Key Learning: PDSA Example

- Continuously add additional providers each month to the workflow
- After LS-2 we will train the dental assistants in motivational interviewing
- With this training the dental assistants will increase their confidence and it will allow them to assist in this collaborative effort.

- In August we implemented the CRA into our EDR system
- However we noticed that many of our providers were skipping that section in the chart
- After LS-1 we decide to implement the CRA slowly
- Each month one additional provider and one hygienist were chosen each month to perform a CRA on each of their scheduled exam and cleaning patients
- In order to improve the workflow for the providers, the dental assistants were trained to document the initial intake for the dentists.
- With the help of the hygienists and the dental assistants the percentage of CRAs documented will increase.

- By slowly implementing the CRA across the board we began to see a steady increase in the documentation of CRA
- The original idea of having the dental assistant do the initial intake did not quicken the workflow
- Some providers preferred to perform the CRA on their own

- Each month a report was run to determine how many CRA were performed by each provider/hygienist.