The Importance and Promotion of Quality Improvement in Oral Health Care

NOHC Workshop
April 28, 2014
Workshop Components

Dr. Ronald Hunt: *The Quality Improvement Movement and Oral Health Care*

Dr. Krishna Aravamudhan: *Progress in Dental Quality Measurement*
Workshop Objectives

1. Describe the key features of the quality movement in healthcare
2. Outline the reasons why quality improvement is important in dentistry
3. Identify the major types of stakeholder members of the Dental Quality Alliance
4. List the major activities of the Dental Quality Alliance
5. Describe the types of measures developed by the Dental Quality Alliance
The Quality Improvement Movement and Oral Health Care

Dr. Ronald Hunt
Midwestern University-Arizona
April 28, 2014
Why should we measure quality?

Measure healthcare quality

Improve healthcare quality
In the dental profession, we sometimes equate quality with:

- fit of restoration margins
- fill of root canals with gutta percha
- appearance of esthetic restorations
- retention of a removal partial denture
- alignment of teeth after orthodontic treatment

This is not our focus...
Quality in Healthcare

To Err is Human: Building a Safer Healthcare System (1999)

Crossing the Quality Chasm. A New Health System for the 21st Century (2001)

Best Care at Lower Cost: The Path to Continuously Learning Health Care in America (2013)

Sources: Institute of Medicine (IOM), National Academy Press, Washington, D.C.
IOM Definition of Quality

The degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge.

- health services (oral) = dental care services
- individuals/populations = enrollees in plans/programs
- desired health outcomes = improved oral health
- current professional knowledge = EBD practices
DHHS National Quality Strategy

Better Care,
Affordable Care
Healthy People/Healthy Communities

IHI Triple Aim Initiative
Better Care for Individuals, Better Health for Populations, and Lower Per Capita Costs
Quality improvement focuses on populations:

- National Quality Strategy
  (Healthy People/Healthy Communities)
- Triple Aim Initiative
  (Better Health for Populations)

Quality measurement ► population measures
How is Quality Measured?

Quality measurement uses population measures at program level in selected time

Access: % of enrollees with a dental visit in a year

Process: % of perio patients on maintenance

Outcome: % of children remaining caries-free

Experience: % satisfied with the care visits

Cost: program cost per member per month
Measurement of Quality in Oral Healthcare Delivery

Dentistry lags behind medicine, pharmacy, other health professions

Increasing impetus from CMS, commercial payers, and the public
Quality in Primary Dental Care

What is quality primary dental care?
Campbell S, Tickle M. pp135-139

How do we measure quality in primary dental care?
Campbell S, Tickle M. pp183-187

How do we improve quality in primary dental care?
Campbell S, Tickle M. pp 237-243

Sources: British Dental Journal 2013; 215:
CMS promoting quality of care for beneficiaries

CMS collaborating with AHRQ to develop dental measures, in partnership with AAP. No direct dental involvement.

HRSA’s safety net grants for clinical healthcare services require one oral health clinical measure.

HRSA hopes for a national uniform oral health performance measure for all grantees.
Quality Improvement Initiatives in Private Payer Plans

Delta Dental of Massachusetts and DentaQuest incentives to providers:
- sealants placed soon after tooth eruption
- follow-up treatment for patient with periodontitis

Health Partners of Minnesota: performance program to increase risk assessment and prevention

United Healthcare of NJ: QI plan for pediatricians to increase dental referral of high caries risk patients
Genesis and Major Initiatives of the Dental Quality Alliance

- 2008: DQA Proposed by CMS
- 2009: Formation of Steering Committee
- 2010: First DQA Meeting
- 2012: First DQA Tested Measures
- 2013: Additional Proposed Measures
Accomplishments

Measure Development
Collaboration
Education
Collaboration

• Federal Agencies (CMS, HRSA, AHRQ)
• Office of the National Coordinator Health Information Technology (ONC)
• National Quality Forum (NQF)
Quality Measurement in Dentistry: A Guidebook

Five online brief tutorials
Dental Quality Alliance

The Dental Quality Alliance (DQA) was established in 2006 by the American Dental Association to develop performance measures for oral health care. The DQA is an organization of major stakeholders in oral health care delivery that will use a collaborative approach to develop oral health care measures.

- Mission
- Objectives
- Background on the Development of the Dental Quality Alliance
- Work of the Dental Quality Alliance: NOW!
- Dental Quality Alliance Organizational Structure
- Current Member Organizations

Mission

The mission of the Dental Quality Alliance is to advance performance measurement as a means to improve oral health care delivery and safety through a consensus-building process.

Objectives

1. To identify and develop evidence-based oral health care performance measures and measurement resources.
2. To advance the effectiveness and scientific basis of clinical performance measurement and improvement.
3. To foster and support professional accountability, transparency, and value in oral health care through the development, implementation, and evaluation of performance measurement.

Announcements

The next Dental Quality Alliance meeting will be held Friday, July 13, 2012 at the American Dental Association Headquarters Building, 211 E. Chicago Ave, Chicago, IL 60611-2878.

If you wish to observe at this meeting, please contact Marissa Douglass at (312) 440-7646 or via e-mail at douglasm@ada.org.

The next DQA meetings will be held on Friday, November 2, 2012, Friday, July 19, 2013, and Friday, December 6, 2013.

http://www.ada.org/5105.aspx
IMPROVING QUALITY THROUGH MEASUREMENT

http://www.ada.org/8138.aspx

Sponsors: AHRQ and United Concordia Dental
Hunt RJ. Quality improvement, dentistry, and the Dental Quality Alliance. *Dental Abstracts 2013;58(6)284-287*

Workshop #1
Breakout Discussion Questions

1. Why is quality improvement important in dentistry?
2. What are the barriers to quality improvement in dentistry?
3. What strategies can overcome the barriers?

Answer questions in the context of your workplace. Personalize it.