NNOHA Oral Health Improvement Collaborative
Call for Team Applications

Application Timeline*

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Application available:</td>
<td>August 30, 2017</td>
</tr>
<tr>
<td>Completed applications due:</td>
<td>September 15, 2017</td>
</tr>
<tr>
<td>Accepted Health Centers notified:</td>
<td>September 29, 2017</td>
</tr>
</tbody>
</table>

* All dates subject to change.

Collaborative Aim
This call for applications seeks to recruit 50 organizations to engage in a 9-month Oral Health Improvement Collaborative. The aim of the NNOHA Oral Health Improvement Collaborative is to engage health centers in conducting quality improvement in dental programs. Health centers will provide patient-centered and evidence-based oral health care. We will use quality improvement methods to improve the oral health of health center patients under 21 years old. Participating health centers will:

- Engage patients and families by utilizing self-management goal setting;
- Enhance risk-based care;
- Improve sealant rates;
- Report and monitor caries at recall visits; and
- Maintain or improve operational performance.

Background
From 2011 to 2015, a group of national experts worked to develop the Health Center Dental Dashboard© (© 2017 Delta Dental of Colorado Foundation and Arcora Foundation). The Dashboard consists of 15 measures that can be used as part of health center quality improvement efforts to more effectively monitor and measure quality and drive performance within dental programs. The measures aim to drive systematic operational, financial and clinical improvements over a period of time.

As part of a National Cooperative Agreement with the Health Resources and Services Administration (HRSA), National Network for Oral Health Access (NNOHA) has conducted two Learning Collaboratives utilizing the Health Center Dental Dashboard© between 2016-2017. This next Collaborative will incorporate our learnings from previous Collaboratives and focus on a condensed set of measures with a primary focus on sealants and supporting measures. Past Collaborative participants have utilized these methods to help improve their HRSA UDS Sealant rates.

At this time, we are looking for teams who are interested in the implementation of a mini-dashboard of oral health metrics. This collaborative will bring together participants from 50 organizations from across the country for a 9-month collaborative from October 2017 to June 2018. Registration fees for
the Collaborative will be waived, however participants will be expected to fund their travel, including, but not limited to, airfare, hotel, and meals. Due to funding constraints, NNOHA will charge participating teams $20*/person/day prior to each learning session. These funds will be used to help cover food and beverages (breakfast and lunch) provided at each learning session. *Amount subject to change but not to exceed the GSA per diem rate for Chicago.

Teams will learn and apply the Model for Improvement, and develop measurement processes to report on the following set of measures.

- Caries at Recall <21 years
- Risk Assessment of all Dental Patients
- Sealants 6-9 year-olds
- Sealants 10-14 year-olds
- Self-Management Goal Setting with patients <21 years

Participating teams will engage in a variety of activities to spread the practices and protocols of quality improvement. Using established quality improvement methods, staff, quality improvement experts, and expert faculty will provide training and technical assistance to participating teams. Health centers will use measurement and quality improvement methods to improve the oral health of health center patients ages <21 years old. As one of the organizations selected, you will distinguish yourself as an innovative leader in using quality improvement to enhance oral health.

Benefits to participating in the Collaborative are (1) training and support in implementing quality improvement in your health center dental program (2) development of a mini-dashboard of oral health metrics for your health center (3) application of patient-centered and evidence-based care supported by national experts in oral health quality improvement.

Please indicate your intent to participate by completing the online application. Applications are due September 15, 2017. We will select the final participating organizations by September 29, 2017.

For questions about what is involved and how this program can support you in meeting the specific goals, please contact our Collaborative Coordinator, Rachel Johnston at rachel@nnoha.org.

We look forward to working with you on this exciting initiative!

Irene Hilton, DDS, MPH
Collaborative Chair

Colleen Lampron, MPH
Collaborative Director
I. Collaborative Aim and Goals

The aim of the NNOHA Oral Health Improvement Collaborative is to engage health centers in conducting quality improvement in dental programs. Health centers will provide patient-centered and evidence-based oral health care. We will use quality improvement methods to improve the oral health of health center patients under 21 years old. Participating health centers will:

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II. Collaborative Schedule

Participating teams will attend 3 in-person learning sessions in Chicago, IL, participate in monthly action period calls, and submit written monthly reports and data to a database.

<table>
<thead>
<tr>
<th>Action Item</th>
<th>Date(s)</th>
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<tbody>
<tr>
<td>Open call for team applications</td>
<td>Begins August 30, 2017</td>
</tr>
<tr>
<td>Team applications due</td>
<td>Friday, September 15, 2017</td>
</tr>
<tr>
<td>Accepted teams notified</td>
<td>by September 29, 2017</td>
</tr>
<tr>
<td>Accepted teams will need to submit participation agreement signed by CEO and Dental Director</td>
<td>By Friday, October 6, 2017</td>
</tr>
<tr>
<td>Pre-work conference call</td>
<td>Wednesday, October 18, 2017 2:00pm ET/1:00pm CT/12:00pm MT/11:00am PT</td>
</tr>
<tr>
<td>Learning Session 1</td>
<td>November 6-7, 2017 in Chicago, IL</td>
</tr>
<tr>
<td>Action Period Call 1</td>
<td>Tuesday, December 19, 2017 3:00pm ET/2:00pm CT/1:00pm MT/12:00pm PT</td>
</tr>
<tr>
<td>Action Period Call 2</td>
<td>Tuesday, January 16, 2018 3:00pm ET/2:00pm CT/1:00pm MT/12:00pm PT</td>
</tr>
<tr>
<td>Learning Session 2</td>
<td>February 26-27, 2018 in Chicago, IL</td>
</tr>
<tr>
<td>Action Period Call 3</td>
<td>Tuesday, March 20, 2018 3:00pm ET/2:00pm CT/1:00pm MT/12:00pm PT</td>
</tr>
<tr>
<td>Action Item</td>
<td>Date(s)</td>
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<tr>
<td>Action Period Call 4</td>
<td>Tuesday, April 17, 2018 3:00pm ET/2:00pm CT/</td>
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<tr>
<td></td>
<td>1:00pm MT/12:00pm PT</td>
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<tr>
<td>Learning Session 3</td>
<td>May 21-22, 2018 in Chicago, IL</td>
</tr>
<tr>
<td>Action Period Call 5</td>
<td>Tuesday, June 19, 2018 3:00pm ET/2:00pm CT/</td>
</tr>
<tr>
<td></td>
<td>1:00pm MT/12:00pm PT</td>
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### III. Requirements for Participation

#### Team Requirements and Expectations

All accepted teams must participate in the full duration of the Collaborative. Teams must be high-functioning (i.e., demonstrate well-established relationships and team cohesion) and meet certain technology requirements, and have access to IT resources to support data capture. Quality improvement experience is helpful, but not required.

**General requirements and expectations include:**

- Participants must have an electronic dental record system.
- No current crisis within the organization – such as the implementation of a new electronic health record system or a vacant senior leadership position.
- Dental staff buy-in to disease management model of care
- Effective team with good interpersonal skills
- Understand importance of data
- Commitment of organizational IT staff time and expertise for data collection

**Specific requirements and expectations include:**

- Establish an active, committed improvement team
- Participate in pre-work calls, action period calls and 3 in-person learning sessions in Chicago, IL
- Perform and submit assigned pre-work activities
- Commit to learn and apply the Model for Improvement and other change strategies
- Work with other team members to select and plan recommended interventions and activities
- Perform tests of change that lead to widespread implementation of improvements for target populations
- Submit monthly written reports on changes tested and other monthly activities
- Collect required measurements that support selected strategies and interventions and report data using an interactive web portal
Your team must identify a Data Manager. The Data Manager will be responsible for coordinating data collection across the team and submitting data and team reports monthly to NNOHA

- Be willing to transparently share information, data, tools, and resources with other teams
- Receive and seek coaching and technical assistance
- Participate in public relations activities to promote learning (e.g., provide stories, videos, and pictures to serve as online resources for the project website)

Technology Requirements

- Each team member must have:
  - His or her own, individual email address
  - Access to an Internet connection. Due to the rich content that will be used throughout the collaborative, team members need to have access to a high-speed/broadband connection. If not available in the home or workplace, team members may want to check with local community centers, libraries, schools, or hospitals for high-speed Internet access.
  - Access to a phone that can stay on a long call (1-2 hours) for participation in webinars. A “land-line” is preferable to a cell phone.

Team Time Commitment

All members of each accepted team will need to commit significant time and effort to participate in the Collaborative. The time commitment for participation requires on average 2 days per month for the team leader and approximately 1-2 days per month for other team members in addition to participation in learning sessions and action period calls. At a minimum, we recommend team members meet regularly to plan and review their data. Experience has shown that teams that meet regularly experience the most improvement.

Participating teams will attend 3 in-person learning sessions and participate in monthly action period calls.
Appendix I: NNOHA Dashboard Collaborative Application Form

The NNOHA Oral Health Improvement Collaborative is a 9-month intensive support program that uses a mini-dashboard of measures combined with application of patient-centered and evidence-based oral health care to improve overall patient care. The Collaborative includes pre-work, monthly reporting and assessments, team support, and 3 face-to-face meetings where teams will learn from expert faculty and each other. It is very important to have the Dental Director actively involved in the Collaborative. The teams that have their Dental Director on their core team experience the most transformation.

<table>
<thead>
<tr>
<th>Core Leadership Roles Defined</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Improvement Team Leader / Key Contact:</strong></td>
<td>is the day-to-day leader who will guide the team in good project management, idea generation, testing, and implementation on the test site, as well as meet regularly with the organization sponsor to review progress and results. This person is the “owner” of the organization’s collaborative participation.</td>
</tr>
<tr>
<td><strong>Dentist Champion</strong></td>
<td>is the principal leader of the project and drives change within the clinic. This person should have a good working relationship with other team members. This is someone who understands the subject and associated processes.</td>
</tr>
<tr>
<td><strong>Dental Operations Manager</strong></td>
<td>This person understands the clinic processes and how things get done within the organization. This person also understands tools for data collection and reporting, and has an interest in the clinical information system.</td>
</tr>
<tr>
<td><strong>The Data Manager</strong></td>
<td>is someone who understands the subject and associated processes. This person also understands tools for data collection and reporting, and has system administrator privileges in the clinic’s clinical information system.</td>
</tr>
<tr>
<td><strong>The Senior Leader</strong></td>
<td>is usually an executive within the organization. The Senior Leader has administrative authority and can allocate time and resources to the project. This person champions the dispersion and implementation of successful changes. The role of the Senior Leader is to provide executive sponsorship, organizational support and guidance to the Collaborative.</td>
</tr>
</tbody>
</table>
NNOHA Oral Health Improvement Collaborative

Team Enrollment Form

Please complete the [online application](#) by September 15, 2017. The form below is for your reference only. Applications must be submitted through the [online form](#).

Teams **must have** a minimum of 3 team members.

*One person may fill multiple roles.*

<table>
<thead>
<tr>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinic Name</td>
</tr>
<tr>
<td>Dental Director</td>
</tr>
</tbody>
</table>

My clinic is a Federally Qualified Health Center

- Yes
- No

**Identify Your Improvement Team**

*Please identify at least 3 unique individuals as part of your team.*

*In the spirit of fostering a learning community, we may share contact information across participating organizations, unless you opt out below.*

**1. Improvement Team Leader / Key Contact (required)**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Email</td>
</tr>
</tbody>
</table>

☐ Check here if you wish to opt out of sharing contact information*

Organization Address

**2. Dentist Champion**

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>Email</td>
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</tbody>
</table>
### About your purpose

1. **Why is your organization interested in participating in the Oral Health Improvement Collaborative, and how will your participation contribute to the goals and mission of your clinic? (250 words or less)**

### About your processes

2. **Does your organization have any current crisis such as implementation of new electronic health record system or vacant leadership position?**
   
   □ Yes, please explain____________________ □ No
3. **What is your electronic dental record system?**

- ☐ Dentrix
- ☐ EClinicalworks
- ☐ QSI
- ☐ MediaDent/Greenway Health
- ☐ Open Dental
- ☐ VisDental
- ☐ Other (please list)_________

4. **Does your dental record system interface with other systems, such as an electronic medical or health record?**

- ☐ Yes  ☐ No

   If yes, which system(s)?  _____________________________________

5. **Do you utilize any additional platforms or data visualization tools?**

- ☐ Azara Healthcare  ☐ i2iTracks
- ☐ BridgeIT  ________________  ☐ Other (please list)______________

6. **Do you use daily huddles to review and plan work each day?**

- ☐ Yes  ☐ No

7. **Does your organization participate in Quality Improvement activities in your dental department as part of your daily work?**

- ☐ Yes  ☐ No

   If yes, please share what kind of Quality Improvement activities:

   **About your outcomes**
8. Does your dental department currently collect and report other quality measures in addition to the HRSA UDS sealants measure?

☐ Yes  ☐ No

If so, please list these measures: ____________________________________________

   a. What did your health center report on the HRSA UDS sealants measure in 2015/2016?

      i. 2015: numerator_________ denominator_________ %_________
      ii. 2016: numerator_________ denominator_________ %_________

   b. Is your dental department able to obtain cost per visit measure data monthly?

☐ Yes  ☐ No  ☐ Do not know

9. Does every member of your dental clinic meet regularly?

☐ Yes  ☐ No

If so, how frequently?

10. Are there any meetings between medical and dental?

☐ Yes  ☐ No

11. Has your dental program previously participated in any quality improvement initiatives or collaboratives? If so, please describe. (250 words or less)

12. I understand that if selected, my organization will be responsible for all travel, lodging, and food and beverage costs associated with in-person meetings for the team members.

☐ Yes  ☐ No
If you have questions regarding this application, please contact:

Rachel Johnston
Manager of Administrative & Technical Services
National Network for Oral Health Access
rachel@nnoha.org