

Community Health Center (CHC) Oral Health Dashboard

Implementing an Oral Health Dashboard to Strengthen Quality and Improve Health Outcomes

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National Oral Health Conference

April 30, 2014

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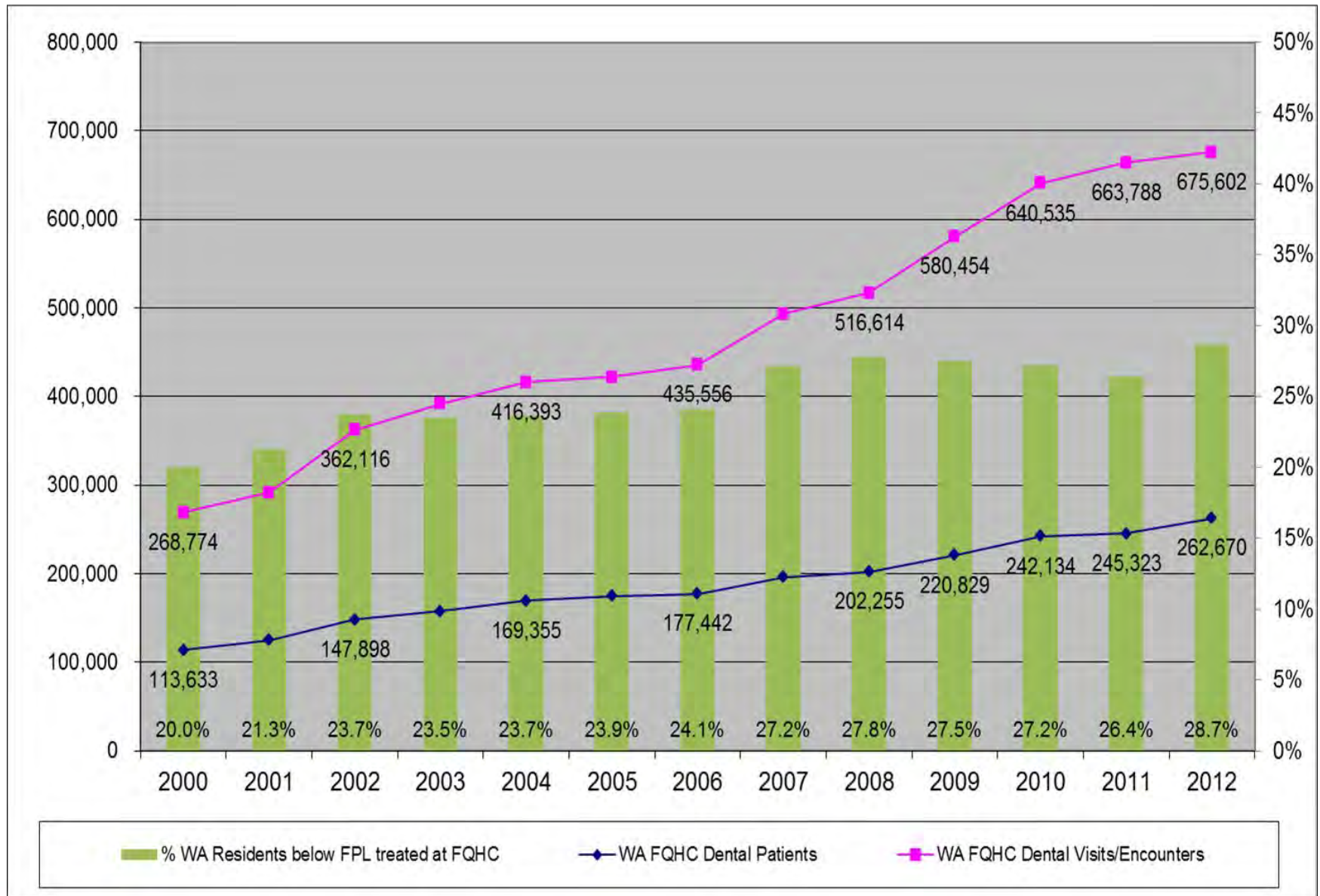
**Washington Dental Service
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Community Advocates for Oral Health

Vision

Community 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.

Dental Care by WA CHCs Increasing



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Quality Oral Health Program Characteristics

Have access to timely data that allows for rapid feedback and action on quality, productivity and costs:

- Exist in an environment where IT is accepted and integrated to enhance care
- Receive regular reports from the CFO to assist in clinic management
- Routinely produce dashboards and track measures

Have a strong quality improvement program in place:

- Participate in the Health Center's quality management system, track processes and outcome measures
- Continuously engage in risk management activities

From NNOHA Characteristics of a Quality Oral Health/Dental Program, May 2011

Attention to Dental Metrics Expanding

- National Quality Measures Clearinghouse
- CHIPRA Pediatric Quality Measures Program
- Meaningful Use measures
- Dental Quality Alliance – Pediatric Starter Set
- Healthy People 2020
- National Committee on Quality Assurance HEDIS
- National Network for Oral Health Access
- National Oral Health Quality Improvement Committee
- National Quality Forum

Dashboard Convening – April, 2013



Panelists from:

- CMS
- NNOHA
- Institute for Oral Health



- Colorado and Washington CHCs
- CHCs working on oral health metrics from around the country



- WA Dental Service Foundation
- Delta Dental of Colorado Foundation

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Dashboard Goal

The Oral Health Dashboard is an optional tool for Health Centers to use to more effectively monitor and measure quality and drive performance in order to improve oral and overall health of all Health Center patients.

In Washington and Colorado:

- Share via the Dental Director Learning Network
- Facilitate technical assistance with individual CHCs
- Gain attention of CHC leaders

Draft Dashboard

CHC POPULATION HEALTH

New Caries Rate

% of established dental patients that have new caries at recall

Treatment Plan Completion

% of patients that have Phase I treatment plan completed within 6 months

Risk Assessment of all CHC Patients

% of all health center patients that have oral health risk assessment performed

Topical Fluoride

% of dental patients who received topical fluoride application

Sealants (6-9 year olds)

% of 6-9 year old children who were seen by a practitioner who received a sealant on one or more *first* permanent molar tooth.

Risk Assessment of all Dental Patients

% of all dental patients that have oral health risk assessment performed

Self-Management Goal Setting & Review

% of dental patients that have oral health self-management goals set and reviewed

Self-Management Goal Sharing

% of health center patients that have oral health self-management goals reviewed by their medical provider

Sealants (10-14 year olds)

% of 10-14 year old children who were seen by a practitioner who received a sealant on one or more *second* permanent molar tooth.

FISCAL & OPERATIONAL SUSTAINABILITY

Relative Value Units (RVU) per Encounter

Encounters per Hour

No Shows

% of patients that do not show for their dental appointments

Direct Cost per Visit

Total expenses divided by the number of visits

Recall Rates

% of patients up to date with recall

Recommendation to Family & Friends

% of patients that would recommend dental clinic to family and friends

PATIENT SATISFACTION

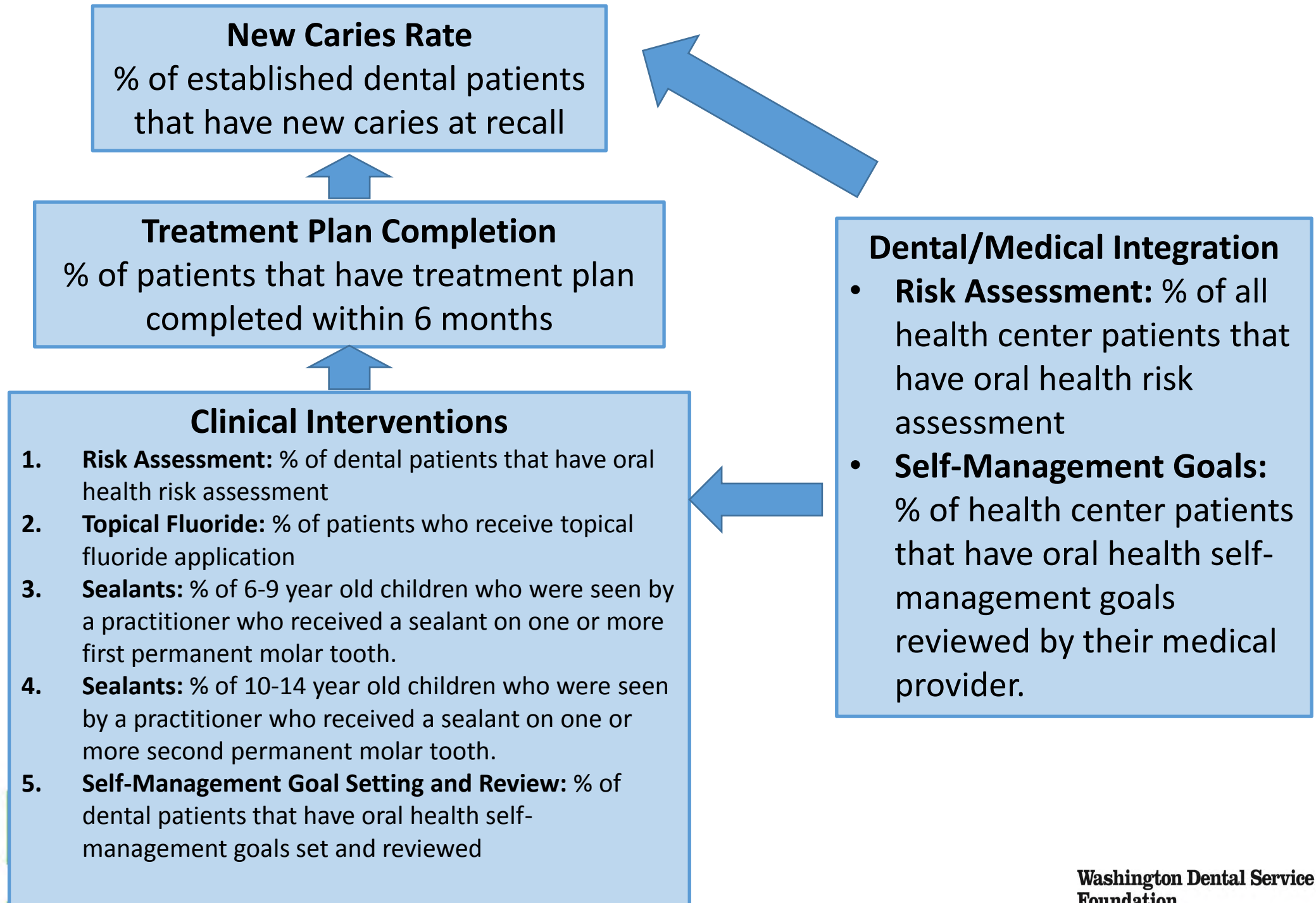


Balance

- Feasibility with future vision
- Standards to enable comparison with ability to tailor for individual CHC situations
- Synergy with national recommendations while being useful on the ground



Population Health Metrics



Dashboard Testing

Selected CHCs in WA and CO tested the feasibility of implementing and tracking a sub-set (3-5) of the measures for 3 months

- 4 Washington CHCs
- 5 Colorado CHCs

Goal to identify:

- Mechanics for getting data out of the EHR system
- Operational process changes needed to track data (e.g. training providers)
- How data can be used for quality improvement

Dashboard Testing Feedback: Overall

■ Overall

- Measuring and collecting data drove discussion and change
- Interest in training and education at all organizational levels
- “Kid in a candy store”—lots of options for data!
- Will continue to use Dashboard measures

Dashboard Testing Feedback: Challenges

■ Challenges

- Inconsistencies in definitions, data collection and recording processes among individual clinics
 - Corporate policies, EDR, technical expertise
- Useful v. Interesting
- Theoretical v. Actual
- Changing workflow habits

Next Steps

- Identify trends between Colorado and Washington testing data (May 2014); Planning Team review (Summer 2014); additional testing if needed
- User's Guide Completion (Fall 2014)
- Rollout Statewide in Colorado and Washington
 - WA: CHC Dental Learning Network (TBD-2015)
 - CO: (TBD-2015)
- Availability to other interested CHC's

Feedback

- Any **essential** metric that is missing?
- Any included metric that is not useful?
- Content that would be helpful in a user's guide?

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