The Oral Healthcare Solutions Project: Designing a New Oral Healthcare System

Michael J. Helgeson, Project Executive
Deborah Jacobi, Project Coordinator
Patricia Glasrud, Minnesota Dental Association

National Oral Health Conference
May 4th, 2005
Oral Healthcare Solutions Project

www.appletreedental.org
Oral Healthcare Solutions Project

1. Design a new Oral Healthcare System
   …That delivers improved oral healthcare at the current Medicaid cost per person treated
Oral Healthcare Solutions Project

2. Prepare a Business Plan to implement it
Oral Healthcare Solutions Project
Planning Partners List

Professional Organizations
- Minnesota Dental Association
- Minnesota Dental Hygienists’ Association
- Minnesota Dental Assistants’ Association
- Minnesota Association for Community Dentistry
- Minnesota Primary Care Association

Community Clinics and Safety Net Providers
- Apple Tree Dental
- Children's Dental Services
- Community University Health Care Center
- Family Health Care Center
- Peterson and Peterson Family Dental
- Red River Valley Dental Access Project
- West Side Community Health Services
Who are the Partners?

Oral Healthcare Solutions Project
Planning Partners List

Educational Programs
- Century College
- Lake Superior Community College
- Mankato State University
- Minneapolis Community & Technical College
- Normandale Community College
- University of Minnesota, Department of Pediatrics
- University of Minnesota, School of Dentistry

Head Start and Community Action Programs
- Minnesota Head Start Association
- Community Action, Duluth
- Mahube Community Action, Detroit Lakes
- Ramsey Action Programs Head Start
- Western Community Action Head Start
Oral Healthcare Solutions Project
Planning Partners List

**Health Plans**
- HealthPartners
- PrimeWest Health System

**Advocacy and Local Public Health**
- Carver County
- Dakota County
- Legal Services Advocacy Project
- Minneapolis Department of Health and Family Support
- Minnesota Disability Law Center
- Oral Health America Foundation
- Region Nine Development Commission
- Renville County
Who are the Partners?

Oral Healthcare Solutions Project
Planning Partners List

State Agencies
- Minnesota Department of Human Services
- Minnesota Department of Health
- Minnesota Board of Dentistry
- Minnesota Center for Rural Health, Rural Health Resource Center

Others
- Cincinnatus
- MAP for Nonprofits
- Project Management Institute
- OMNII Oral Pharmaceuticals
- Mount Olivet Rolling Acres

And numerous additional local individuals and national experts!
Who helped manage the Project?

**Apple Tree Dental**
Project facilitation, general management, business planning

**Department of Human Services**
Project contract administration, planning partner

**Minnesota Dental Association**
Governance Committee partner, Treatment Team Co-Chair, private practice partner recruitment

**Governance Committee**
Determining the vision and goals of the project, monitoring the design process, planning the central management for the new model, approving all key design elements and the business plan
Design Process Overview....

- Recruiting Design Partners
- Establishing Governance and Ground Rules
- Retreat #1: Consensus on Design Goals
- Retreat #2: Consensus on Framework
- Formation of Design Teams
- Completion of the Pilot Project Plan
- Recruiting Pilot Project Partners
- Submitting the Business Plan to DHS
Oral Healthcare Solutions Project

GOVERNANCE COMMITTEE

POLICIES AND OPERATING PRINCIPLES

January 15, 2004
Design Process Overview....

- Recruiting Design Partners
- Establishing Governance and Ground Rules
- Retreat #1: Consensus on Design Goals
- Retreat #2: Consensus on Framework
- Formation of Design Teams
- Completion of the Pilot Project Plan
- Recruiting Pilot Project Partners
- Submitting the Business Plan to DHS
Oral Healthcare System

Design Process

Help Team
- 1-800 and Web Help
- Oral Health Home
- Dental Referrals

Prevention & Access Team
- Education
- Prevention
- Screening

System Team
- Management
  - Contracts
  - Teams
  - Outcomes

Evaluation & Research Team
- Measurements
- Evaluation
- Recommendations

Treatment Team
- Dentistry
  - Urgent
  - General
  - Specialty
Design Process Overview....

- Recruiting Design Partners
- Establishing Governance and Ground Rules
- Retreat #1: Consensus on Design Goals
- Retreat #2: Consensus on Framework
- Formation of Design Teams
- Completion of the Pilot Project Plan
- Recruiting Pilot Project Partners
- Submitting the Business Plan to DHS
Oral Healthcare System Pilot Project

Who plays what roles in the Pilot Project?

- ORAL HEALTHCARE MANAGMENT GROUP
  - ORAL HEALTHCARE CENTERS
    - Group Clinic
    - Nonprofit Clinic
    - Educational Clinic
    - FQHC
    - Other
  - COMMUNITY ORAL HEALTHCARE SITES
    - Schools
    - Head Start
    - Nursing Homes
- DHS
- BOARD
- CLINICAL ADVISORY BOARD
- HELP CENTER
- PRIVATE DENTISTS
  - General Dentists
  - Specialists

school

- Schools
- Head Start
- Nursing Homes

DHS

- Group Clinic
- Nonprofit Clinic
- Educational Clinic
- FQHC
- Other

private
dentists

- General Dentists
- Specialists
Oral Healthcare System Pilot Project

Who plays what roles in the Pilot Project?

ORAL HEALTHCARE MANAGEMENT GROUP

BOARD

CLINICAL ADVISORY BOARD

DHS

PRIVATE DENTISTS

Governance & Management

ORAL HEALTHCARE CENTERS

Group Clinic
Nonprofit Clinic
Educational Clinic
FQHC
Other

COMMUNITY ORAL HEALTHCARE SITES

Schools
Head Start
Nursing Homes

HELP CENTER

General Dentists
Specialists
Oral Healthcare System Pilot Project

Who plays what roles in the Pilot Project?

- Oral Healthcare Management Group
- Board
- Clinical Advisory Board
- DHS
- Oral Healthcare Centers
- Community Oral Healthcare Sites
- Help Center
- Private Dentists
- General Dentists
- Specialists
- Schools
- Head Start
- Nursing Homes

Dental Care
Oral Healthcare System Pilot Project

Who plays what roles in the Pilot Project?

ORAL HEALTHCARE MANAGEMENT GROUP

DHS

BOARD

CLINICAL ADVISORY BOARD

ORAL HEALTHCARE CENTERS

Group Clinic
Nonprofit Clinic
Educational Clinic
FQHC
Other

COMMUNITY ORAL HEALTHCARE SITES

Schools
Head Start
Nursing Homes

HELP CENTER

PRIVATE DENTISTS

General Dentists
Specialists

Care Coordination
Oral Healthcare System Pilot Project

Who plays what roles in the Pilot Project?

Oral Healthcare

ORAL HEALTHCARE CENTERS
- Group Clinic
- Nonprofit Clinic
- Educational Clinic
- FQHC
- Other

COMMUNITY ORAL HEALTHCARE SITES
- Schools
- Head Start
- Nursing Homes

DHS

ORAL HEALTHCARE MANAGEMENT GROUP

BOARD

CLINICAL ADVISORY BOARD

HELP CENTER

PRIVATE DENTISTS
- General Dentists
- Specialists
Financial Model....

Children in USA without Cavities
(Children Below Poverty)

Meaningful Outcomes
- Improved Health
- Decreased Disease

Not Simply Counting Dental Visits

Improved Oral Health Goals
Financial Model....

Total Cost Per Person Per Year ($PPPY)

With Increased Utilization

- Dental Care
- Oral Healthcare
- Other Costs
- Utilization

Utilization:
- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%

Total $PPPY:
- $0
- $50
- $100
- $150
- $200
- $250
- $300
- $350
- $400

Years:
- 2003
- 2004
- 2005
- 2006
- 2007
- 2008
- 2009
- 2010
How does the new system reduce costs?

1. Provides less costly education, prevention and screening services

![Chart showing cost comparison between School and Dental Office.]
How does the new system reduce costs?

2. Optimizes new roles for all types of providers

- Dentists
- Dental Hygienists
- Dental Assistants
- School Teachers
- Public Health and Social Services
- Nurses and Caregivers
- Physicians

And Others…….
How does the new system reduce costs?

3. Optimizes the frequency of prevention and quality of treatment

- Establishes a new governance model that is accountable for oral healthcare outcomes
- Collects essential risk assessment, diagnosis and treatment information
- Establishes a Clinical Advisory Board to analyze the best readily available evidence and to implement continuous improvements in clinical practices and customer services
How does the new system reduce costs?

4. Reduces Indirect Costs

- Reduces claims administration costs
- Reduces transportation expenses
- Reduces costs of appointment failures
- Reduces medical care costs triggered by uncontrolled dental diseases
Pilot Project Enrollment and Startup.....

Pilot Project
- 60,000 to 80,000 people
- Three Regions
- Two years
What’s the Urgency?
Discussion....

www.appletreedental.org