A Case Study: Our Dashboard and Why We Would Never Go Back

Sarah Vander Beek, DMD
Chief Dental Officer

neighborcare health
Survey of Audience
Who are we?
What is our “dashboard” story?

• Implemented since 2003.
  – Started with a few measures and grew

• Why?
  – How do you know how your program is performing?
  – Commitment to __________.
Our Dashboard: What does it take to create?

• Current state:
  – Monthly report
  – Different stages for different metrics:
    • Goals for many metrics
    • Trend lines
  – Requires IT, administrative, and site resources

• Background data is collected via:
  – Automated reports via Sequel Server from NextGen data
  – Manual weekly provider reports (no show and enc/hour)

• About to change in a BIG way!
Our Current Dashboard

- Total Visits
- No Show (%)
- Treatment Plan Completion Rate
- Percent Children
- Encounters Per Hour
- RVUs (Production) Per Encounter
- Percent Medicaid
- Supply Cost Per Encounter
- Direct Cost Per Encounter

All Dental Sept 2015

Thick line = current 12 months
Thin line = previous 12 months

= Goal
Dashboard (continued)

Caries Rate, Self Management Goal Setting, and Self Management Goal Review 0-5 year olds

Caries Rate, Self Management Goal Setting, and Self Management Goal Review 6+

Washington Dental Service Foundation
Community Advocates for Oral Health

DELTA DENTAL

NNOHA
National Network for Oral Health Access
How We Use Our Dashboard: The Benefits

• Collaboration
  – Highlights areas of concern or improvement
  – Share ideas

• Ownership and transparency
  – Standing agenda item
  – Clinic view; individual data behind
  – On portal
  – Board, QI, and CEO
How We Use Our Dashboard: The Benefits

- Continuous quality improvement
  - Questions the process
  - Shapes the work we do
Best Practices

• Develop and define your metrics
  – How will you get the data out of your system?
    • Automation is awesome!
  – BIG HINT: Use the __________!

• Test!

• Data/report should be:
  – Digestible
  – Meaningful
  – Actionable
  – Engaging
Possible Roadblocks

• Competing priorities/programs/resources
• Systems to obtain data:
  – Reliability
  – Upgrades “break” reports
  – Hard to get data out of EDR
    • Measures ask and EDR cannot deliver
      – Dummy codes versus CDT codes versus ICD-10
• Consensus on measures
• Actionable items not always obvious
  – Example: Encounters per hour
• Data inundation!
Our Future & the Dashboard

• Build around the triple aim
• Align with medical and update
  – Measure what matters!
  – Include new UDS sealant metric
• Develop goals (internal, state/national benchmarks)
• Develop/incorporate integration metric
• Advocate for change in the EHR/EDR system
• Challenge ourselves: How will we know if our patients are healthier?
Advice

• Start small.
  – If you do not currently utilize a dashboard, pick 1-3 measures
  – If you are part of an organization with medical, what do they measure?
• Pick metrics that are not just easy to measure, but that MATTER to you and your team
  – The why. What gets measured, gets worked on!
• Partner with IT/BI team- data experts!
• Educate and engage your team
• Set goals- focuses teams
  – Clarity around expectations
• Look to the metrics for the story and how they are connected to each other
• How will you know your patients are healthier?