TEAM MEMBERS

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First Name</th>
<th>Role</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fieglein</td>
<td>Deb</td>
<td>RN</td>
</tr>
<tr>
<td>Haering*</td>
<td>Amy</td>
<td>RN Manager</td>
</tr>
<tr>
<td>Harrison*</td>
<td>Michelle</td>
<td>MA</td>
</tr>
<tr>
<td>Kleiman</td>
<td>Julie</td>
<td>RN</td>
</tr>
</tbody>
</table>

*Team Leaders

SMART AIM

Increase the % of patients turning 27 months of age establishing a dental home from 19% to 25% by June 2019.
Establishing Dental Home at CCHMC PPC Clinic
Key Driver Diagram (KDD)

Project Leader(s): Amy Haering, RN, Michelle Harrison, MA
Revision Date: 03/2018 (v2)

Global Aim
Help Cincinnati’s 66,000 children be the healthiest in the nation through strong community partnerships.

SMART Aim
To increase the % of patients turning 27 months establishing a dental home from 19% to 25% by June 2019.

Population
PPC Patients 12 – 27 months

Key Drivers
- Available Dental Resource List
- Available Dental Providers
- Educated and Informed Staff as to appropriate Timing on Establishing a Dental Home
- Educated and informed caregivers as to importance of Dental Health
- Functional Dental Clinic in PPC

Interventions (LOR #)
- Network with and Develop List of Dental Providers / Resources (LOR #)
- Just Do It: Develop Staff In-service on Dental Health WCC Assessment (LOR #)
- Develop Patient/Family Education Materials and Celebrate Dental Awareness Month (Feb) (LOR #)
- Create a “Dental Clinic” Day in PPC (LOR #)
- Update and Implement 1 Year Old AVS Section on Dental Health (LOR #)
- Establish presence in PPC Waiting Room to educate and distribute Dental Resource Guide (LOR #)
- Create booth for Resource Guide, Toothbrushes, etc in PPC Waiting Room (LOR #)
- Laminated “Tooth” or indicator to hang on Exam Room Door that flags “Dental Resources” needed (LOR #)
- Establish presence with CHW at Avondale Food Pantry (LOR #)
- Standardized education materials and signage in PPC Exam Rooms (LOR #)
- Just Do It: Distribute goodie bags with toothbrush, paste and floss to each child at time of Dental Education (LOR #)

Legend
- Potential intervention
- Active intervention
- Adopted/Abandoned intervention

Note: LOR # = Level of Reliability Number, e.g., LOR 1
Team PPC: Run Chart

PPC
Percentage of 27 month olds reporting a dental home

Common Variation
Baseline (2017)
Monthly Data
Dental Maps and a Dental Resource Guide have been created and distributed to each clinic team for use and feedback. Our goal is to continue to build this community resource guide and maintain updates (e.g. office hours, ages accepted, etc.)
Our testing:

- At every 12 month visit, we will provide dental education and distribute this resource map/guide.
- We will assess for feasibility of this process and feedback from parents

Our measures:

- We will measure this activity daily (for each child who should receive this education/guide, did they get it? (process measure)
  - BUILDING RELIABILITY
- We will huddle weekly in clinic to review our data and follow up on failures
  - PREOCCUPATION WITH FAILURE
- We will continue to ask the “Dental Home” question at subsequent visits (Has your child seen the dentist in the last 12 months?) (outcome measure)