность пациентов рассматривается как неотъемлемая часть медицинской практики. Подчеркивается важность развития клинического управления, культуры коммуникации и этических принципов. В работе предложены рекомендации по формированию культуры безопасности, усилению контроля качества и повышению профессиональной ответственности медицинского персонала.

Ключевые слова: стоматологическая помощь, контроль качества, безопасность пациентов, инфекционный контроль, стерилизация, медицинские ошибки, клиническое управление.

Annotation : This article explores the key issues of dental care quality and patient safety. It analyzes modern approaches to improving service quality, strengthening infection control, enhancing sterilization systems, and preventing medical errors. Patient safety is presented as an integral part of dental practice. The article highlights the importance of clinical governance, communication culture, and adherence to ethical principles. Practical recommendations are provided for fostering a culture of safety, improving quality control, and increasing professional accountability among dental practitioners.

Keywords: dental care, quality control, patient safety, infection control, sterilization, medical errors, clinical governance.



Date: 7th November-2025



The main goal of modern medicine is not only to treat diseases but also to provide high-quality medical care while ensuring patient safety. In dentistry, this issue is particularly relevant, as any mistake or failure to follow hygiene rules during dental procedures can seriously harm a patient's health. High-quality dental care is not limited to the use of medical technologies, modern equipment, or medications. It primarily includes the dentist's professional skills, proper clinical management, effective disinfection and sterilization systems, and a communication approach based on mutual respect and understanding between the doctor and the patient.

Patient safety, in turn, is the fundamental principle that must be considered in every clinical action, diagnosis, or treatment stage. Modern dentistry is not only about treating teeth but also about identifying and reducing medical risks while maintaining continuous quality control. Ensuring the quality of dental care means maintaining precision, reliability, and safety at every stage of clinical activity. High-quality medical care implies providing services based on the latest medical advancements, with minimal risk and maximum effectiveness.

The dentist's professional competence, accurate diagnosis, use of modern treatment methods, and individualized patient care are key indicators of quality. The dentist's professional ethics, moral values, and communication culture also play a direct role in achieving this standard.

Furthermore, dental clinics must implement a systematic approach to quality management, including internal audits, process evaluations, patient feedback analysis, and continuous updates to service standards. This approach ensures sustainable development and improvement of dental services. Patient safety encompasses all preventive measures aimed at reducing the risk of harm during medical treatment. In dentistry, potential hazards include infectious disease transmission, incorrect diagnosis, overuse of medications, or noncompliance with sterilization procedures.

To ensure safety, a strict system of hygiene and infection control must be established. Every instrument must be completely sterilized before and after use, and disposable materials such as gloves and masks should be handled properly.

Each dental clinic should maintain a "risk incident registry" — a system that records even minor errors to analyze their causes. This process helps prevent recurrence and fosters a culture of safety within the organization.

Infection control is a cornerstone of patient safety in dentistry. Since dental work is performed within the oral cavity, it demands the highest levels of asepsis and antisepsis. All instruments, syringes, gloves, and masks used with each patient must undergo proper reprocessing and sterilization. The sterilization process typically includes mechanical cleaning, disinfection, drying, and thermal sterilization. Each step must be closely monitored. The use of autoclaves, chemical indicators, and sterilization logs in dental clinics serves as a guarantee of quality and safety.

Effective infection control protects not only patients but also medical staff. Therefore, hygiene standards and international safety protocols must serve as the primary reference in every healthcare institution.

Date: 7th November-2025

Medical errors are among the most common yet preventable risks in dental practice. These errors often occur due to haste, poor communication, fatigue, or negligence. To prevent errors, every clinical procedure must follow clearly defined protocols. Dentists should regularly participate in professional development programs, stay informed about new technologies, and attend safety training sessions.

Each practitioner must strictly adhere to the principle of “*Do no harm.*” When an error occurs, it should not be concealed but rather analyzed and addressed through a structured corrective system. This approach builds accountability and continuous improvement.

Quality control in dentistry refers to the continuous process of evaluation and improvement. Through a clinical governance system, dentists, nurses, and administrators can collaboratively enhance the overall quality of care. This system relies on internal audits, patient satisfaction surveys, and clinical indicator analysis. Among all metrics, the most significant are patient satisfaction and safety outcomes.

Dental clinics should establish efficient complaint management procedures, maintain clear documentation of all treatment processes, and promote a culture of learning from mistakes. The quality of dental care and patient safety are inseparable aspects of modern medicine. High-quality service is not only about technical excellence but also about professional responsibility, ethical behavior, and a conscious commitment to safety.

Every dentist must prioritize patient safety, respect patient rights, and fully comply with hygiene standards. By managing quality systems, analyzing errors, and conducting self-assessments, dental practitioners can continuously improve service outcomes.

Patient safety is not merely a regulatory requirement — it is the highest expression of humanity. High-quality dental care, in turn, serves as one of the key pillars for strengthening public health and trust in the medical profession.

REFERENCES:

1. **Ziyayeva, M., & Bahodirova, R.** (2004). *Therapeutic Dentistry*. Tashkent: Uzbekistan Publishing House.
2. **Everhart, J. B.** (2019). *Patient Safety and Quality in Dental Care*. Chicago: American Dental Association.
3. **Poland, R.** (2017). *Clinical Governance in Dentistry: Managing Patient Safety and Quality*. Oxford: Wiley-Blackwell.
4. **Molinari, J. A.** (2020). *Infection Control and Safety in Dental Practice*. St. Louis: Mosby Elsevier.
5. **Samaranayake, A. L.** (2021). *Quality Assurance in Dental Practice: Principles and Practice*. Singapore: Springer.

