

Maturity Matrix Dentistry (MMD)

Form 1: Guide for Practice

Helping Dental Teams deliver high quality care to patients

What is the Maturity Matrix Dentistry (MMD)?

The Maturity Matrix Dentistry (MMD) tool is a straightforward Dental Practice Team development tool to allow the team to focus on how they work. Using the Matrix enables everyone in the Practice to think about the quality of care provided in 12 areas or '*dimensions*'. These are laid out on a 2-page grid and over the following topics:

- Clinical Assessment and Clinical Risk Management
- Infection Prevention and Control
- Radiological Standards
- Legal and Ethical
- Patient Experience and Handling Feedback
- Health and Safety
- Safety Incident Reporting - including patient safety reporting
- PDPs and Practice Development Planning
- Team and Practice Development (PDPs and Practice Development Planning, Leadership)
- Audit and Quality Improvement
- Use of Resources for Evidence Based Practice
- Team Wellbeing
- Team Meetings and Communication

The dimensions are designed to raise awareness of quality and safety systems and the first five link to GDC recommended topics.

Every dimension has 6 levels ranging from level 1 (the minimum that is expected) to level 6 (the most well developed).

This link: [Development of the Maturity Matrix Dentistry \(MMD\): a primary care dental team development tool | British Dental Journal \(nature.com\)](#) or the abstract can be found here <http://orca.cf.ac.uk/24139>

Using the MMD contributes to 3 hours verifiable CPD. This is achieved by:

1. The Dental Team discussing the MMD with Quality Improvement Dental Educator and reading this guide.
2. Completing the MMD during a facilitated practice meeting with the Quality Improvement Dental Educator.
3. Evaluating the session and reflecting on the experience of using the MMD.
4. Deciding the '*Priority Topics*' for improvement in the Practice, and which team members will take the lead on each topic.

The MMD has been developed by experienced dental team members working in HEIW and externally. It is revised periodically to ensure it stays up-to-date, and it meets all Expected Standards of the COPDEND Quality Assurance Framework for Dental CPD. Use of the MMD is free of charge to Practices in Wales which has an NHS contract, and it is not sponsored by any commercial organisations. It is available to wholly private Practices on payment of a fee.

How is the Maturity Matrix Dentistry used?

The whole practice team meets to discuss the Matrix and come to a consensus as to what stage of development the Practice has reached for each dimension. It is important that everyone in the dental team contributes - the discussion should not be dominated by one or two team members. Your Quality Improvement Dental Educator will facilitate the meeting and explain how to get the most out of the MMD. This meeting takes about 2 hours, and you will be asked to set aside time for everyone to participate without distractions.

Following discussion, the Matrix Grid is marked at the agreed level. Every Practice will be different, with areas that the team have progressed very well and others where there is still work to do. You may find that different team members are at different levels - in this case the Matrix Grid can be marked at two or more levels, and a decision made as to how all team members can be supported to reach the same level.

You will **not** have to provide the Quality Improvement Dental Educator with evidence that the Practice is at the agreed level, but it is important for all team members to know they can honestly demonstrate that they 'are where they say they are' on the Matrix. There is nothing to be gained by scoring at levels other than those agreed by the team.

The practice team then agree which dimensions to improve first - however, it is seldom practical to work on more than three at any one time. The team should identify their priorities, although the facilitator may be able to help with this if requested.

The benefits of using Matrix

Dental Teams who have used the MMD, report that the meeting and discussion are an extremely useful way to involve all team members in talking openly about quality of care.

The MMD devolves and delegates responsibility to all team members and encourages team working.

- Contributes to quality assurance, patient safety and patient care.
- Contributes to CPD, Audit and quality improvement for the whole dental team, and encourages reflection and self-evaluation.
- Identifies and promotes best practice and encourages attainment of goals.
- Promotes team communication.
- Supports clinical and professional risk management.
- Recognises and celebrates good practice / performance.

Making Progress

Once the priority dimensions are decided, you will be given the '*Sources of Help and Advice*' document, which provides additional information to support involvement. The NHS e-Library for Health also contains links to many 'Oral and Dental Health' guidelines (<https://elh.nhs.wales/guidelines>). Your Quality Improvement Dental Educator may also be able to help. Set realistic timescales to do the work and make changes - some areas will move quickly, but others take longer. The Practice Team should repeat Matrix after an agreed time interval to assess progress in their priority areas and select the next areas to work on.

What happens with the results?

The MMD stays within the Practice, and you **do not** have to share the results. Completion of the evaluations forms and identifying areas of improvements allow all participants to receive verifiable CPD.

If any patient safety concerns become known, your Quality Improvement Dental Educator will ask you to correct these promptly and will contact you after an agreed interval to ensure the issue has been addressed. In the unlikely event that the issue is particularly serious, your Quality Improvement Dental Educator is required to report this to the Postgraduate Dental Dean - this is in line with all work done by the Dental Educator Team.

The Matrix provides a useful, non-threatening method of self-evaluation. Dental practices perform more effectively where people work as a team and feel able to discuss issues constructively.

MMD Aims and Objectives

Aim

To support the whole Dental Team to critically review their Practice against 12 Dimensions and identify priority areas for improvement. This activity, maps to the GDC Development Outcomes: *A, B, C, D*

Learning Objectives

By the end of the facilitated session the Team will have: -

- Used the MMD and critically assessed the practice against the 12 Dimensions.
- Agreed those Dimensions (or specific criteria) which the Practice Team identify as priorities for improvement and recognised those Dimensions (or specific criteria) where the practice is doing well.
- Identified who will lead on each of the priority Dimensions, and what timeframe they will work to.
- Accessed the 'Sources of Help and Advice' document to support improvement.

Objectives

- To facilitate the whole Practice Team to use the MMD.
- To raise awareness of the Health and Care Standards, Designed to Smile, Incident Reporting Systems and other Quality Assurance and Safety Systems.
- To collate anonymous information for the Postgraduate Dental Section (Wales Deanery) on Dimensions for improvement. This will be used to inform future Postgraduate Dental Training and Development.
- To ensure team members reflect on the process and complete an evaluation so they can receive verifiable CPD.

Additional Objectives (for Practices who have used the MMD previously)

- To identify whether the Practice has taken active steps to improve against one or more MMD Dimensions (or specific criteria).
- To ascertain whether the practice has used the MMD to identify and carry out an Audit or Quality Improvement Project.
- To ascertain the usefulness of the '*Sources of Help and Advice*' document.