

## Region of Waterloo Public Health Infection Prevention and Control Lapse

<b>INITIAL REPORT</b>		<b>Last Updated on:</b>
Premise/facility under investigation (name and address)	Monarch Dentistry 51 Benton St. Kitchener, ON, N2G 3H5	
Type of premise/facility (e.g. medical clinic, multi-service PSS)	Dental Office	
Date Board of Health became aware of IPAC lapse	December 29 <sup>th</sup> , 2020 (Date of confirmation of IPAC lapse following investigation and assessment of findings)	
Date of Initial Report Posting	January 11 <sup>th</sup> , 2021	
Date of Initial Report update(s) (if applicable)		
Source of IPAC lapse information (e.g. routine inspection, public complaint etc.)	Public complaint received on November 24 <sup>th</sup> , 2020	
Summary Description of the IPAC lapse	<p>The following conditions were found to have taken place during the time period beginning September 23, 2020 through November 25, 2020 inclusive.</p> <ol style="list-style-type: none"> <li>1. Incorrect packaging of instruments prior to sterilization.</li> <li>2. Insufficient quality monitoring of sterilization processes.</li> <li>3. Incomplete and improper sterilization of dental equipment packages.</li> <li>4. Use of partially sterilized dental equipment.</li> </ol>	
<b>IPAC Lapse Investigation</b>		
Did the IPAC lapse involve a member of the regulatory college?	Yes – Royal College of Dental Surgeons of Ontario	
If yes, was the issue referred to the regulatory college?	Yes	
Were other stakeholders notified? (e.g. Ministry)	Public Health Ontario and Ministry	
Concise description of the corrective measures required	<p>November 25, 2020: Education on IPAC Best Practices was provided and immediate corrections were made to the following processes:</p> <ul style="list-style-type: none"> <li>• Implementation of quality monitoring of sterilization processes and documentation;</li> <li>• Demonstration of proper loading of sterilizer and ensuring completion of sterilization cycles; and</li> <li>• Re-sterilization of all instruments with appropriate labelling.</li> </ul> <p>November 26, 2020 verification inspection indicated that the following processes had been implemented:</p>	

	<ul style="list-style-type: none"> <li>• Implementation of quality monitoring of sterilization processes and documentation;</li> <li>• Demonstration of proper loading of sterilizer and ensuring completion of sterilization cycles; and</li> </ul> <p>November 27, 2020</p> <ul style="list-style-type: none"> <li>• Re-sterilization of all instruments with appropriate labelling completed.</li> </ul>
Please provide further details/steps	<p>Practice requirements to be completed on or before Tuesday December 15<sup>th</sup>, 2020:</p> <ol style="list-style-type: none"> <li>1. Reprocessing staff must complete formal reprocessing education and demonstrate competence.</li> <li>2. Premise must demonstrate maintenance of proper sterilization processes and quality monitoring.</li> </ol> <p>Following confirmation of IPAC lapse, direction provided to Monarch Dentistry to identify and notify impacted patients.</p> <ul style="list-style-type: none"> <li>• Notification to impacted patients sent by Monarch Dentistry on January 4<sup>th</sup>, 2021.</li> </ul>
Date any order(s) or directive(s) were issued to the owners/operators (if applicable)	Verbal directive to re-sterilize all instruments using appropriate quality indicators in office on November 27 <sup>th</sup> , 2020.
<b>FINAL REPORT</b>	
	<b>Last Updated on:</b>
Date of Final Report posting:	
Date any order(s) or directive(s) were issued to the owners/operators (if applicable)	
Brief description of corrective measures taken	
Date all corrective measures were confirmed to have been completed	
<b>Final Report Comments and Contact Information</b>	
Any additional comments	
<b>If you have any further questions, please contact:</b>	
<p><b>Name:</b> Brenda Miller  <b>Title:</b> Manager  <b>Program:</b> Health Protection and Investigation  <b>Email:</b> <a href="mailto:bmiller@regionofwaterloo.ca">bmiller@regionofwaterloo.ca</a>  <b>Phone Number:</b> 519-575-4400</p>	