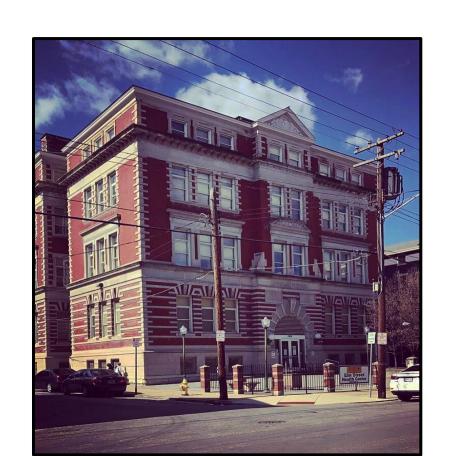




An Innovative Solution for Establishing a Dental Home

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 Revision Date: 04/2019 (v6)



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

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

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

Legend

Potential intervention
Active intervention
Adopted/Abandoned intervention

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

All Children Thrive Cincinnati

Integrated Pediatrician – Dentist Well Child Check



An innovative solution...

How does this work?

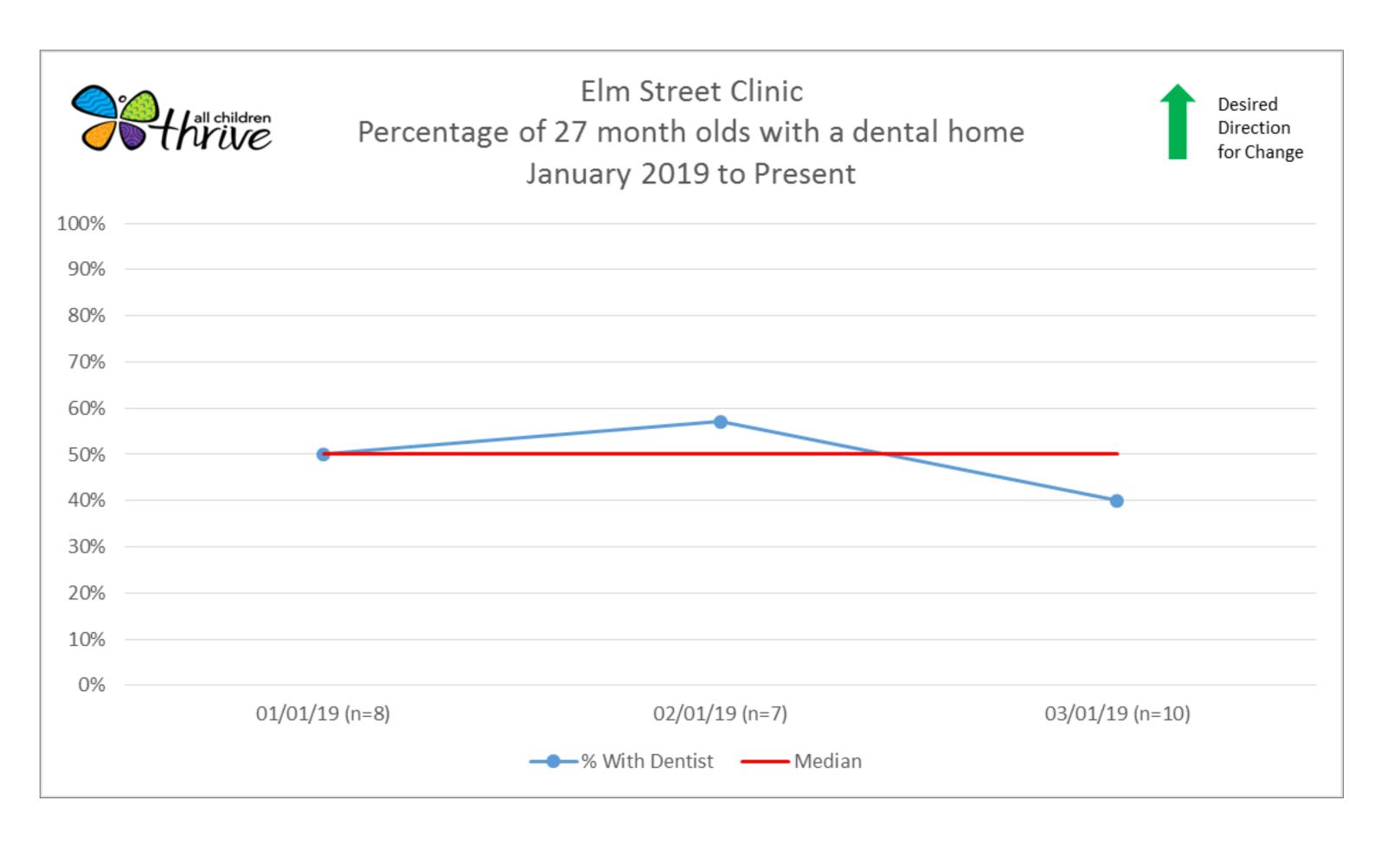
- Every 2nd and 4th Tuesday of the month for 1 session (8am 12pm)
- Template was adjusted and appointments targeted for patients needing 9, 15, 18 and 24 month well child checks or return visits
- Scheduling reminders were added to staff computers

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

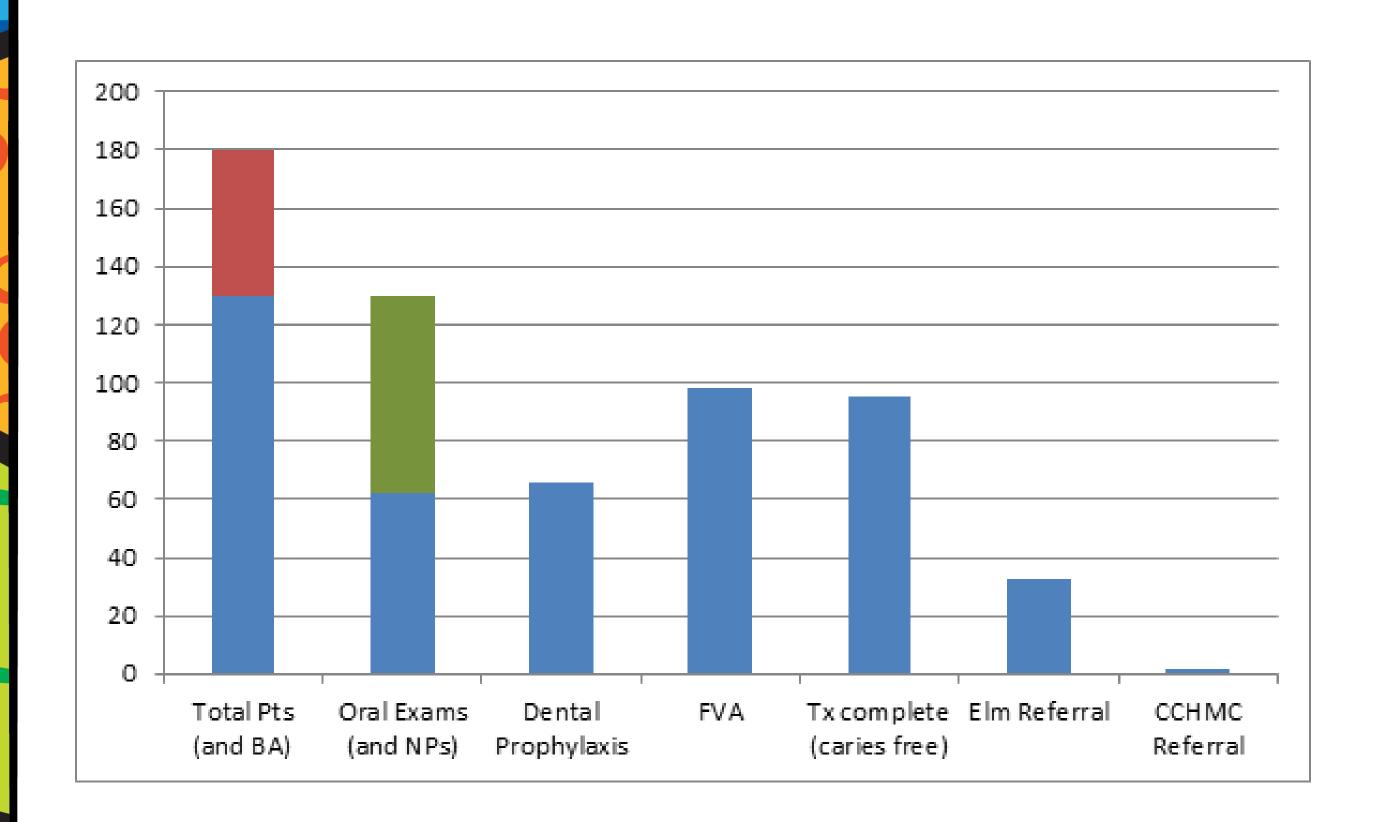




Other Stats	
Number of Medical-Dental Visits	130

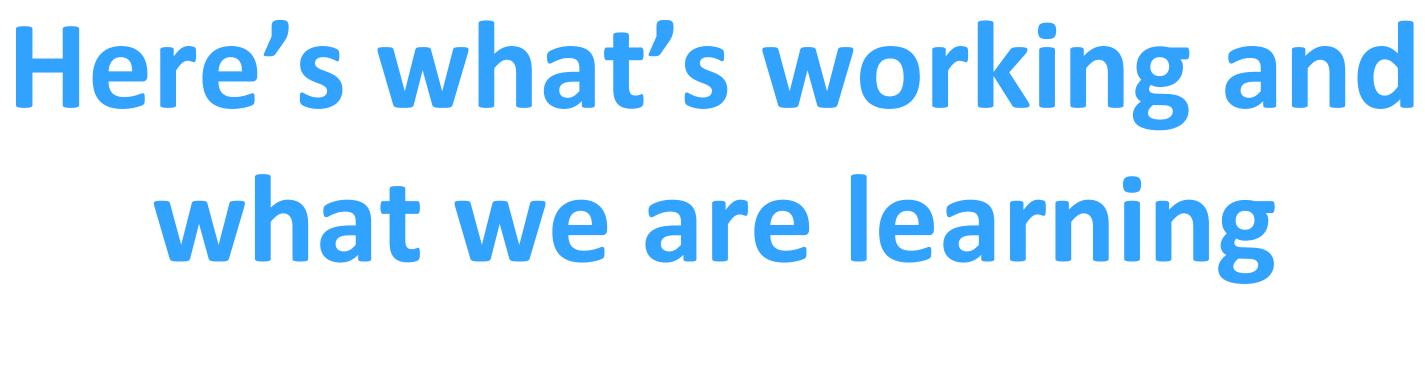
RESULTS





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.

- 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%





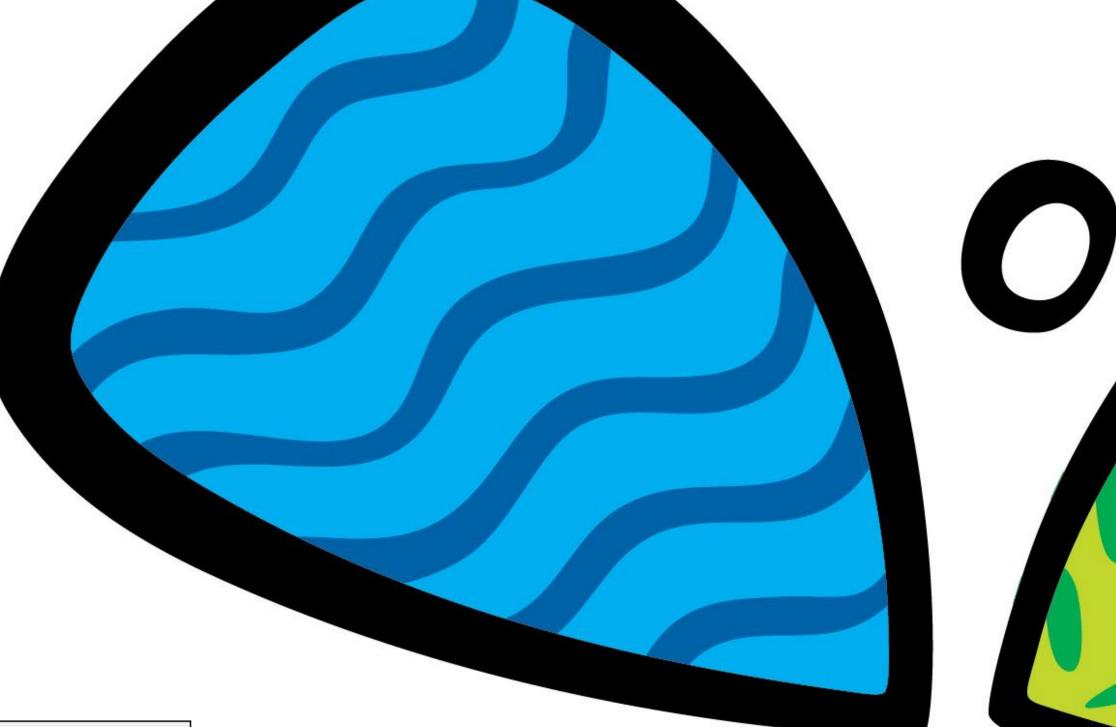
- An engaged team is CRUCIAL specifically support from dental leadership and motivated/excited dentist
- New enthusiasm for the medical team in discussing dental health
- Bilingual dentist helps keep process moving standard well child check process are not slowed
- Parents are engaged in the process 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)





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

