Digging Deeper: Using Health Center Dental Dashboards For Tracking, Measuring, And Improvement

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Participants Will Be Able To:

✓ Understand the 15 measures that make up the dashboard
✓ Learn how to identify and/or prioritize measures to test improvements
✓ Understand the concept of conducting small tests of change (Plan-Do-Study-Act (PDSA) cycles) to test new improvements related to the goals
✓ Work with on-site coaches to analyze individual Health Center data and populate a Dental Dashboard
✓ Leave the session with a practical plan in place, including next steps to implement and monitor improvement goals
Speakers

Irene Hilton, DDS, MPH, FACD
Dental Consultant, National Network for Oral Health Access

Marty Lieberman, DDS
Associate Director of Graduate Dental Education, NYU Lutheran Medical Center

Sarah Vander Beek, DMD
Chief Dental Officer, Neighborcare Health

An Nguyen, DDS, MPH
Vice President of Dental Services, Clinica Family Health

Mark Koday, DDS
Dental Director, Yakima Valley Farm Workers Clinic

Colleen Lampron, MPH
President, AFL Enterprises LLC
Session Overview

• History of the Project
• What are the 15 Oral Health Measures?
• Small Group Breakout
• Science of Improvement
• Table Top Coaching
• Leaving in Action
History Of The Project

• Delta Dental of Colorado Foundation and Washington Dental Service Foundation have been working with expert advisers to develop a set of recommended oral health measures for High-Performing Health Centers.

• We have also developed an online, interactive tool to help Health Centers gather data for the measures.
Participants from:

- CMS
- NNOHA
- Institute for Oral Health
- Colorado and Washington CHC
- CHCs working on oral health
- WA Dental Service Foundation
- Delta Dental of Colorado Foundation
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.
The 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

Treatment Plan Completion
- % of dental patients who have Phase I treatment plan completed within six months.

Caries at Recall
- % of patients with caries diagnosed during a periodic oral exam.

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.

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.

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.

Fiscal & Operational Sustainability

Gross Charges (Production) per Encounter

Encounters per Hour

No Shows

Direct Cost per Visit

Recall Rates

Patient Satisfaction

Recommendation to Family and Friends
- % of patients who would recommend health center services to family and friends.
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• Dashboard Questions:
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Introducing

Vy Nguyen, DDS, MPH, Dental Officer

Bureau of Primary Health Care Health Resources and Services Administration U.S. Department of Health and Human Services