Introduction to the Health Center Dental Dashboard © NNOHA Conference Abstract Session

Tuesday, November 13, 2018 10:00 – 11:30 am,
LOCATION: Napoleon Ballroom
Disclosures

All speakers in this session have completed conflict of interest forms and none have any relevant financial relationships to disclose for themselves or any immediate family members.
Speakers

Clifton Bush  
Chief Operating Officer  
Albany Area Primary Health Care, Inc.  
NNOHA Collaborative Participant

Carsten Frey, DDS  
Staff Dentist  
Eastern Shore Rural Health Systems  
NNOHA Collaborative Participant

Anne White  
Director Of Quality Management  
Central Oklahoma Family Medical Center  
NNOHA Collaborative Participant

Colleen Lampron, MPH  
Oral Health Consultant  
AFL Enterprises  
NNOHA Collaborative Project Director

Martin Lieberman, DDS  
Vice President, Graduate Dental Education  
NYU Lutheran Medical Center  
NNOHA Dashboard© Faculty

Rebecca Lipman  
Associate Project Director  
AFL Enterprises  
NNOHA Collaborative Associate Project Director
Participants Will Be Able To:

• Understand how Health Centers can monitor, measure and use oral health data to improve patient care;
• Learn how to access the Dental Dashboard template and User's Guide;
• Recognize best practices and successes in using dashboards and possible barriers with gathering and using data.
Session Overview

• History of the Project
• Using the Dashboard©
  – Measuring for improvement
  – What are the 15 oral health measures?
• Game Show: Dashboard Fun! How We Use Our Dashboard© & How We Got Here
  – Day-to-day implementation of Dashboard
  – Benefits & challenges
  – Learn about possible roadblocks with gathering and using data
• Questions & Answers/Discussion
Poll the Audience

**WIFI Network:** Sheraton-Meeting Rooms
**Password:** nnoha2018

Go to pollev.com/nnoha

OR

Text NNOHA to 22333

When a question comes up, select your answer and submit!
Did you know about the Health Center Dental Dashboard before signing up for today's session?

Respond at PollEv.com/nnoha  📞 Text NNOHA to 22333 once to join, then A or B

∞ Answers to this poll are anonymous

- Yes  - No

No  Yes
Are you measuring & monitoring the UDS sealants measure?

Yes  
No  
Don't know
Summary: History of the Health Center Dental Dashboard©

http://www.nnoha.org/resources/dental-dashboard-information/
History

2013
Convening of Expert Advisors

2015
Launch of Health Center Dental Dashboard© User’s Guide and data collection tool

2017
Updates to User’s Guide and new data collection tool developed
Development

Participants from:

- CMS
- NNOHA
- Institute for Oral Health
- Colorado and Washington CHCs working on oral health
- Arcora (Formerly WA Dental Service Foundation)
- Delta Dental of Colorado Foundation
- Primary Care Associations
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.
What we hope you will take away today:

• Recognize some measures you may want to use for your quality improvement work
  – Think about how measures can impact your patient care

• Seek out resources so you can implement the Health Center Dental Dashboard ©
Using the Dashboard© Measurement for Success: The 15 Health Center Dental Dashboard© Measures
Measurement for Success:
Using the Health Center Dental Dashboard© Measures

- Quality Improvement and the importance of data
- Recognize the 15 measures that make up the dashboard
- Share lessons learned from the first three years of the Dashboard
- Identify available tools
Why Use A Dashboard

- Status updates
- Monitor data
- Uses:
  - Facilitate communication
  - Demonstrate strategic successes
  - Maintain QI momentum
  - Identify opportunities for improvement

A tool to take action!
The Health Center Dental Dashboard©

Individual Dashboard Measures

The dashboard consists of 15 measures that are organized into three categories:

- Population health.
- Fiscal and operational sustainability.
- Patient satisfaction.

Population Health

Caries at Recall
- % of patients who complete a periodic oral evaluation and have a caries diagnosis.

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.

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.

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.

Fiscal & Operational Sustainability

Recall Rates

No Shows

Gross Charges (Production) per Encounter

Encounters per Hour

Direct Cost per Visit

Patient Satisfaction

Recommendation to Family and Friends
- % of patients who would recommend health center services to family and friends.
CARIES AT RECALL

The Caries at Recall measure assesses the percent of patients who complete a periodic oral evaluation and have a caries diagnosis. Tracking this measure answers the question: How well is the patient’s dental disease being managed?

- Number of Patients with a Periodic Exam Who Also Have a Diagnosis Code Indicating Caries
- Number of Patients with a Completed Periodic Exam
RISK ASSESSMENT OF ALL DENTAL PATIENTS

The Risk Assessment of all Dental Patients measure identifies how many dental patients have been evaluated for caries risk. This measure helps a health center manage patient care according to risk.
SEALANTS (6-9 YEAR OLDS)

The Sealants measure helps identify how many pediatric patients in the 6-9 year old age range have received sealants on at least one permanent first molar tooth. Tracking this measure addresses the question:

**How many pediatric patients are receiving recommended preventive treatments?**

- **# 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**
SEALANTS (10-14 YEAR OLDS)

The Sealants measure helps identify the percent of pediatric patients in the 10- to 14-year-old age range who are at “elevated” risk (“moderate” or “high” in risk assessments) who have received sealants on at least one permanent molar tooth. Tracking this measure addresses the question: **How many pediatric patients are receiving recommended preventive treatments?**

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**# 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

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**# 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
TOPICAL FLUORIDE

This measure tracks the percent of pediatric patients in both the medical and dental clinics who receive a topical fluoride application (e.g., fluoride varnish). This measure answers the question: **How many pediatric patients receive recommended preventive treatments?**
# The Three Faces of Performance Measurement

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Improvement</th>
<th>Accountability</th>
<th>Research</th>
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</thead>
<tbody>
<tr>
<td><strong>Aim</strong></td>
<td>Improvement of care (efficiency &amp; effectiveness)</td>
<td>Comparison, choice, performance management</td>
<td>New knowledge (efficacy)</td>
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<td><strong>Methods:</strong></td>
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<tr>
<td>Test Observability</td>
<td>Test are observable</td>
<td>No test, evaluate current performance</td>
<td>Test blinded or controlled</td>
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<tr>
<td>Bias</td>
<td>Accept consistent bias</td>
<td>Measure and adjust to reduce bias</td>
<td>Design to eliminate bias</td>
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<tr>
<td>Sample Size</td>
<td>“Just enough” data, small sequential samples</td>
<td>Obtain 100% of available, relevant data</td>
<td>“Just in case” data</td>
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<tr>
<td>Flexibility of Hypothesis</td>
<td>Flexible hypotheses, changes as learning takes place</td>
<td>No hypothesis</td>
<td>Fixed hypothesis (null hypothesis)</td>
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<tr>
<td>Testing Strategy</td>
<td>Sequential tests</td>
<td>No tests</td>
<td>One large test</td>
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<tr>
<td>Determining if a change is an improvement</td>
<td>Run charts or Shewhart control charts (statistical process control)</td>
<td>No change focus (maybe compute a percent change or rank order)</td>
<td>Hypothesis, statistical tests (t-test, F-test, chi square, p-values)</td>
</tr>
<tr>
<td>Confidentiality of the data</td>
<td>Data used only by those involved with improvement</td>
<td>Data available for public consumption and review</td>
<td>Research subjects’ identities protected</td>
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<td>Measures</td>
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<td>Caries at Recall</td>
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<td>Self-Management Goal Setting</td>
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<td>Treatment Plan Completion</td>
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<td>Recall Rates</td>
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<td>No Shows</td>
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<td>Gross Charges per Encounter</td>
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<tr>
<td>Recommendation to Family and Friends</td>
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Using the Dashboard©

http://www.nnoha.org/resources/dental-dashboard-information/

The Microsoft Sharepoint version of the Dental Dashboard is no longer available. If you would like a copy of the data your organization submitted, please email rachel@nnoha.org. Stay tuned for a new Dashboard in 2018!

If your organization would like to keep track of its measurement data in the meantime, feel free to download this template created by AFL Enterprises, LLC.
<table>
<thead>
<tr>
<th>Measure</th>
<th>Goal</th>
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<tbody>
<tr>
<td><strong>Clinic Name:</strong></td>
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</tr>
<tr>
<td>Enter Clinic Name (column C).</td>
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</tr>
<tr>
<td>Enter goal values into blue boxes under Goal heading (column D).</td>
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</tr>
<tr>
<td>Enter Numerator and Denominator into the green boxes at right (columns F &amp; R).</td>
<td></td>
</tr>
<tr>
<td>Values in blue-grey boxes will be calculated automatically, do not enter anything into blue-grey boxes.</td>
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<tr>
<td>The graphs will be automatically generated on the Dashboard tab.</td>
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<td>Numerator</td>
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<td>Denominator</td>
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<tr>
<td>Goal (automatic)</td>
<td>N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A</td>
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<tr>
<td>Median (automatic)</td>
<td>N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A, N/A</td>
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<td>Percent (automatic)</td>
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Health Center Dental Dashboard

Caries at Recall

Risk Assessment of all Dental Patients

Topical Fluoride

Sealants (6-9 year olds)

Sealants (10-14 year olds)

Self-Management Goal Setting

No Shows

Direct Cost Per Visit

Instructions: Enter your data on the "Master Data" tab.
Return to this page to select and print your graphs.

Select only those measures you are tracking or have data for.

Step 1: Click the red "Clear All" button
Step 2: Select the measures you are using
Step 3: Click the purple "Print Graphs" button

For assistance, please email: DentalDashboardSupport@afl-enterprises.com
Summary of NNOHA Initiatives
Utilizing the Dashboard©

- **5 Health Centers**
  - 2016
  - Learning Collaborative Pilot

- **20 Health Centers**
  - 2017
  - Benchmarking Initiative

- **39 Health Centers**
  - 2017-2018
  - Oral Health Improvement Collaborative

- **37 Health Centers**
  - 2018-2019
  - Sealants Improvement Collaborative

- **2016-2017 Dashboard Learning Collaborative**
  - 26 Health Centers

- **2017 NNOHA Annual Conference Sessions**
  - 311 Attendees

- **2018 Healthy Smiles Healthy Children**
  - 6 Practices

- **2018-2019 Sealants Improvement Collaborative**
  - 37 Health Centers
Feedback
PANEL - HOW WE USE OUR DASHBOARD© & HOW WE GOT HERE

• Understand how Health Centers can monitor, measure and use oral health data on a day-to-day basis to improve patient care;
• Recognize best practices and successes in using dashboards and possible barriers with gathering and using data.
Contestant Introductions

**Clifton Bush**
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Central Oklahoma Family Medical Center  
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1. Caries at Recall < 21 yrs

2. Caries Risk Assessment of all Dental Patients

4. Sealants (6-9 Year Olds)

5. Sealants (10-14 Year Olds)

6. Topical Fluoride

7. Self-Management Goal Setting < 21 yrs
Eastern Shore Rural Health Systems Dashboard

1. Caries at Recall < 21 yrs

2. Caries Risk Assessment of all Dental Patients

3. Sealants (6-9 Year Olds)

4. Sealants (10-14 Year Olds)

5. Topical Fluoride

6. Self-Management Goal Setting < 21 yrs
Let’s Play!

DASHBOARD© FUN!!!

This Photo by Unknown Author is licensed under CC BY-ND
Dashboard© Fun!

Clifton: 0
Carsten: 0
Anne: 0
Commercial Break...
Bonus Round!

• What questions do you have for our panel?
Dashboard © Fun!

Clifton
0

Carsten
0

Anne
0
And the Winner Is...
Next Steps

- The Dashboard© is free to use, but user’s will need to sign up to receive the Excel template;
- Access to the Dashboard© and the User’s Guide is posted on NNOHA’s website: http://www.nnoha.org
- Measures continue to be refined through NNOHA’s Dashboard© Learning Collaborative;
Next Steps

• NNOHA will be hosting another Quality Improvement Learning Collaborative in 2019
• NNOHA will send out information about the opportunity to be involved.
A best practice that I will try related to measurement and quality is:

- Look at my data more frequently... **A**
- Share our dashboard with all dental staff... **B**
- Track fewer measures, and segment the data to look at different patient populations... **C**
- Review our Dashboard with clinic leadership on a monthly basis... **D**
More Questions?

• Or, need help with accessing and using the online tools?
  – Meet us at the Poydras Room on the 3rd floor between 3-4 pm this afternoon
Contact Information

• Rachel Johnston, MPA
  NNOHA Manager of Administrative and Technical Services
  Rachel@nnoha.org

• Colleen Lampron, MPH
  NNOHA Dashboard© Consultant & Collaborative Director
  colleenlampron@afl-enterprises.com
This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling $500,000 under grant number U30SC29051 with 0% percentage financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS, or the U.S. Government. For more information, please visit HRSA.gov.