THE HEALTH CENTER DENTAL DASHBOARD: MAKE YOUR DATA WORK FOR YOU!

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Participants Will Be Able To:

✓ Recognize recommended oral health measures
✓ Understand ways that Health Centers can monitor and measure oral health data
✓ Learn how to use the interactive Dental Dashboard template
✓ Hear from experts on best practices in using dashboards and possible roadblocks with gathering and using data
Speakers

• Mark Koday, DDS
  – Dental Director, Yakima Valley Farm Workers Clinic

• Sarah Vander Beek, DMD, MPH
  – Chief Dental Officer, Neighborcare Health

• Rebecca Christensen
  – Director of Dental Operations, Peak Vista CHC
Session Overview

• History of the Project
• Quality Improvement and Data
• Case Studies
• What are the 15 Oral Health Measures?
• How to Use the Online Dashboard & User’s Guide
History Of The Project

• Delta Dental of Colorado Foundation and Washington Dental Service Foundation have been working with expert advisers to develop a set of recommended oral health measures for High-Performing Health Centers.

• We have also developed an online, interactive tool to help Health Centers gather data for the measures.
Development

Participants from:

- CMS
- NNOHA
- Institute for Oral Health
- Colorado and Washington CHC
- CHCs working on oral health
- WA Dental Service Foundation
- Delta Dental of Colorado Foundation
Vision For This Work

Health Centers are **sustainable**, high performing healthcare providers with strong operations to ensure **high productivity** and **health improvements** (including oral health improvements) among their patients.
Quality Improvement And Data

- Health Centers are required to have an ongoing Quality Improvement/Quality Assurance (QI/QA) program that includes clinical services and management.

- The QI/QA program must include:
  - Clinical director who supports the QI/QA program and provision of high quality patient care
  - Periodic assessment of the appropriateness of the utilization of services provided or proposed to be provided to individuals served by the health center
Attention To Dental Metrics Expanding

- National Quality Measures Clearinghouse
- CHIPRA Pediatric Quality Measures Program
- Meaningful Use measures
- Dental Quality Alliance
- Healthy People 2020
- National Committee on Quality Assurance HEDIS
- NNOHA
- National Oral Health Quality Improvement Committee
- National Quality Forum
- Oregon Dental Quality Metrics Workgroup
How To Use The Oral Health Measures

- You cannot improve what you don’t measure.
- Selecting oral health measures places a value on oral health and focuses quality improvement efforts towards them.
- You do not need to select all 15 measures. Start with 1-2 measures that are inline with your center’s mission, your strategic plan, or parallel national standards.
- Collect data regularly, share with the appropriate people, use the data to instigate action.
- Add additional measures when you’re ready.
Why Use A Dashboard

• Dashboards give a quick status update for key measures.

• They are a snapshot, not an in-depth analysis.

• Regularly seeing the data makes it much easier to respond quickly to areas of concern, or to change courses of action.

• Dashboards can be used to facilitate communication between departments, highlight successful strategies, to maintain momentum in QI activities, and identify operational deficiencies.

• It is a tool to take action!
Who Uses Dashboards?

• “Shorter, more focused dashboards that are reviewed on a frequent basis are associated with higher performance. According to the results of this dashboard analysis, hospitals that use dashboards with fewer measures are more likely to be in the high-performance group, suggesting that higher-performing hospitals have developed dashboards that focus on areas they see as critical for quality. Furthermore, performance data are more actionable when such data are consistently reviewed by the board on a relatively frequent basis.”

Kroch et al. (2006)
The Dental Dashboard

- The Dental Dashboard is a set of measures that is an optional tool for Health Centers to use as part of their quality improvement program to...
  - More effectively monitor and measure factors that affect quality
  - Establish baselines for key measures
  - Set targeted improvements for individual measures
  - Develop methods to improve performance
  - Track improvements over time
The Dental Dashboard

Population Health

Treatment Plan Completion
- % of dental patients who have Phase I treatment plan completed within six months.

Caries at Recall
- % of patients with caries diagnosed during a periodic oral exam.

Risk Assessment of all Dental Patients
- % of all dental patients who have had an oral health risk assessment.

Oral Evaluation and/or Risk Assessment of all Primary Care Patients
- % of all health center patients who have an oral evaluation and/or risk assessment performed by a medical provider.

Topical Fluoride
- % of 0-5 year old children (dental and medical) who receive topical fluoride application.

Sealants (6-9 year olds)
- % of 6-9 year old children, at moderate to high risk, who receive a sealant on one or more permanent first molar teeth.

Sealants (10-14 year olds)
- % of 10-14 year old children, at moderate to high risk, who receive a sealant on one or more permanent molar teeth.

Self-Management Goal Setting
- % of dental patients who have at least one oral health self-management goal set by their care team.

Self-Management Goal Review
- % of health center patients who have oral health self-management goals reviewed by their care team.

Fiscal & Operational Sustainability

Gross Charges (Production) per Encounter

Encounters per Hour

No Shows

Direct Cost per Visit

Recall Rates

Patient Satisfaction

Recommendation to Family and Friends
- % of patients who would recommend health center services to family and friends.
Next Steps

• The Dashboard is free to use, but user’s will need to sign up to receive a login
• Access to the Dashboard and the User’s Guide will be posted on NNOHA’s website in December 2015
• NNOHA will be hosting a national Quality Improvement Learning Collaborative and will be seeking 5 volunteers for a 6 month pilot.
Contact Information

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