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

Monday, October 14, 2019
10:30 am – 12:00 pm
LOCATION: Caesars Palace
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

**Domenic Caluori, DMD**
Chief Dental Officer
Santa Barbara Neighborhood Clinics
NNOHA Collaborative Participant

**Amir Jafari, DMD**
Staff Dentist
Bernard F. Gipson Sr. Eastside Family Health Center – Denver Health
NNOHA Collaborative Participant

**Angela Relf, DDS**
Staff Dentist
Mountain Park Health Center, Phoenix, AZ
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
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

• Welcome and Introductions
• Measurement for Success: Using the Dashboard©
  – Measuring for improvement
  – What are the 15 oral health measures?
• Game Show: Dashboard© Jeopardy!
  – Day-to-day implementation of Dashboard©
  – Benefits & challenges
  – Learn the components of the Dashboard©
  – Learn about possible roadblocks with gathering and using data
• Questions & Answers/Discussion
Poll: Did you know about the Health Center Dental Dashboard before signing up for today’s session?
Poll: Are you measuring & monitoring the UDS sealants measure?
Poll: Do you know who Alex Trebek is?
Measurement for Success: Using the Health Center Dental Dashboard® Measures
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.
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!
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

<table>
<thead>
<tr>
<th>Caries at Recall</th>
<th>Population Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of patients who complete a periodic oral evaluation and have a caries diagnosis.</td>
<td>Topical Fluoride</td>
</tr>
<tr>
<td>% of all dental patients who have had an oral health risk assessment.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Risk Assessment of all Dental Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of all dental patients who have had an oral health risk assessment.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Oral Evaluation and/or Risk Assessment of all Primary Care Patients</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of all health center patients who have an oral evaluation and/or risk assessment performed by a medical provider.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sealants (6-9 year olds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of 6-9 year old children, at moderate to high risk, who receive a sealant on one or more permanent first molar teeth.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Sealants (10-14 year olds)</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of 10-14 year old children, at moderate to high risk, who receive a sealant on one or more permanent molar teeth.</td>
</tr>
</tbody>
</table>

### Fiscal & Operational Sustainability

<table>
<thead>
<tr>
<th>Fiscal &amp; Operational Sustainability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recall Rates</td>
</tr>
<tr>
<td>No Shows</td>
</tr>
<tr>
<td>Gross Charges (Production) per Encounter</td>
</tr>
<tr>
<td>Encounters per Hour</td>
</tr>
<tr>
<td>Direct Cost per Visit</td>
</tr>
</tbody>
</table>

### Self-Management Goal Setting

<table>
<thead>
<tr>
<th>Self-Management Goal Setting</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of dental patients who have at least one oral health self-management goal set by their care team.</td>
</tr>
</tbody>
</table>

### Self-Management Goal Review

<table>
<thead>
<tr>
<th>Self-Management Goal Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of health center patients who have oral health self-management goals reviewed by their care team.</td>
</tr>
</tbody>
</table>

### Treatment Plan Completion

<table>
<thead>
<tr>
<th>Treatment Plan Completion</th>
</tr>
</thead>
<tbody>
<tr>
<td>% of dental patients who have Phase I treatment plan completed within six months.</td>
</tr>
</tbody>
</table>

### Patient Satisfaction

<table>
<thead>
<tr>
<th>Patient Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recommendation to Family and Friends</td>
</tr>
<tr>
<td>% of patients who would recommend health center services to family and friends.</td>
</tr>
</tbody>
</table>
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 (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?

# 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

# 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>
</tr>
</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>
</tr>
<tr>
<td><strong>Methods:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Test Observability</td>
<td>Test are observable</td>
<td>No test, evaluate current performance</td>
<td>Test blinded or controlled</td>
</tr>
<tr>
<td>Bias</td>
<td>Accept consistent bias</td>
<td>Measure and adjust to reduce bias</td>
<td>Design to eliminate bias</td>
</tr>
<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>
</tr>
<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>
</tr>
<tr>
<td>Testing Strategy</td>
<td>Sequential tests</td>
<td>No tests</td>
<td>One large test</td>
</tr>
<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>
</tr>
</tbody>
</table>
Poll: Which of the 15 measures are you currently regularly reviewing, or plan to start reviewing by the end of 2019?
DASHBOARD® JEOPARDY!!!

• Day-to-day implementation of Dashboard
• Experience using the Dashboard
• Benefits & challenges
• Learn the components of the Dashboard
• Learn about possible roadblocks with gathering and using data
Poll: What is your favorite meal of the day?
Contestant Introductions

Domenic Caluori, DMD
Chief Dental Officer
Santa Barbara Neighborhood Clinics
NNOHA Collaborative Participant

Amir Jafari, DMD
Staff Dentist
Bernard F. Gipson Sr. Eastside Family Health Center – Denver Health
NNOHA Collaborative Participant

Angela Relf, DDS
Staff Dentist
Mountain Park Health Center, Phoenix, AZ
NNOHA Collaborative Participant
Santa Barbara Neighborhood Clinics
Bernard F. Gipson Sr. Eastside Family Health Center
– Denver Health Dashboard
Mountain Park Health Center Dashboard
Let’s Play!

DASHBOARD® JEOPARDY!!!

This Photo by Unknown Author is licensed under CC BY-ND
And the Winner Is...
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 late 2019!

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.

Dental Dashboard Template

DOWNLOAD
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Instructions</td>
<td>Caries at Recall</td>
<td>Numerator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Denominator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Goal (automatic)</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Median (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percent (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Values in blue-grey boxes will be calculated automatically, do not enter anything into blue-grey boxes.</td>
<td>Risk assessment of all dental patients</td>
<td>Numerator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Denominator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Goal (automatic)</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Median (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percent (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Oral evaluation and/or Risk assessment of all primary care patients</td>
<td>Numerator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Denominator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Goal (automatic)</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Median (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percent (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Topical Fluoride</td>
<td>Numerator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Denominator</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Goal (automatic)</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Median (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Percent (automatic)</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
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©

- **2016**
  - Learning Collaborative Pilot
- **2017**
  - Benchmarking Initiative
  - 5 Health Centers
- **2016-2017**
  - Dashboard Learning Collaborative
  - 26 Health Centers
- **2017**
  - NNOHA Annual Conference Sessions
  - 311 Attendees
- **2017-2018**
  - Oral Health Improvement Collaborative
  - 39 Health Centers
- **2018**
  - Healthy Smiles Healthy Children
  - 6 Practices
- **2018-2019**
  - Sealants Improvement Collaborative
  - 37 Health Centers
- **2019-2020**
  - Sealants Improvement Collaborative
  - 40 Practices
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;
Poll: A best practice that I will try related to measurement and quality is:
More Questions?

• Or, need help with accessing and using the online tools?
  – Meet us in the Coffee House between 3-3:30 pm this afternoon
Contact Information

• Rachel Johnston, MPA
  NNOHA Program Manager
  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.