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## **Review of: Quality Matters: From Clinical Care to Customer Service**

Kip Rowland, RDH, MS

*Reviewed by Kip Rowland, RDH, MS, surgical/hygiene specialist, Brasseler USA.*

### **Quality Matters: From Clinical Care to Customer Service**

**Rattan R**

**Quintessence Publishing Co.**

**Carol Stream, Ill, 2007**

**168 pages, illustrations, indexed**

**ISBN: 1-85097-100-5**

**\$54.00**

This is a very thorough, technically written book on quality, from abstract definitions and historical models to clinical audits and theories. This book is filled with many illustrations of theoretic models, tables, and charts that support the text. The Clinical Audit chapter was especially interesting to me as it showed how to thoroughly assess quality in a clinical practice to improve it. Quality Matters is a fantastic resource for a dental hygiene or dental educator. It would also be an excellent reference for a research dental hygienist. The practical value to the clinical dental hygienist would be very limited due to the abstract and research-oriented nature of this book.

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## **Review of: General and Oral Pathology for the Dental Hygienist**

Frieda A Pickett, RDH, MS

*Reviewed by Frieda A. Pickett, RDH, MS, dental hygiene educator, author, lecturer, Butler, Tenn.*

### **General and Oral Pathology for the Dental Hygienist**

**Delong L and Burkhart NW**

**Lippincott Williams & Wilkins**

**Baltimore, Md, 2007**

**576 pages, softcover**

**ISBN: 0-78175-546-8**

**\$78.95**

This book is intended for dental hygiene students and practitioners. It is a comprehensive study of general pathophysiology and oral pathology in the same text. It teaches the essential information needed to identify elements of disease with associated clinical implications and to visually examine and recognize oral disease in practice.

The General Pathology section covers the major determinants of disease and the body systems as they are assessed when gathering information from the medical history. There are 10 chapters in the general pathology section, including chapters on inflammation and repair, the immune system, neoplasia, hereditary and congenital disorders, cardiovascular diseases, blood diseases, and a chapter combining respiratory, gastrointestinal, neurologic, and skeletal disorders.

The Oral Pathology section is organized according to characteristics of lesions (such as white, pigmented, papillary, ulcerated), so readers can learn to recognize lesions by appearance and differentiate between lesions with similar features. There are 13 chapters in the oral pathology section, including unique chapters such as "Lesions That Look Like Vesicles," "Ulcers and Ulcer-like Lesions," and "Lesions in Shades of Red to Purple." Skin lesions are included in the oral pathology section, as well as oral manifestations of HIV and AIDS.

Each chapter begins with an outline. Learner objectives and key terms are provided at the beginning of each chapter and are bolded and defined within the text. Chapter information is organized according to the common name for the disorder; etiology of the disorder; the method of transmission; epidemiologic information, such as incidence and prevalence of the condition; a brief description of the pathogenesis; extraoral, perioral, and intraoral manifestations, as well as distinguishing characteristics; microscopic features; differential diagnosis for conditions with similar features; patient management implications; and treatment and prognosis. There are several unique features of the text. These include the inclusion of critical thinking activities in each chapter, along with an "Application" section for clinical situations and case studies, which promote understanding of how the information is incorporated into a dental hygiene treatment plan. Each chapter includes suggestions for student-directed projects useful in demonstration of progress toward meeting competencies associated with patient care, health promotion, and disease prevention. Another unique feature of the text is a section on Clinical Protocols at the back of the text. The protocols are written by experts in the field of dentistry and dental education.

References to these clinical protocols are included within each chapter to direct the reader to current management strategies. The text includes more than 400 detailed color photographs and illustrations to help identify pertinent characteristics of conditions. Distinctive clinical features of lesions are accompanied by lists of associated diseases. There is an internet-based Student Resource Center from which students can access review questions and answers, along with rationales. Additional case studies associated with each chapter can be accessed at the Web site <http://thePoint.lww.com/Delong>. An instructor resource center is provided with an image bank, additional case studies to use for quizzes, tests or classroom discussion, and an instructor test bank.

This text provides a much needed collection of information for both general pathology and oral pathology. There are some photographs in the text that are upside down, but this can be easily corrected in reprinted editions. The quality of some radiographs is poor, but most illustrate the specific feature very well.

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## **Review of: Contemporary Periodontal Surgery: An Illustrated Guide to the Art Behind the Science**

Patricia A Frese, RDH, MEd

*Reviewed by Patricia A. Frese, RDH, MEd, professor, University of Cincinnati, Raymond Walters College, Department of Dental Hygiene, Cincinnati, Ohio.*

### **Contemporary Periodontal Surgery: An Illustrated Guide to the Art Behind the Science**

**Bateman G, Saha S, Chapple I**

**Quintessence Publishing**

**London, 2007**

**204 pages, 283 images, indexed, hardcover**

**ISBN: 1-85097-123-4**

**\$54.00**

Contemporary Periodontal Surgery concludes the periodontal volumes in the QuintEssential series written for general dental practitioners. The series covers the basic principles and key concepts of 9 topics such as pediatric dentistry, radiography, and practice management in addition to periodontology. Each volume is written to be read alone or in conjunction with other volumes in the series. This volume, like the others, is easy to read, enjoyable, and illustrated with striking photographs, clear diagrams, appropriate radiographs, and supportive tables. It contains 11 chapters on topics including case selection, planning, and surgical principles and techniques. Each chapter generally contains a statement of purpose, the intended outcome, an introduction, the main content, references, and suggestions for further reading.

This text is similar to a 'how-to' of periodontal surgeries from case selection to postsurgical care. The focus is not on the etiology of periodontal diseases but rather on the multitude of decisions to be contemplated before choosing surgical intervention; performing complete surgical planning; and delineating patient and practitioner responsibility for positive surgical outcomes.

This volume accomplishes its goal of educating the dental practitioner in patient selection and education, outlining a stepwise approach to the execution of various surgeries, providing tips for patient comfort, and explaining techniques to minimize unforeseen events. The text is not intended to provide periodontal debridement techniques for the practicing dental hygienist. However, chapter one contains limited information helpful to the dental hygienist regarding selection of patients who would benefit from periodontal surgery, record keeping suggestions, postoperative instructions, and return visits.

Therefore, the dental hygienist should enjoy this text as a review and update of periodontal surgical procedures, a source of information and photographs for patient education about such procedures, and a foundation for a better understanding and appreciation for the art and science of periodontal surgery, not as a resource for dental hygiene care of the periodontally-involved patient.