An Innovative Solution for Establishing a Dental Home

Bobbie Sterne
Health Center
BACKGROUND

- With the **medical-dental collaboration**, we have expanded the age range of 0 to 5 year olds establishing a dental home.

- As part of their medical visit with the pediatrician, these patients receive a **comprehensive** oral exam, dental cleaning, fluoride and SDF application, and referral to Elm Street Dental Center if caries are detected during the exam and need restorative care follow up.

- Patients 6 to 18 years old are also seen. They receive a dental evaluation, fluoride application, and referral to the dental center for comprehensive care, if they don't already have an established dental home.
Establishing Dental Home at Bobbie Sterne Health Center
Key Driver Diagram (KDD)

Project Leader(s): Denise Saker, MD, Hollin Funk, RN
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**Global Aim**
Help Cincinnati’s 66,000 children be the healthiest in the nation through strong community partnerships

**SMART Aim**
Increase the number of patients who have a care team member documented in Epic from 24% to 50% by December 31, 2019.

**Population**
Elm Street Clinic patients 9 to 27 months

**Key Drivers**
- Availability of dental providers
- Educated, informed, and receptive parents and families
- Current record of dental home
- Clear channels of communication with dental providers, families and ESHC staff
- Trained and engaged ESHC staff
- Reliable compliance with all recommended visits
- Patient-centered visits through integration with dental provider

**Interventions (LOR #)**
- Adopted: Train how/when/where to document care team
- Adopted: Incorporate Brush, Book, Bed materials into current workflow
- Meet with dental director and dental team to improve internal referral process
- Leverage all visit types to check dental status
- Adopted: Standard communication on importance of regular dental visits and a dental home
- Adopted: Integrated Pediatrician – Dentist Well Child Check Visits
- Adopted: Test care team tracking
- Adopted: Update dental provider list

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

Note: LOR # = Level of Reliability Number, e.g., LOR 1

All Children Thrive Cincinnati
Integrated Pediatrician – Dentist
Well Child Check

An innovative solution...

How does this work?
• Every 2\textsuperscript{nd} and 4\textsuperscript{th} Tuesday of the month for 1 session (8am – 12pm)
• Template was adjusted and appointments targeted for patients needing 9, 15, 18 and 24 month well child checks or return visits
• Scheduling reminders were added to staff computers

During the visits
• Dr. Saker provides a well child check or ill visit as usual, including immunizations, anticipatory guidance, screenings
• Dr. Novais performs a knee to knee exam, applies fluoride and silver diamine fluoride for dental caries as needed, provides anticipatory guidance, oral hygiene instructions and nutrition counseling.
• Dental visit is documented in Dentrix (EDR).
RESULTS

Elm Street Clinic
Percentage of 27 month olds with a dental home
January 2019 to Present

Other Stats

| Number of Medical-Dental Visits | 130 |

All Children Thrive Cincinnati
RESULTS

- Productivity Potential: 2.7 pts/hr
- BA: 28% (red)
- Increased Oral Care Access to New Patient Population: 52% (first dental visit; green)
- Preventive treatment (cleaning and fluoride application): 75%
- Treatment Completion: 73% (Caries free)
- Dental Referrals: 27%

Note: Pediatric patients under 6mo of age have also had an oral exam completed by dentist, including anticipatory guidance, oral hygiene instructions and nutrition counseling.
Here’s what’s working and what we are learning

- An engaged team is **CRUCIAL** – *specifically* support from dental leadership and motivated/excited dentist

- New **enthusiasm** for the medical team in discussing dental health

- **Bilingual dentist** helps keep process moving – standard well child check process are not slowed

- Parents are engaged in the process – commenting **how nice it is** that the dentist is working with the pediatrician to take care of their children!

- **Flagging system**: using white color when ready for dental provider

- Expanded age range allowed us to capture established with due dental check up visits. This has helped with more **follow-ups and continuity of care**.
Here’s what’s we are struggling with

• So exploratory – what are the next steps?

• Tracking and Measures – combining 2 projects

• Scheduling and no-shows impact productivity

• How can we expand? More days, entire days?

• Care Team updates to document dental home – is this adequate?

• Epic documentation – bridging different EHRs (Epic and Dentrix)
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<tr>
<th>Last Name</th>
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<tr>
<td>Saker</td>
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<td>RN (PHN-2)</td>
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<td>Hollin</td>
<td>RN (PHN-3), Health Center Manager</td>
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<td>Hallums</td>
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