

<image>

WHY DO WE WANT TO AVOID COMPLAINTS?

- Cost average 3 day trial \$60-80k
- Reputation
- Psychological upset!



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WHERE DOES ENDO RANK? (FREQUENCY OF CLAIMS)

Discipline	%
Endo	21
Crown & bridge	21
Implants	12
Nerve damage	8
Oral surgery	8
Restorative & perio	7
Orthodontics	6

Personal communication JR McNamara and DPL Australia)

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COST PER COMPLAINT

1. Crown & bridge 2. Implants	Average claim - \$200,000
2. Implants	
3. Nerve damage	
4. Oral surgery	
5. Restorative & Perio	
6. Orthodontics	
7. Endo	Highest claim - \$137,000

ENDODONTIC COMPLAINTS

	Category	%			
→	Inadequate treatment	36			
→	Fractured instruments	28			
→	Other inc. inhaled instruments	14			
→	Perforations	9			
	Extruded mat'l & nerve damage	5			
	Wrong diagnosis	3			
	Chemical injury	3			
	Rubber dam	2			
	(Personal communication JR McNamara and DPL Australia)				



INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)



WHY WILL HE GET A COMPLAINT?

- Inadequate exam (PA image not diagnostic)
- Did not recognise the PA area & contamination
- Did not inform the patient of the issue
- Has not managed their expectations
 - no warnings of future problems
 - given the impression the tooth is "fixed"
- Expensive indirect restoration.





INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)



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INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)



	I	st Molars	Referre	ed	
Maxilla			Mandible		
n	≥4rc	GDP find all rcs	n	≥4rc	GDP find all rcs
142	92%	7%	115	50%	50%
	l st 8	& 2 nd Mol	ars Refe	erred	
Maxilla			Mandible		
n	≥4rc	GDP find all rcs	n	≥4rc	GDP find all rcs
193	87%	5%	185	33%	40%

LITERATURE

- Stropko 1999
 - 1732 Mx molars
 - Initially 73% 1st molars & 50% 2nd molars
 - With DOM 93% 1st molars & 63% 2nd molars
- In all molars if 4 canals are not found...you probably should refer.

UNFORTUNATELY ITS NOT JUST MOLARS!



RISK MINIMISATION



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- Careful pre-op assessment (patient & tooth)
- Check all steps with radiographs
- Refer if -
 - Difficult patient or tooth
 - Unable to locate all canals
 - Final obturation inadequate
 - Having trouble at <u>any</u> stage.



FRACTURED INSTRUMENTS (28% OF ENDO COMPLAINTS)



HOW DO THEY FRACTURE?



WHAT ABOUT THE TORQUE LIMIT?



SMALL INSTRUMENTS



- high resistance to cyclic fatigue negotiate curves well
- low torsional strength likely to # if tip binds
- need a smooth path to follow
- use light apical pressure
- regular cleaning & recapitulation debris increases friction & torsional stress.



LARGE INSTRUMENTS



- low resistance to cyclic fatigue
- can use with a bit more apical pressure
- minimal use around sharp or s-shaped curves
- quick use in curved canals
- progress further into the canal with each use changes the location of cyclic fatigue stress.

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TORSIONAL FAILURE



CYCLIC FATIGUE



RISK MINIMISATION



- Careful pre-op assessment
- Start with small pre-curved hand files 10K or 10H
- Canal always filled with NaOCI
- Glide path (#15 min)
- Never force rotaries or use around sharp bends
- Be mindful of the modes of failure what is the appropriate instrument to use in the case?
- Take your time!



WHAT IF IT HAPPENS?

- Do NOT attempt removal common consequences:
 - excessive removal of tooth structure
 - making the instrument irretrievable
 - fracturing more instruments
 - perforations
- Medicate & temporise the tooth
- Get a PA to record it
- Let the patient know
- Arrange referral, refund \$, offer to pay any additional \$.

OTHER INC. INHALED INSTRUMENTS (14% OF ENDO COMPLAINTS)



OTHER INC. INHALED INSTRUMENTS (14% OF ENDO COMPLAINTS)

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RISK MINIMISATION



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RUBBER DAM!!!



PERFORATIONS (9% OF ENDO COMPLAINTS)





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No pocketing or cracks + adequate structure = good prognosis.

PERFORATIONS (9% OF ENDO COMPLAINTS)





Another lesson - always take your own PA!

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PERFORATIONS (9% OF ENDO COMPLAINTS)





TRANSPORTATION → STRIP PERF



STRIP PERF - CAUSE







RISK MINIMISATION

- Always take a radiograph first
- Consider a shift view or a bitewing
- Extra care with crowns/heavily filled teeth
- Sometimes rubber dam cuff for initial access
- Ask the endodontist to leave a post space
- Use non-end cutting drills for a pathway (Gates-Glidden)
- If uncertain...STOP!!!
- If you perforate -
 - Temp with Cavit
 - Immediate referral for specialist care
 - Tell the patient.



CAUTION

ITS NOT JUST CLINICAL MISTAKES ...

- Only 3% who suffer negligence file a claim
- Majority of claims are initiated by patients who haven't suffered negligence!
- Findings repeated consistently worldwide.

Localio & Lawthers, Harvard Medical Study 1991 Studdert et al. 2000, Utah & Colorado USA



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MANAGING EXPECTATIONS

MANAGING EXPECTATIONS

- Let them tell their story
- Find out their expectations
- Why they need treatment
- Appropriate warnings
- Expected outcomes & alternatives.

informed consent

APPROPRIATE WARNINGS

- Tooth, jaw & anywhere gave LA achy for 1-3 days
 400mg ibuprofen in 1hr and cont. 5hrly until bed
- Tenderness to biting 1-4 weeks
- No hot/cold sensation
- Can still feel pressure
- Occasional (2-5%) altered sensation normally resolves in 6-24 months but can be permanent.

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EXTRA WARNINGS

- Damage to crown if accessing through it
- May need more treatment in the future (surgery, new crown etc.)
- Make aware of spec. ref as an option
- Calcified canals might be too hard to locate canals
- Curved canals risks of instrument breakage
- If tooth cracked & to come out at same visit need warnings for extraction as well.



MODERN ENDODONTICS



MODERN ENDODONTICS

- Access preparation
- Shaping canals
- Preparation for post & cores.

Dentine conservation



MODERN ENDO - ACCESS PREPARATION

Areas of improvement

- vision & illumination microscopes
- instrument design metallurgy & file shape
- irrigations techniques PUI.





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MODERN ENDODONTICS - PERI CERVICAL DENTINE

Concept developed by David Clark & John Khademi





MODERN ENDODONTICS - PERI CERVICAL DENTINE

- Most common area for catastrophic restorative failures
- Most common area to be gouged, abused and irreversibly damaged by clinicians
 - wrong burs (short round or cylinder burs)
 - poorly directed &/or over-extended access
 - overzealous use of orifice openers or GG burs.



MODERN ENDODONTICS - PERI CERVICAL DENTINE







MODERN ENDODONTICS - CAUTION

Microendodontics?

Finding the sweet spot between effective instrumentation and maximal tooth strength



MODERN ENDODONTICS - CAUTION

 Minimise removal of peri-cervical dentine <u>BUT</u> you still need to locate all the canals and clean them well...



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HOW I SEE TEETH COMMONLY FAIL

- Inadequate treatment (poor cleaning)
 - missed canals
 - poorly cleaned canals/pulp chambers
 - procedural errors

INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)



INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)

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INADEQUATE TREATMENT (36% OF ENDO COMPLAINTS)



MODERN ENDODONTICS

People will ultimately be unhappy with both a weak clean tooth and a strong infected tooth as neither will give the outcome they are after.

CLINICAL MANAGEMENT

- Need to be given the chance
- Consider where bacteria has come from & where it is hiding
 - Remove caries, restorations & assess any cracks
 - Remove any pulp stones & 3°/2° dentine as needed to access canals and isthmuses
- Anatomy of the pulp chamber will dictate the access
- Orifice directed access
- Placement of a core on completion if practical.

ROSS



MARTIN





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MODERN ENDODONTICS



- Think about why they need endo
- Balance cleaning with maintaining tooth structure
- Smaller accesses require narrow & flexible instruments
- Tip start small & clean canals as you find them
- If attempting this you need:
 - magnification & illumination
 - time!





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TAKE HOME MESSAGES

- Minimise your risk
 - assess the tooth and patient
 - good team & training
 - quality equipment
 - warn of risks before starting tx
 - manage expectations.



TAKE HOME MESSAGES

- When (not if) an accident happens...
 - advise the patient
 - refund them
 - arrange referral
 - ring and speak with the endodontist
 - show you care about them!





