

REPORT OF THE PEER REVIEW COMMITTEE

2024

Members

George Kinney, Jr., Chair; Dr. Kevin Dens; Dr. Douglas Lambert; Dr. Mary Shipp; Dr. John Noack, BOT Liaison; Dr. Kim Harms, Immediate Past Coordinator/Consultant; Hanna Nguyen-Dao, Staff/Coordinator; Linda Fomasina, Staff; Carmelo Cinqueonce, Ex-Officio.

Duties

Pursuant to the Committee Policy Manual of the Board of Trustees, it is the duty of this committee to:

1. Offer ethical and equitable procedures for peer review committees, both state and component, by means of a Peer Review Manual, for reviewing and resolving differences which may arise between dentists and third parties, and between dentists and patients.
2. Assist and guide component peer review committees.

Activities

The data for 2024 follows:

Two hundred and thirty-eight complaint calls were logged. Two hundred and thirty-three calls were either resolved by the complainant and dentist before mediation, did not fit criteria for MDA Peer Review, the complainant did not return the complaint form, or included ongoing legal and/or Board of Dentistry involvement.

2024

MINNEAPOLIS DISTRICT

No cases were mediated or arbitrated.

NORTHEASTERN DISTRICT

No cases were mediated or arbitrated.

NORTHWESTERN DISTRICT

One cases was mediated or arbitrated.

SAINT PAUL DISTRICT

No cases were mediated or arbitrated.

SOUTHEASTERN DISTRICT

No cases were mediated or arbitrated.

SOUTHERN DISTRICT

No cases were mediated or arbitrated.

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2 **WEST CENTRAL DISTRICT**

3 Four cases were reviewed and closed in 2024.

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5 **Conclusions**

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7 The MDA Peer Review Committee thanks the individual district committees for their time and
8 excellent work in resolving any issues and complaints. We continue to work on ways to
9 streamline the peer review process.

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11 **Recommendations**

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13 This past year there was an increased number of calls from patients complaining about failed
14 implant treatment and care, how they can obtain their dental records, dental office fees and the
15 costs of services, communications and informed consent, dismissals from dental practices, and
16 feelings of discrimination and/or neglect from their dental practice. Additionally, there were
17 increased calls from very upset patients this year inquiring about obtaining information regarding
18 the general process to bring up concerns with legal and/or regulatory bodies. The MDA continues
19 to support the public and members through the peer review process and/or by providing
20 information for patients.

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22 Submitted by:

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24 Hanna Nguyen-Dao, DH
25 Peer Review Coordinator

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27 Linda Fomasina
28 MDA Staff