

**MINUTES OF IOAC MEETING HELD ON 07.08.2019 & 09.08.2019 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/Appraised/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Progress on No. of CBCT Scans
 - Express Card Analysis of dropped conservative patients.
 - Increasing Multi Referral of patients.
 - Evening Clinic Expense Analysis
- College & Department OPD for the month of July.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- There was an increase in OPD in comparison to last year & last month.
- There was a decrease in revenue in comparison to last year & last month.
- There was a decrease in no. of Packages & RCT in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for July'19.
- No. of course/paid implants for the month of July.
- ECHS/Express Card Details for the month of July.
- Consumption collection analysis for the month of July & instructed all departments to monitor their consumption.

Points Raised/Appraised/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- He enquired about the status of Special Cases in Oral Medicine & encouraged department to work on long term follow up of these cases to ascertain long term effects of treatment.
- Oral Medicine should ensure allotment of maximum cases to Under Graduate for clinical exposure.
- Oral Surgery to send impacted tooth cases for CBCT if indicated.
- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- Raised concern on No. of biopsies/blood investigations being referred by concerned departments & instructed to improve the same.
- Raised concern on the attendance of IInd Yr. BDS in all departments.
- Advised Conservative Department to allot more number of RCT's to Under Graduate students.
- He reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- Concern on falling numbers of PFM crowns, Prosthodontics department to work on it.
- Oral Surgery to check TAT of all delayed cases.
- Oral Surgery to increase monthly implants numbers & encourage students to take up thesis on Implants.
- Concern raised over the consumption collection ratio of Community Dentistry.
- Maintaining patient data of all implant patients is the responsibility of the Implantology Department.
- Periodontics Department advised for revision of charges based on consumption collection ratio.
- Conservative Department to analyze RCT drop rate Express Card vs General Card.
- Conservative Department advised to allot more RCT cases to Under Graduate students to effectively manage department load, department to analyze current RCT load of UG/PG/Faculty.
- All departments to counsel patients requiring IInd/IIIrd referral, to report to the concerned departments for treatment.
- Reviewed no. of fixed cases started in Orthodontics & advised department to ensure proper allotment of cases to Faculty/PG.
- All concerned departments to ensure referral of Blood Investigations & Biopsy to Oral Pathology.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about, OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.
- Dr. Jagadeesh ,HOD, Department of Prosthodontics, briefed on no. of patients, dentures,crowns and Implants.
- Dr Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- Dr Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases & Follow up of delayed cases.
- Dr. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	CDE Oral Surgery & CDE Pedodontics	On 14 th & 21 st September'19 respectively
2.	Revision of Periodontics Charges	Done
3.	Allotment of RCT's to Under Graduate Students	Department instructed to allot more no. of RCT's to under graduate students.
4.	Biopsy/Blood Investigations	All concerned departments instructed to refer cases to Oral Pathology.

**MINUTES OF IOAC MEETING HELD ON 09.09.2019 & 13.09.2019 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/Appraised/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Status of CDE programme of Oral Surgery & Pedodontics
 - Allotment of RCT's to under graduate students.
 - Status of ECHS Pending Payment
- College & Department OPD for the month of August
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- There was an increase in OPD in comparison to last year & last month.
- There was an increase in revenue in comparison to last year & last month.
- There was a increase in no. of Packages & RCT in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for August'19.
- No. of course/paid implants for the month of August.
- ECHS/Express Card Details for the month of August.
- Consumption collection analysis for the month of August & instructed all departments to monitor their consumption.

Points Raised/Appraised/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- He suggested integration of Oro Facial Pain in undergraduate & postgraduate curriculum.
- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- All departments to include Supply Batch Attendance in their presentation.
- Advised Conservative Department to allot more number of RCT's to Under Graduate students.
- He reviewed Undergraduate Curriculum progress of all departments.
- Presented monthly presentation for Oral Pathology department.

Points Raised/Appraised/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- Concern on pending ECHS Payment, advised that total outstanding amount should not be more than 1.5 lakhs at any time
- To analyze drop rate of patients not taking any treatment viz a viz general card.
- Oral Medicine department to analyze their TAT and work towards improving the same.
- Implant department to audit all delayed cases, detailed list of delayed cases to be presented in the meeting with reasons

- Detail of failed implant cases to be presented in the meeting with reasons
- Quality assessment/Grading to be done for all Zirconia Crowns fabricated in the lab by various departments, feedback received can be used to further improve the quality of work.
- All repeat cases of crowns should be analyzed for root cause analysis.
- Prosthodontics department to design Training Module on Crown Preparation & Impression Technique for UG/PG & Faculty to prevent repeat of crowns due to fault in impression techniques
- Concern on no. of PFM Crowns from Prosthodontics, department directed to work on patient counselling.
- Prosthodontics Department to ensure strict monitoring of TAT for all patients.
- Conservative Department to calculate Faculty Capacity Utilization to ensure optimum work utilization.
- Conservative Department to allot more RCT cases to Under Graduate students to reduce work load on Post Graduate students.
- No separate man power to be utilized for Express Card OPD in conservative, to be done by Senior Lecturers who will also treat them.
- All departments to present separate same day treatment conversion percentage for Normal & Express Card.
- All departments Faculty/PG Load should be shown as MOM (month on month) comparison.
- Oral Surgery to utilize Minor OT as express card clinic.
- Oral Surgery to show separate collection for OPD/Hospital/Implant
- Proposal for Hair Transplant Clinic to be made by Oral Surgery.
- Orthodontics to work on patient motivation to improve OPD conversion upto (60-70%)
- Scaling of Express card to be done in Ortho department only.
- Transfer of cases of final year students to be monitored and to be handed over after filling Transfer Form.
- Periodontics to put up standees' of Facial Esthetic Procedures for patient mobilization.
- Discussed proposal for CDE on Early Orthodontics Intervention & status of Conscious Sedation CDE Programme.
- Community Department to implement training module for all CSA's covering clinical, biomedical waste & customer service.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about, OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.

- Dr. Jagadeesh ,HOD, Department of Prosthodontics, briefed on no. of patients, dentures,crowns and Implants.
- Dr Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- Dr Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases & Follow up of delayed cases.
- Dr. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Steps to increase Patient Number	12,283 patients reached in the month of September
2.	ECHS pending amount	Rs. 1.25 lakhs received from ECHS
3.	Hair Transplant Clinic	Proposal has been prepared by Oral Surgery
4.	List of delayed/ failed implants	Hyper links created in Implant Department Presentation for the same.
5	Implementation of transfer form in Orthodontics	Transfer form implemented to be filled when cases are transferred

**MINUTES OF IOAC MEETING HELD ON 11.10.2019 & 16.10.2019 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/Apprised/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Status of Hair Transplant Clinic in Oral Surgery
 - Status of delayed implant patients
 - Status of ECHS Pending Payment
 - Implementation of patient transfer protocol in Orthodontics
- College & Department OPD for the month of September.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- All departments to adhere to standard follow up appointments for patients (not exceeding more than 7 days)
- There was an increase in OPD in comparison to last year & last month.
- There was an increase in revenue in comparison to last year but decrease in comparison to last month.
- There was an increase in no. of Packages & RCT's in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for September'19.
- No. of course/paid implants for the month of September.
- ECHS/Express Card Details for the month of September.
- Consumption collection analysis for the month of September & instructed all departments to monitor their consumption.
- Community to add revenue generated by satellite patients referred to college in their presentation.
- Periodontics to add data of Endo-Perio lesions in their presentation.
- Orthodontics department to present Age Analysis of Fixed Ortho Case in next presentation.

Points Raised/Apprised/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- Inquired about the status of CSA Training Module and suggested use of Easy Test Software in the same.
- Enquired about the status of Oro Facial Pain Clinic.
- All departments should monitor Supply Batch Attendance in their departments.
- Advised Conservative Department to allot more number of RCT's to Under Graduate students.
- He reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- Enquired about the status of CSA Training Programme and advised for MCQ test for all participants post module to check understanding of programme.
- 40% of the camp patients should be provided treatment at the camp venue only.
- Departments should not plan more than one academic activity per day for post graduate students.
- Staff/Students attending seminars outside the college should share a small presentation about the same with fellow students after coming back, this will help in sharing knowledge and new concepts.
- All departments should monitor treatment conversion percentage of OPD Incharges and should present the same in their presentations.
- All patients should be counselled by OPD Incharge regarding treatment plan & any patient not opting for treatment should be made to meet senior faculty before leaving in all departments.
- Request for Rs.100 discount on conscious sedation charges for multiple visits approved.
- FOC General Anaesthesia cases for pedo patients also approved for academic interest.
- Pedodontics to make proposal for Sedation Course for Practitioner.
- All departments should follow up with purchase department in case they receive defective/unsatisfactory dental material from store.
- Conservative Department to monitor treatment conversion percentage of Express Card consultants.
- Conservative Department to work on improving TAT (Turn Around Time) for its patients.
- Prosthodontics to work on improving same day treatment percentage.
- Prosthodontics to ensure that all OPD's are seen by faculty only.
- Promotional sms regarding discounted price of implants to be sent to all extraction cases.
- Course Implant quota to be divided between Prosthodontics/Oral Surgery/Periodontics also to be ensured that all students put implants as per their quota before completion of course.
- Dr. Manoj to give additional time in CAD/CAM Lab.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about, OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.

- Dr. Jagadeesh ,HOD, Department of Prosthodontics, briefed on no. of patients, dentures,crowns and Implants.
- Dr Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- Dr Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases & Follow up of delayed cases.
- Dr. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.
- Dr. Saurabh Juneja, Reader, Department of Oral & Maxillofacial Pathology, briefed on no. of biopsies, blood investigations & progress of Advanced Research Centre.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Daily monitoring of treatment conversion percentage by consultants to be done in Conservative & Prosthodontics	Being done on daily basis in Prosthodontics and Conservative
2.	Data of Patients upto age of 22 years being referred to Pedodontics to be maintained & presented	Done, will be presented by Pedodontics
3.	Data of Endo-Perio Lesions treated to be presented Periodontics	Done, will be presented by the department
4.	Age Analysis of Fixed Ortho Cases	Done, will be presented by Orthodontics
5	Promotional SMS to patients for Implants	Done

**MINUTES OF IOAC MEETING HELD ON 11.11.2019 & 22.11.2019 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/Appraised/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Same day Treatment Conversion Percentage in Prosthodontics/Conservative
 - Age analysis of Fixed Orthodontics cases
 - Status of Course Implants
 - Status of CSSD
 - Status of Conservative Outstanding
- College & Department OPD for the month of October.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- All departments to adhere to standard follow up appointments for patients (not exceeding more than 7 days)
- There was an increase in OPD in comparison to last year but decrease in comparison to last month.
- There was a decrease in revenue in comparison to last year and last month.
- There was a decrease in no. of Packages & RCT's in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for October'19.
- No. of course/paid implants for the month of October.
- ECHS/Express Card Details for the month of October.
- Status of Evening OPD for the month of October.
- Consumption Collection Analysis for the month of October & instructed all departments to monitor their consumption.

Points Raised/Appraised/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- Specialized Oral Cancer Screening Camp should be organized by Oral Medicine department.
- Short patient education video to be shot by Oral Medicine and Community Department for Oral Facial Pain & Tobacco Cessation Centre.
- Enquired about the status of course implants and advised all departments to ensure that all students place their quota of implants before the course completion.
- Implant department should present details of failed implants with reasons.
- Prosthodontics to take Impression Technique Module for all Conservative Staff/PG's.
- All departments should monitor Supply Batch Attendance in their departments.
- Advised Conservative Department to allot more number of RCT's to Under Graduate students.

- He reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- Any substantial difference in the consumption pattern must be analyzed by all departments.
- Conservative Department to ensure that all patients pay their outstanding amount by second visit.
- Reviewed progress of CSSD instructed to draft SOP, Quality Assurance Programme for the same.
- All CBCT reports now to be sent on mail no dvd to be used.
- Suggested coordinating with Mass Communication Institutes in Noida for shooting educational videos for patients.
- Enquired about the progress of CSA Training Module.
- Prosthodontics to monitor consultant wise same day treatment conversion percentage on daily basis.
- Inquired about the progress of course implants and instructed all concerned departments to ensure that all students place implants before completion of course.

Points Raised/AppriSED/Discussed/Instructed by Vice Chairman Mr. Arpit Chadha Sir:

- In case of complaints/tickets raised by the department, same should also be communicated to concerned personnel via email .
- In case any Consultant/PG is on unplanned leave they should inform their scheduled patients one day prior and reschedule their appointments as per their convenience, if patient wants to get their treatment done on the same date they should make necessary arrangements by coordinating with the opd incharge.
- It should be ensured that all students should have minimum 75% attendance, for students with less then required attendance necessary disciplinary action should be taken.
- All department should present work done by their under graduate students in their monthly presentation, it should be ensured that they get sufficient number of clinical cases.
- Any achievement by the Staff/students should be shared on social media handles of the college and also a mail should be sent to all users sharing the details of the same.
- Efforts should be made to mobilize urban patients from Raj Nagar, Kavi Nagar , Nehru Nagar etc. to the college.
- Conservative Department to update their PFM Package Cases.
- Feedback calls to missed appointment cases to be initiated by the software, with objective of enquiring about the reason for missed appointment.
- Conservative and Prosthodontics department to add monthly consumption of Pre Clinical Labs in their presentation.

- Star Performers of all departments should be provided with a badge representing the same.
- All departments should be put 2-3 google reviews on the official google page of the college by the patient undergoing specialized procedures, describing their experience at ITS.
- All departments to review their treatment charges every six months, details of the same should be shared with the director's office.
- All departments should display photoalbum of special cases done in the department in the patient waiting area.
- All departments to present progress on ICMR Projects, Conferences etc. in their monthly presentation.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about,OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.
- Dr. Jagadeesh ,HOD, Department of Prosthodontics, briefed on no. of patients, dentures,crowns and Implants.
- Dr Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- Dr. Saurabh Juneja, Reader, Department of Oral & Maxillofacial Pathology, briefed on no. of biopsies, blood investigations & progress of Advanced Research Centre.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Alternate arrangements to be made for patients when Consultant/ PG on unplanned leave	All departments instructed to reschedule the patients or arrange alternate consultants as per patients convenience
2.	Google Reviews by all departments for	All departments have been instructed to

	special procedures	put 2-3 reviews/week on official google page
3.	Photo albums to be displayed in patient waiting area	All departments instructed to share lay out and photographs for the albums
4.	CBCT Reports to be shared on E- mail	Implemented
5.	Institute to focus on ICMR/DST Grants	All departments instructed to share proposal for ICMR/DST projects
6.	CSSD Implementation of SOP, Training & Quality Assurance	Done
7.	Patient Education Video (Oro Facial Pain & TCC)	In progress. Mail has been sent to institutes for collaboration

**MINUTES OF IOAC MEETING HELD ON 09.12.2019 IN THE BOARD ROOM ITS-
CDSR AT 10:30 A.M.**

Points Raised/Appraised/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Details of alternative arrangements for patients in case consultant/pg is on unplanned leave
 - Google reviews to be put by all departments on weekly basis
 - Status of photo albums to be displayed in patient waiting area
 - Status of CSSD
 - Implementation of CBCT Report sharing by email
- College & Department OPD for the month of November.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- All departments to adhere to standard follow up appointments for patients (not exceeding more than 7 days)
- There was an increase in OPD in comparison to last year and last month.
- There was an increase in revenue in comparison to last year and last month.
- There was an increase crease in no. of Packages & RCT's in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for November'19.
- No. of course/paid implants for the month of November.
- ECHS/Express Card Details for the month of November.
- Status of Evening OPD for the month of November.
- Consumption Collection Analysis for the month of November & instructed all departments to monitor their consumption.

Points Raised/Appraised/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- All departments to focus on increasing special cases in their departments.
- Emphasized importance of constant updating of knowledge base by enrolling in various courses.
- Enquired about the status of course implants and advised all departments to ensure that all students place their quota of implants before the course completion.
- Discussed concept of accelerated orthodontics.
- Discussed ways of increasing cancer surgery cases in college.
- Advised oral surgery department to motivate extraction cases for prosthetic rehabilitation.
- Advised all departments to allot adequate number of clinical cases to Under Graduate students.
- Reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- Presentation for local ENT surgeons to be done for CBCT/Oro Facial Pain referrals by Oral Medicine.
- Enquired about the status of CSSD, Dr. Shetty to visit to assess further requirements for CSSD.
- Encouraged all faculty members to enroll in online courses, all departments to share the details of the same in their presentations.
- All departments to ensure that all Post Graduate/Under Graduate Students should have adequate attendance as per requirement.
- Orthodontics department to carry out Faculty & PG wise Age Analysis of Fixed Ortho cases.
- Orthodontics Department to share detailed proposal for Fellow Ship for Self Ligating Fixed Ortho cases.
- Conservative Department to focus on increasing Single Sitting RCT's.
- Oral Surgery Department to set up Hair Transplant Clinic at the earliest.
- All patients going back with out treatment should be seen by senior faculty member in all the departments.
- Enquired about the status of CSA Training Program and also suggested assessment exam, identifying training need areas, rotation of staff etc. to further improve the program.
- Approved sending of express card work to professional dental labs for better quality in Prosthodontics Department.
- Suggested that crown fabrication process should include die cutting & ditching for better quality work, instructed CAD/CAM Lab to focus on improving quality of crowns.
- Reemphasized that all implant data should be maintained by implant department.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about, OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.
- Dr. Jagadeesh, HOD, Department of Prosthodontics, briefed on no. of patients, dentures, crowns and Implants.
- Dr. Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr. Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.

- D. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.
- Dr Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases, Age Analysis & Follow up of delayed cases.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Photo album of special cases in all departments	Done, photo albums prepared by all departments and displayed in patient waiting area
2.	Google Reviews by all departments	Being done by all departments
3.	DST Projects/ICMR Grants	All departments asked to apply and update
4.	Star Performer Concept	Implemented all departments given special badges
5.	Photo album of special cases in all departments	Done, photo albums prepared by all departments and displayed in patient waiting area
6.	Google Reviews by all departments	Being done by all departments
7.	DST Projects/ICMR Grants	All departments asked to apply and update

**MINUTES OF IOAC MEETING HELD ON 20.01.2020 & 22.01.2020 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/AppriSED/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Status of Photo Albums in all departments
 - Status of Google reviews to be put by all departments on weekly basis
 - Status of CSSD
 - Status of ICMR/DST Projects
 - Status of Conferences/Conventions of all departments
- College & Department OPD for the month of December.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- All departments to adhere to standard follow up appointments for patients (not exceeding more than 7 days)
- There was a decrease in OPD in comparison to last month.
- There was a decrease in revenue in comparison to last month.
- There was an increase crease in no. of Packages & RCT's in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CAD/CAM Lab for December'19.
- No. of course/paid implants for the month of December.
- ECHS/Express Card Details for the month of December.
- Status of Evening OPD for the month of December.
- Consumption Collection Analysis for the month of December & instructed all departments to monitor their consumption.

Points Raised/AppriSED/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- All departments to focus on increasing special cases in their departments.
- All departments to put google reviews for special treatments.
- Enquired about the status of course implants and advised all departments to ensure that all students place their quota of implants before the course completion.
- Advised all departments to allot adequate number of clinical cases to Under Graduate students.
- Reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- OPD executives can be trained to counsel patients about their treatment requirements to improve referral.

- Plan school and college camps to improve opd in Pedo & Ortho departments.
- Ortho department to present 2019 detailed analysis of fixed ortho cases.
- Community department to present single snap shot for satellite centres.
- Oral Surgery to add percentage in TAT slide.
- Prosthetic Rehabilitation Pamphlets to be attached with OPD card of every extraction patient in Oral Surgery.
- Physiotherapy departments can be part of special sports injury camps being organized by Pedodontics Department.

Points Raised/Apprired/Discussed/Instructed by Hon'ble Vice Chairman Mr. Arpit Chadha Sir:

- All departments to apply for ICMR/DST Pojects, status to be updated in department presentation.
- Target set for 150 New Patients/Day for 2020, all departments to put efforts for the same.
- Efforts to be made to increase opd of Periodontics department.
- IVR feedback calls to all missed appointment patients to enquire about the reason.
- All departments to post google reviews from patients.
- Unofficial page of ITS Dental Colleges on google to be removed.
- Reviewed photo albums of all departments, all departments to follow pattern of Oral Medicine department for Patient Album and Pedodontics department for Post Graduate Album.
- All departments to work on motivating patients for multiple referrals and strict monitoring of referrals should be done by all departments.
- Oral Medicine departments to make efforts to increase biopsy numbers.
- All departments to make efforts to increases CBCT numbers.
- All departments to correlate OPD with no. of treatment procedures.
- Name of star performers should be displayed by all departments.
- Photo Album should be made of all college achievements for admission purpose.
- All departments' equipment requirements as per priority, list to be prepared & discussed.
- All official circulars from Director/Principal's office should be acknowledged/replied.
- Camps should be planned in schools and colleges to increase opd.
- Special Ortho Camps should be planned in Mohan Nagar campus.
- Enquired about the status of Conferences/Conventions planned for coming years.
- Oral Surgery should counsel all extraction cases for prosthetic rehabilitation, prosthodontics to further follow up on all extraction cases.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Upasana Sethi, HOD, Department of Oral Medicine, briefed about,OPD, CBCT Scans, TAT, Pain Clinic & Package Cases.
- Dr. Sanjeev Kumar, HOD, Department of Oral & Maxillofacial Surgery briefed on the OPD, Major Surgeries & Implants placed.
- Dr. Ipseeta Menon, Professor, Department of Community Dentistry briefed on Evening Clinic, Satellite and Camp Data.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- D. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.
- Dr Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases, Age Analysis & Follow up of delayed cases.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Photo album of special cases in all departments	Done, photo albums prepared by all departments
2.	Google Reviews by all departments	Being done by all departments
3.	DST Projects/ICMR Grants	All departments have applied
4.	Prosthetic Rehabilitation Pamphlet Distribution	Done, Pamphlet being attached with OPD Cards of all extraction cases
5.	Star Performer Concept	Done , all department asked to display Star Performer & provide badge
6.	Unofficial Google Page of I.T.S Dental College	Page has been reported to google with help of Mohanagar IT Team
7.	New Equipment Requirements	List of instruments as per priority prepared for all departments.

**MINUTES OF IOAC MEETING HELD ON 10.02.2020 & 14.02.2020 IN THE BOARD
ROOM ITS-CDSR AT 10:30 A.M.**

Points Raised/AppriSED/Discussed/Instructed by Director PG Studies Dr Vinod Sachdev

- MOM of the last HOD meeting & action taken on assigned task discussed :
 - Status of Photo Albums in all departments
 - Status of Google reviews to be put by all departments on weekly basis
 - Status of ICMR/DST Projects
 - Status of Conferences/Conventions of all departments
- College & Department OPD for the month of January.
- All departments to ensure quality and timely treatment of all Normal & Express card patients.
- All departments to adhere to standard follow up appointments for patients (not exceeding more than 7 days)
- There was a decrease in OPD in comparison to last month.
- There was a decrease in revenue in comparison to last month.
- There was an increase crease in no. of Packages & RCT's in Conservative Department.
- No. of units of Zirconia Crowns fabricated in the CADCAM Lab for January.
- No. of course/paid implants for the month of January.
- ECHS/Express Card Details for the month of January.
- Status of Evening OPD for the month of January.
- Consumption Collection Analysis for the month of January & instructed all departments to monitor their consumption.

Points Raised/AppriSED/Discussed/Instructed by Principal, Dr. D.C Shetty Sir.

- All departments to work on patient counselling & to ensure that they are referred to next department for further treatments to improve multiple referrals.
- Briefed on ITI Proposal for collaboration with I.T.S Dental College.
- Advised all departments to refer patients indicated for CBCT.
- Enquired about the status of course implants and advised all departments to ensure that all students place their quota of implants before the course completion.
- Advised all departments to allot adequate number of clinical cases to Under Graduate students.
- Reviewed Undergraduate Curriculum progress of all departments.

Points Raised/AppriSED/Discussed/Instructed by Secretary Mr. B.K. Arora Sir

- BPL Sticker to be put on front of OPD card, detailed proposal to be prepared for adding new treatment modalities in BPL category.
- Reviewed progress of enrolment in online courses by faculty of all departments.
- Meeting to be scheduled with G.Noida Prosthodontics department to discuss issues regarding CAD CAM crowns.
- Only special cases which can't be fabricated in CADCAM Lab to be sent to outside labs.
- CADCAM Lab to focus on improvement in quality of PFM/Zirconia crowns.
- Periodontics departments should send staff and under graduate students to conservative department for allotting cases for scaling as per requirement.
- Prosthodontics department to monitor same day and overall conversion percentage.
- Conservative department to monitor conversion of Deep Caries Excavation to RCT cases.
- Conservative to analyze work load, treatment conversion, avg. completion time etc. for consultants working in Express Clinic.
- Orthodontics department to identify cases for Night Guards/Splints.
- Pamphlet distribution to be done by Orthodontics through news papers in near by areas for increasing no. of Fixed Ortho cases before board exams.
- All patients leaving without treatment in Orthodontics should be counselled by senior faculty before going.

Points Raised/AppriSED/Discussed/Instructed by Hon'ble Vice Chairman Mr. Arpit Chadha Sir:

- Action plan to be prepared for increasing daily opd of the college to 500 total patients per day.
- All departments to present yearly (2018/19) consumption collection analysis in the next meeting.
- All departments to apply for ICMR/DST Pojects, status to be updated in department presentation.
- Encouraged all faculties to enrol for online courses which provide certificate after clearing exams.
- Efforts to be made to increase OPD of Periodontics department to ensure adequate number of cases to undergraduate students.
- Enquired about ITI proposal for Dental Implants.
- All equipment complaints to be put on Almighty Complaint Management System by departments.
- In case complaint is not resolved same should be escalated to Director/Principal office through mail.
- Complaint Register can also be maintained in all departments to track status of complaints.

- School and college camps to be organized at regular intervals for improving ortho & pedo opd.
- Tie ups can be done with successful local practitioners for setting up dental chairs to increase referral to college on pattern of satellite clinics.

All Department HOD's showcased their departmental functioning through presentation:

- Dr. Nikhil Sharma, HOD, Department of Periodontics, briefed on no. of patients, special procedures like laser, Dental Implants etc.
- Dr. Kashinatha , Prof., Department of Prosthodontics, briefed on no. of patients, dentures, crowns and Implants.
- Dr Sonali Taneja, HOD Department of Conservative/Endodontics, briefed on no. of patients, RCT's and Package Cases.
- Dr. Radhika Chopra , Prof. Department of Pedodontics briefed on OPD & treatment procedures in the department.
- Dr. Payal Sharma, HOD, Department of Orthodontics, briefed on no. Fixed Cases, Age Analysis & Follow up of delayed cases.

Director PG Studies finally concluded the meeting.

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Detailed Proposal for adding new treatments in BPL Category	Proposals received from department & will be presented by Dept. of Community Dentistry
2.	Consumption/Collection Report on yearly basis	Being Presented
3.	Total OPD for the year 2018-2019 to be presented	Being Presented
4.	Dept. Of Conservative asked to present Total No. of Cases of Deep Caries which come back for treatment	Being presented by the Department
5.	Unofficial Google Page of I.T.S Dental College	Page has been reported to Google with help of Mohan Nagar IT Team

AUGUST 2019

S.NO.	ACTION TO BE TAKEN	STATUS
1.	No. of CBCT scans	All departments being encouraged to give thesis topic based on CBCT
2.	Evening Clinic Expense Sheet	Done, will be presented by the Community
3.	Express Card Analysis	Daily analysis being done
4.	Multiple Referrals	Departments being sensitized to ensure referral to next department & extensive counseling being given to all patients regarding their treatment needs

Sept 2019

S.NO.	ACTION TO BE TAKEN	STATUS
1.	CDE Oral Surgery & CDE Pedodontics	On 14 th & 21 st September'19 respectively
2.	Revision of Periodontics Charges	Done
3.	Allotment of RCT's to Under Graduate Students	Department instructed to allot more no. of RCT's to under graduate students.
4.	Biopsy/Blood Investigations	All concerned departments instructed to refer cases to Oral Pathology.

October 2019

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Steps to increase Patient Number	12,283 patients reached in the month of September
2.	ECHS pending amount	Rs. 1.25 lakhs received from ECHS
3.	Hair Transplant Clinic	Proposal has been prepared by Oral Surgery
4.	List of delayed/ failed implants	Hyper links created in Implant Department Presentation for the same.
5	Implementation of transfer form in Orthodontics	Transfer form implemented to be filled when cases are transferred

November 2019

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Daily monitoring of treatment conversion percentage by consultants to be done in Conservative & Prosthodontics	Being done on daily basis in Prosthodontics and Conservative
2.	Data of Patients upto age of 22 years being referred to Pedodontics to be maintained & presented	Done, will be presented by Pedodontics
3.	Data of Endo-Perio Lesions treated to be presented Periodontics	Done, will be presented by the department
4.	Age Analysis of Fixed Ortho Cases	Done, will be presented by Orthodontics
5	Promotional SMS to patients for Implants	Done

December 2019

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Alternate arrangements to be made for patients when Consultant/ PG on unplanned leave	All departments instructed to reschedule the patients or arrange alternate consultants as per patients convenience
2.	Google Reviews by all departments for special procedures	All departments have been instructed to put 2-3 reviews/week on official google page
3.	Photo albums to be displayed in patient waiting area	All departments instructed to share lay out and photographs for the albums
4.	CBCT Reports to be shared on E- mail	Implemented
5.	Institute to focus on ICMR/DST Grants	All departments instructed to share proposal for ICMR/DST projects
6.	CSSD Implementation of SOP, Training & Quality Assurance	Done
7.	Patient Education Video (Oro Facial Pain & TCC)	In progress. Mail has been sent to institutes for collaboration

January 2020

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Photo album of special cases in all departments	Done, photo albums prepared by all departments and displayed in patient waiting area
2.	Google Reviews by all departments	Being done by all departments
3.	DST Projects/ICMR Grants	All departments asked to apply and update
4.	Star Performer Concept	Implemented all departments given special badges
5.	Photo album of special cases in all departments	Done, photo albums prepared by all departments and displayed in patient waiting area
6.	Google Reviews by all departments	Being done by all departments
7.	DST Projects/ICMR Grants	All departments asked to apply and update

February 2020

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Photo album of special cases in all departments	Done, photo albums prepared by all departments
2.	Google Reviews by all departments	Being done by all departments
3.	DST Projects/ICMR Grants	All departments have applied
4.	Prosthetic Rehabilitation Pamphlet Distribution	Done, Pamphlet being attached with OPD Cards of all extraction cases
5.	Star Performer Concept	Done , all department asked to display Star Performer & provide badge
6.	Unofficial Google Page of I.T.S Dental College	Page has been reported to google with help of Mohanagar IT Team
7.	New Equipment Requirements	List of instruments as per priority prepared for all departments.

March 2020

S.NO.	ACTION TO BE TAKEN	STATUS
1.	Detailed Proposal for adding new treatments in BPL Category	Proposals received from department & will be presented by Dept. of Community Dentistry
2.	Consumption/Collection Report on yearly basis	Being Presented
3.	Total OPD for the year 2018-2019 to be presented	Being Presented
4.	Dept. Of Conservative asked to present Total No. of Cases of Deep Caries which come back for treatment	Being presented by the Department
5.	Unofficial Google Page of I.T.S Dental College	Page has been reported to Google with help of Mohan Nagar IT Team