Thrive by Five Collaborative

Elm Street Health Center
Establishing A Dental Home

Elm Street Health Center

TEAM MEMBERS		
Last Name	**First Name**	**Role**
*Saker	Denise	Pediatrician
*Wadhwa	Gauri	Health Center Manager
Childress	Toshia	Medical Assistant
Robinson	Sharma	RN (PHN-2)
Novais	Anna	Dentist
McClanahan	Kelsey	Dental Assistant
Carter	Nancy	Dental Director
Funk	Hollin	RN (PHN-3)
Hallums	VaLinda	Administrative Technician

*Team Leaders

SMART AIM
Increase the number of patients age 9 to 27 months establishing a dental home at Elm Street Health Center from 24% to 50% by 12/31/18.

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Establishing Dental Home at Elm Street Health Center
Key Driver Diagram (KDD)

Project Leader(s): Denise Saker, MD and Gauri Wadhwa, Health Center Manager   Revision Date: 11/29/2018 *(v5)*

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, 2018.

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 #)

Test care team tracking

Update dental provider list

Train how/when/where to document care team

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

Standard communication on importance of regular dental visits and a dental home

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

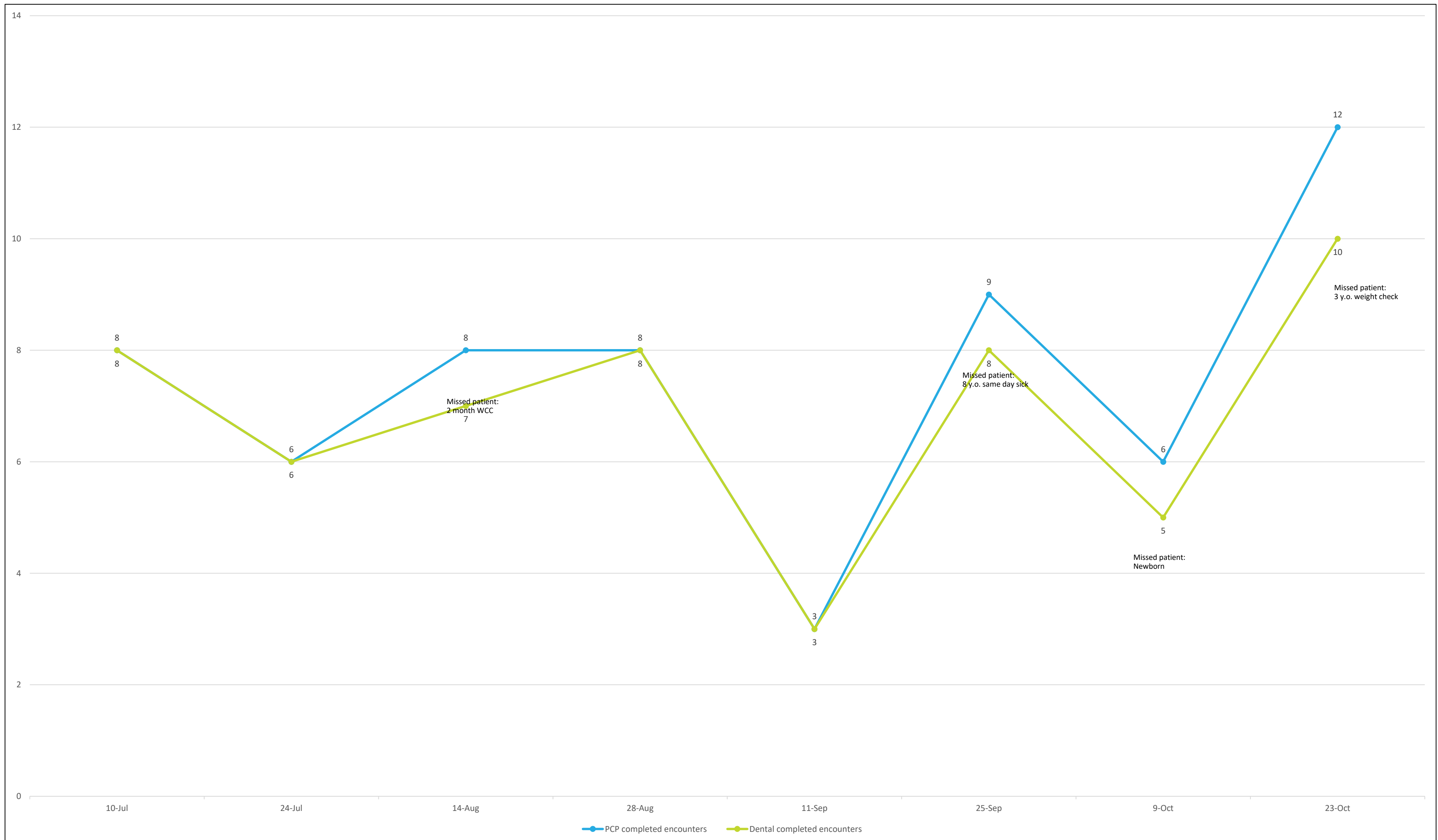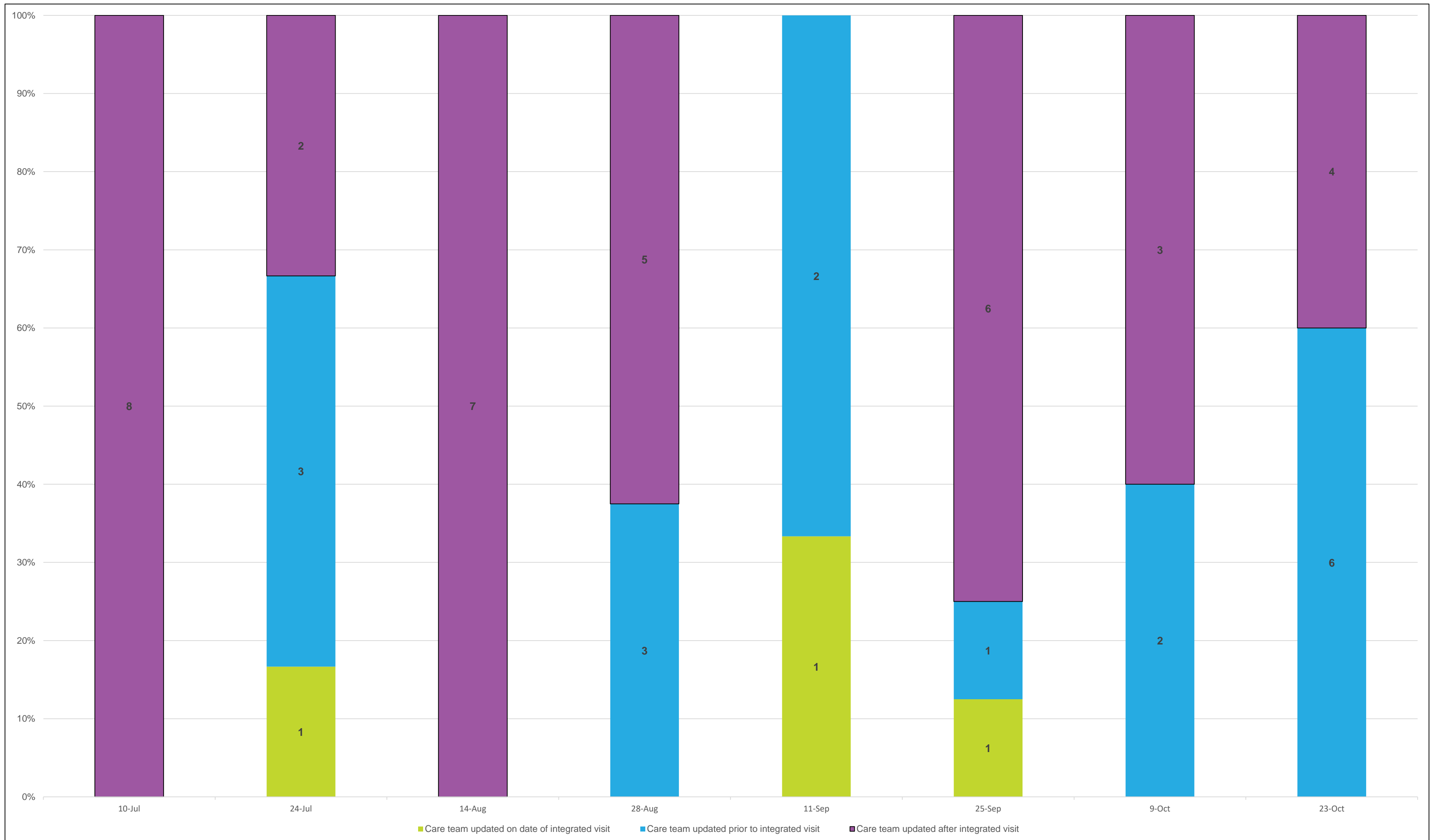**Note:** LOR # = Level of Reliability Number, e.g., LOR 1

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Elm Street Health Center

Integrated Sessions with Pediatrician (Saker) and Dentist (Novais)

	7-10-18	7-24-18	8-14-18	8-28-18	9-11-18	9-25-18	10-9-18	10-23-18
PCP scheduled appointments in session (8am-12pm)	11	9	10	11	10	12	11	13
PCP completed encounters	8	6	8	8	3	9	6	12
Dental completed encounters	8	6	7	8	3	8	5	10
Dental encounters outside age range 0-8 months	4	0	2	3	1	4	0	3
Dental encounters in age range 9-27 months	2	2	2	1	1	3	3	1
Dental encounters outside age range 27+ months	2	5	3	7	1	2	2	6
Follow up appointments scheduled	2	5	0	1	1	0	0	5
Missed opportunity in age range	0	0	0	0	0	0	0	0
Missed opportunity outside age range	0	0	1	0	0	1	1	1
No shows in age range	3	1	0	1	6	3	1	0
No shows outside age range	0	2	2	2	1	0	4	1
Care team updated on date of integrated visit	0	1	0	0	1	1	0	0
Care team updated prior to integrated visit	0	3	0	3	2	1	2	6
Care team updated after integrated visit	8	2	7	5	0	6	3	4

Completed Encounters

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Care Team Updates

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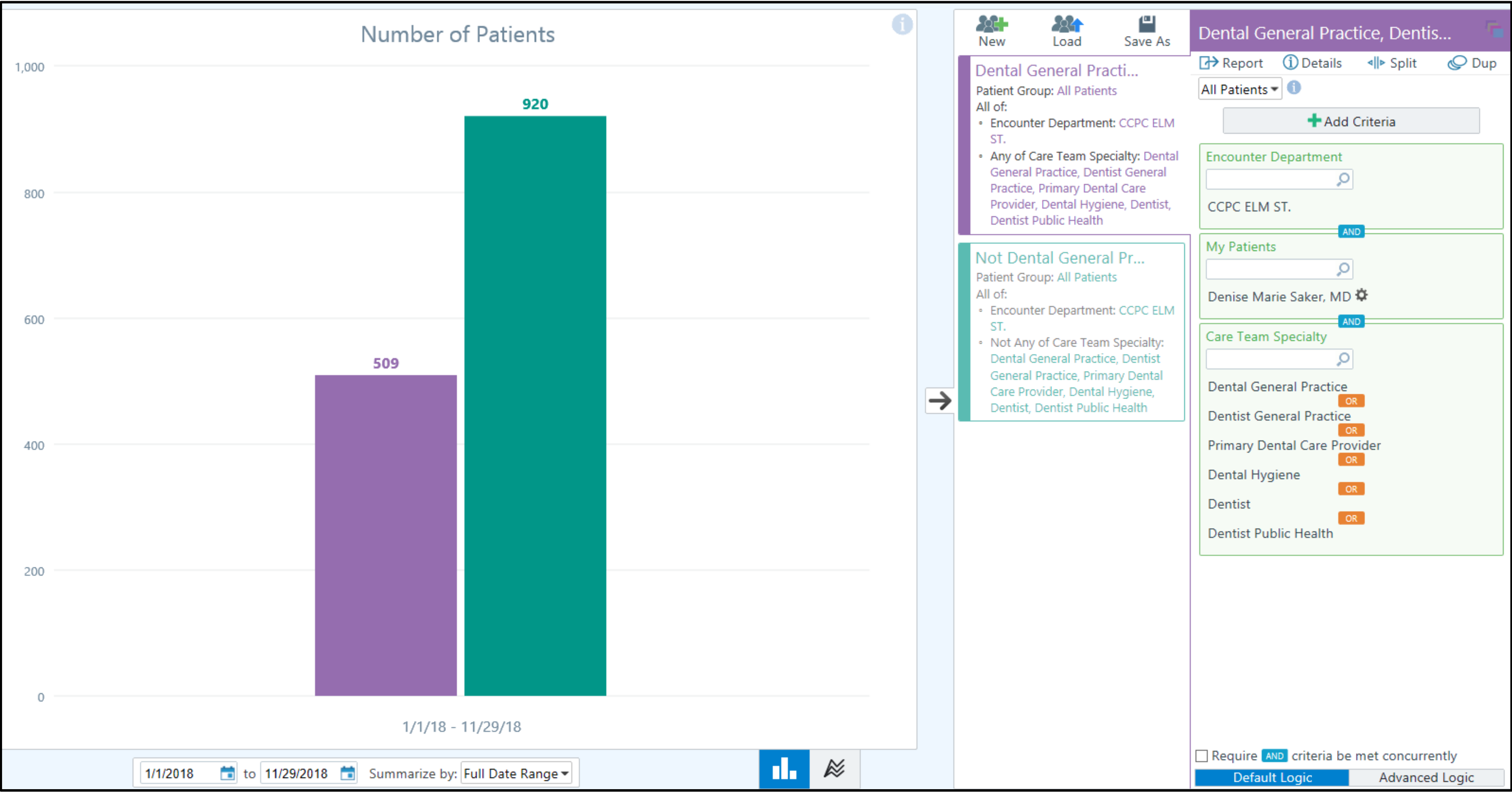
- Test #1: Updates to smartphrases or quick questions to require "did you update care team?" to be answered yes/no before encounter can be signed/closed

- Test #2: Updates to Epic schedule and huddle coordination to include active care team providers