Using the Dental Dashboard

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Why Use the Dashboard at All?

• We are moving into a world of outcomes driven reimbursement
• States are beginning to demand dental metrics
• UDS sealant measure
• If you can’t measure it, you’ll never move the dial
• Most important – It provides you a tool to develop your Vision as a dental leader in your organization
1. **Treatment Plan Completion**

- **# of Phase I Treatment Plans Completed Within 6 Months After Initial or Recall Exams**

- **# of Initial and Recall Exams Performed 6 Months Ago**

2. **Caries at Recall**

- **# of Patients with a Periodic Exam Who Also Have a Diagnosis Code Indicating Caries**

- **# of Patients with a Completed Periodic Exam**
3. Risk Assessment of All Dental Patients

- Number of Dental Patients with Completed Risk Assessments
- Number of All Unique Dental Patients with a Periodic or Comprehensive Exam

4. Oral Evaluation and/or Risk Assessment of All Primary Care Patients

- Number of Primary Care Clinic Patients that Receive an Oral Health Evaluation and/or Risk Assessment by a Medical Provider
- Number of Unique Primary Care Patients with an Office Visit in Medical Setting
5. **TOPICAL FLUORIDE**

- **# of Pediatric Patients (0-5 years)**
  - Who receive Topical Fluoride Application

- **# of All Unique Pediatric Patients**

6. **SEALANTS (6-9 YEAR OLDS)**

- **# of 6-9 Year Old Pediatric Patients**
  - at Moderate to High Risk for Caries
  - Who received a Sealant on
    - One or More Permanent First Molar Teeth

- **# of Unique 6-9 Year Old Pediatric Patients**
  - With an Oral Assessment or Comprehensive Periodic Oral Evaluation who are at
    - Moderate to High Risk for Caries and
    - Have Sealable First Molars
7 SEALANTS (10-14 YEAR OLDS)

# of 10-14 Year Old Pediatric Patients at Moderate to High Risk for Caries Who Received a Sealant on One or More Permanent Molar Teeth

# of Unique 10-14 Year Old Pediatric Patients With an Oral Assessment or Comprehensive Periodic Oral Evaluation who are at Moderate to High Risk for Caries and Have Sealable Molars

8 SELF-MANAGEMENT GOAL SETTING

# of Dental Patients Who Have an Oral Health Self-Management Goal Set with Their Care Team

# of Unique Dental Patients Who had a Comprehensive or Periodic Exam Within the Measurement Period

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Washington Dental Service Foundation
Community Advocates for Oral Health

Delta Dental

NNOHAA
National Network for Oral Health Access
9 SELF-MANAGEMENT GOAL REVIEW

# of All Health Center Patients
Who Have Oral Health Self-Management Goals Reviewed with Their Care Team

# of All Unique Dental Patients
With Established Self-Management Goals

10 GROSS CHARGES (PRODUCTION) PER ENCOUNTER

Total # of Charged Procedure Codes
in Dental Department

# of All Dental Encounters
11) ENCOUNTERS PER HOUR

Number of Patients
Seen by Each Provider

Number of Scheduled Hours
for Each Provider

12) NO SHOWS

Number of Patients
Who Do Not Show Up
for Scheduled Dental Visits

Number of Patients
Scheduled for a Dental Visit
13) DIRECT COST PER VISIT

Total Direct Expenses

14) RECALL RATES

# of Patients Up-To-Date With Recall Visits

# of Patients With Recalls
15 RECOMMENDATION TO FAMILY AND FRIENDS

# of Patients that Indicate They Would Recommend the Health Center Services to Family and Friends

# of Patients Who Complete a Satisfaction Survey
Overview

• The Dental Dashboard combines two processes: **data entry** and **data charting**.
  – The data entry system uses a browser-based form to gather and store the data.
  – The data charting function uses Microsoft Excel to display the data graphically.
Getting Started

• System Requirements
  – Computer
  – Internet connection & browser
  – Microsoft Excel

• Requesting Access
  – Request an account via email
  – Click on invitation link
Welcome to the Dental Dashboard Home Page.
The dashboard consists of two parts that you can easily access from this page: the data entry tool and the data charting tool.

The first tool is the data entry tool. Use this tool to enter your dental data metrics. The data entry tool opens in the browser, so data entry is simple to use. The data you enter is safe and secure in the cloud, and accessing it is easy. Just select "Data Output", and the data entered downloads to a file on your PC.

The second tool is the data charting tool, developed using a common file format - Excel. This tool takes your downloaded data, imports it, and allows you to create charts on up to fifteen dental metrics. It's fast and easy, and in no time you will get a graphical picture of your data.

You can open the data entry tool here here ..... Dental Dashboard Data Entry.
You can download the data charting tool here ... DentalDashboard.xlsm
You can download the instructions here ... Dental Dashboard Users Guide.pdf
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<th>Combined Dental</th>
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<tr>
<td>Site</td>
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<tr>
<td>Month / Year</td>
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OR

2. Your Calculated Value

NOTE: entering a value in this field will override any calculated value in #1
## Metric Output

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Data Charting Tool

Update the dashboard with the latest data download:
- Import Data
- Print Graphs
- Reset Dashboard

After data import, make selections from the following dashboard filters:
- Site: Southest
- Start Month: January
- Start Year: 2011
- End Month: December
- End Year: 2011
- Include Prior Period

Charts:
- Select All
- Clear All

- Treatment Plan Completion
- Caries at Recall
- Risk Assessment of all Dental Patients
- Oral Evaluation and/or Risk Assessment
- Topical Fluoride
- Sealants (6-9 year olds)
- Sealants (10-14 year olds)
- Self-Management Goal Setting
- Self-Management Goal Review
- Gross Charges (Production) per Encounter
- Encounters per Hour
- No Shows
- Direct Cost Per Visit
- Recall Rates
- Recommendation to Family and Friends

Graphs:
- No Shows
- Direct Cost Per Visit

Legend:
- Jan 11 - Dec 11
User’s Guide

• Complete instructions for accessing the Dental Dashboard are included in the User’s Guide.

• The User’s Guide gives more details about:
  – How the recommended measures were selected
  – Specifies the numerators and denominators
  – What codes are needed to track the measures
  – Tips for how to collect the data
How will the Dashboard Fit in Your System

• Smaller dental programs – a working system to deliver high quality data
• Larger dental programs – a blue print for even more sophisticated score boards
• All programs – the ability to compare data as we strive for increasing efficiencies and improving the quality of the care we deliver
How To Gain Support From Your Administration

- How does it contribute to the mission?
- What tools do you need to make it happen?
- Add value with data and citing source documents.
- Prepare for the tough questions.
- How will this benefit the organization? “Future thinking”
- Find an advocate with a powerful voice, bring them on board as a supporter.
- Present with a positive attitude and outlook, engage your audience