

## CASE STUDY

# Excellence in Compliance with Mail-In Spore Testing (MIST)



### Background

InterDent was founded over 30 years ago by a group of dentists who realized that they could better focus on patient care if they retained business professionals to provide administrative and business support. Today, under the brands “Gentle Dental” and “SmileKeepers,” InterDent provides business services to approximately 200 practices in eight states including Arizona, California, Hawaii, Kansas, Nevada, Oklahoma, Oregon and Washington.

### The Challenge

Prior to 2014, InterDent faced challenges in sterilization monitoring compliance while using multiple companies. InterDent received slow responses from monitoring groups, a lack of transparency when tests were obtained or evaluated and had no ability to look across the board at sterilization monitoring compliance in all of its offices. What InterDent wanted was for one group to come in and provide excellent service, support and quality at a reasonable price.

### The Solutions

In 2014, InterDent worked closely with Mesa Labs to find a solution that could meet all of their program goals.

For the past five years, InterDent’s sterility assurance program has steadily improved. Referencing Mesa’s Anytime Compliance Tracking dashboard, InterDent’s Vice President Dean Hanson said, “We can look at any office and track their long-term patterns. We can hold individuals accountable for their follow-through, or lack thereof. We can also show weekly results that allow the clinicians to take an active role in the safety compliance of their offices. And the mail back program couldn’t be easier.”

This year, InterDent has reached its highest compliance rate yet and is receiving the Summit Compliance Award in recognition of its organization-wide commitment to infection control, demonstrated by achieving the highest levels of weekly biological sterilization monitoring compliance. “We’re proud of their achievements, and they are well-deserving of this year’s award,” said Gary Owens, CEO and President of Mesa Labs.

#### Program Goals

InterDent’s Sterility Program goals included:

- » Ensuring a higher standard of compliance
- » Improving record keeping
- » Staying within budget

*“InterDent’s dedication to patient safety is continually proven by their track record, year over year. Their sterility assurance efforts, not only help patients, but also make their business stronger,” said Owens.*



To learn more about Mesa’s MIST Program, go to [sporetesting.mesalabs.com](https://sporetesting.mesalabs.com) or call 1-800-289-7786 (US) or 1-866-421-8367 (Canada)