

2014 NOHC

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

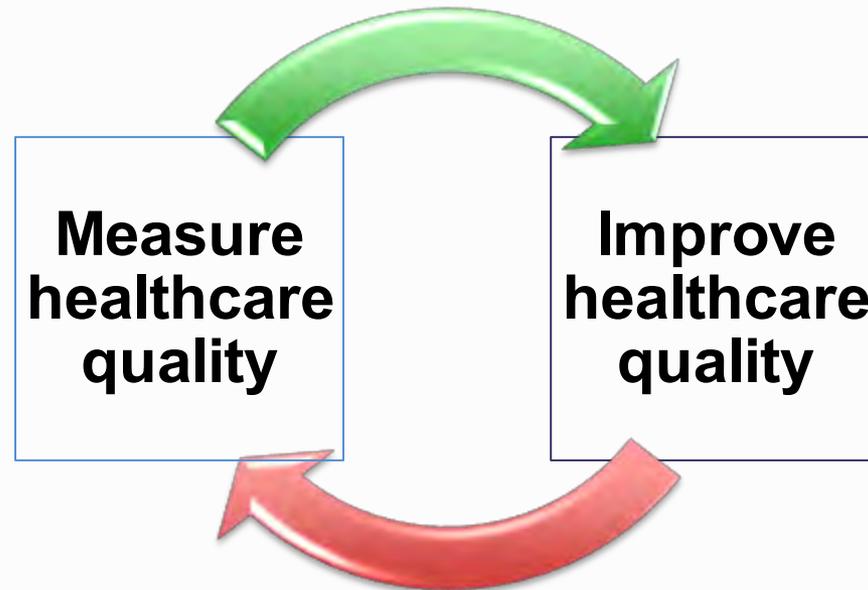
- 1. Describe the key features of the quality movement in healthcare**
- 2. Outline the reasons why quality improvement is important in dentistry**
- 3. Identify the major types of stakeholder members of the Dental Quality Alliance**
- 4. List the major activities of the Dental Quality Alliance**
- 5. Describe the types of measures developed by the Dental Quality Alliance**

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The Quality Improvement Movement and Oral Health Care

Dr. Ronald Hunt
Midwestern University-Arizona
April 28, 2014

Why should we measure quality?



What is 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*

IHI Triple Aim Initiative

Better Care for Individuals, Better Health for Populations, and Lower Per Capita Costs

What is Quality?

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:

Quality Improvement Initiatives in Public Programs

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

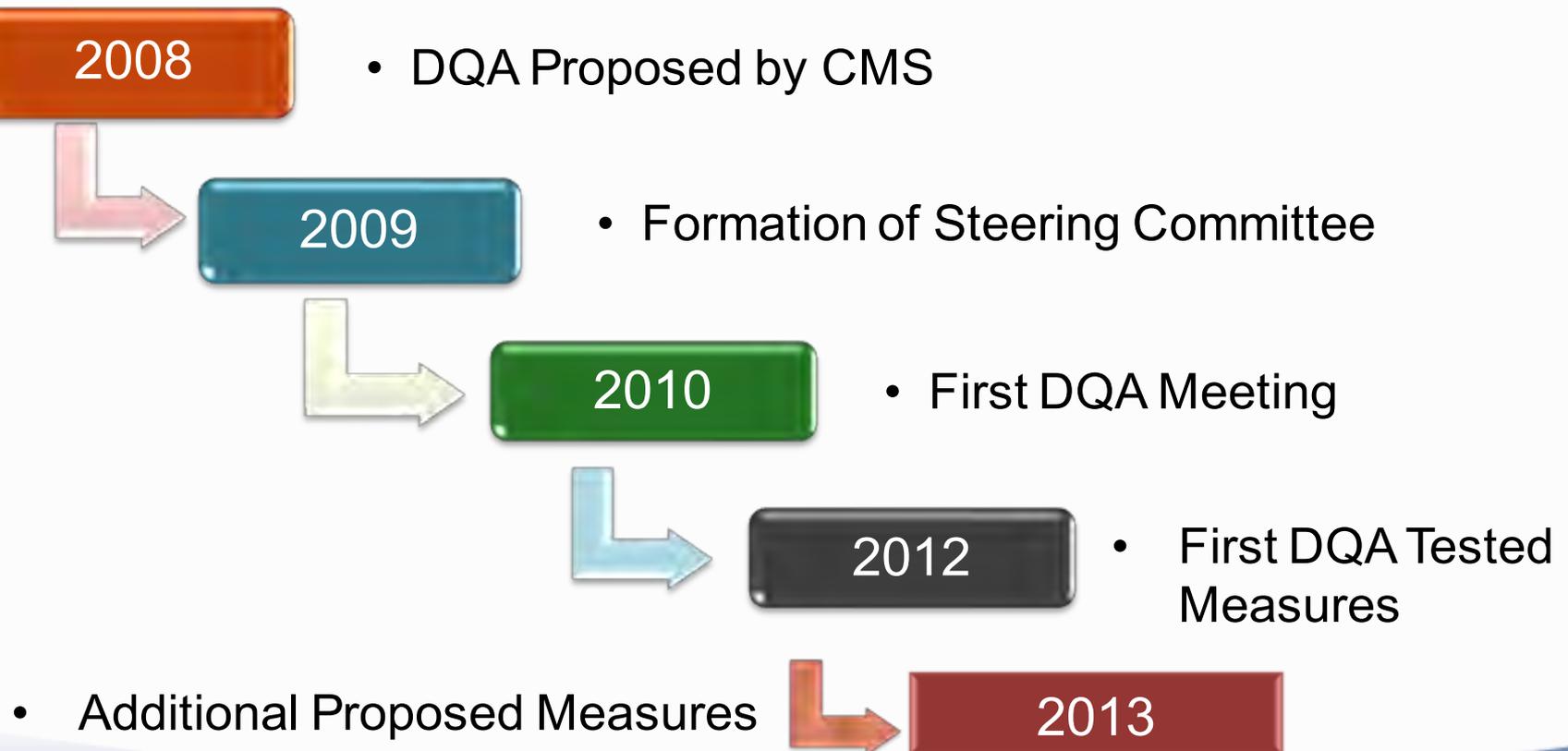
Delta Dental of Massachusetts and DentaQuest incentives to providers:

- 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



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Members



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Accomplishments

Measure Development

Collaboration

Education



Collaboration

- **Federal Agencies (CMS, HRSA, AHRQ)**
- **Office of the National Coordinator Health Information Technology (ONC)**
- **National Quality Forum (NQF)**

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Education



Quality Measurement in Dentistry: A Guidebook

Five online
brief tutorials



Dental Quality Alliance

[Dental Quality Alliance](#)
[External Additional Resources](#)

The Dental Quality Alliance (DQA) was established in 2008 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 *New!*
- 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, patient care and safety through a consensus-building process.

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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.

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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 60611-2678.

If you wish to observe at this meeting, please contact Manesa Douglass at (312) 440-7649 or via e-mail at douglassm@ada.org.

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

Pediatric Oral Health Quality and Performance Measures: Environmental Scan



[Download the Environmental Scan](#)

DQA website

ADA News

Journals

<http://www.ada.org/5105.aspx>

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2013 Conference Compendium

IMPROVING QUALITY THROUGH MEASUREMENT



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

**Sponsors: AHRQ and
United Concordia Dental**

Journal Articles

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

**Hunt RJ, Aravamudhan K. Guest Editorial: The quality movement in oral healthcare: Who will lead?
*JADA 2014;145(May): in press***

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.