Community Health Center (CHC) Oral Health Dashboard
Implementing an Oral Health Dashboard to Strengthen Quality and Improve Health Outcomes

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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
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
### CHC Population Health

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Caries Rate</td>
<td>% of established dental patients that have new caries at recall</td>
</tr>
<tr>
<td>Treatment Plan Completion</td>
<td>% of patients that have Phase I treatment plan completed within 6 months</td>
</tr>
<tr>
<td>Risk Assessment of all CHC Patients</td>
<td>% of all health center patients that have oral health risk assessment performed</td>
</tr>
<tr>
<td>Topical Fluoride</td>
<td>% of dental patients who received topical fluoride application</td>
</tr>
<tr>
<td>Sealants (6-9 year olds)</td>
<td>% of 6-9 year old children who were seen by a practitioner who received a sealant on one or more first permanent molar tooth.</td>
</tr>
<tr>
<td>Risk Assessment of all Dental Patients</td>
<td>% of all dental patients that have oral health risk assessment performed</td>
</tr>
<tr>
<td>Self-Management Goal Setting &amp; Review</td>
<td>% of dental patients that have oral health self-management goals set and reviewed</td>
</tr>
<tr>
<td>Sealants (10-14 year olds)</td>
<td>% of 10-14 year old children who were seen by a practitioner who received a sealant on one or more second permanent molar tooth.</td>
</tr>
<tr>
<td>Self-Management Goal Sharing</td>
<td>% of health center patients that have oral health self-management goals reviewed by their medical provider</td>
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### Fiscal & Operational Sustainability

<table>
<thead>
<tr>
<th>Metric</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Relative Value Units (RVU) per Encounter</td>
<td></td>
</tr>
<tr>
<td>Encounters per Hour</td>
<td></td>
</tr>
<tr>
<td>Direct Cost per Visit</td>
<td>Total expenses divided by the number of visits</td>
</tr>
<tr>
<td>Recall Rates</td>
<td>% of patients up to date with recall</td>
</tr>
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### Patient Satisfaction

<table>
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<th>Metric</th>
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<tbody>
<tr>
<td>No Shows</td>
<td>% of patients that do not show for their dental appointments</td>
</tr>
<tr>
<td>Recommendation to Family &amp; Friends</td>
<td>% of patients that would recommend dental clinic to family and friends</td>
</tr>
</tbody>
</table>
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

New Caries Rate
% of established dental patients that have new caries at recall

Treatment Plan Completion
% of patients that have treatment plan completed within 6 months

Clinical Interventions
1. Risk Assessment: % of dental patients that have oral health risk assessment
2. Topical Fluoride: % of patients who receive topical fluoride application
3. Sealants: % of 6-9 year old children who were seen by a practitioner who received a sealant on one or more first permanent molar tooth.
4. Sealants: % of 10-14 year old children who were seen by a practitioner who received a sealant on one or more second permanent molar tooth.
5. Self-Management Goal Setting and Review: % of dental patients that have oral health self-management goals set and reviewed

Dental/Medical Integration
- Risk Assessment: % of all health center patients that have oral health risk assessment
- Self-Management Goals: % of health center patients that have oral health self-management goals reviewed by their medical provider.
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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