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National Primary Oral Healthcare Conference

Scottsdale, AZ

REDESIGN

HRSA Oral Health Disparities Pilot Collaborative

Presenters:

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HIGH PLAINS COMMUNITY HEALTH CENTER
LAMAR, COLORADO



Outline

- **Who is High Plains Community Health Center**
- **What is REDESIGN**
- **How / Why to implement dental redesign**
- **Why we are moving forward**

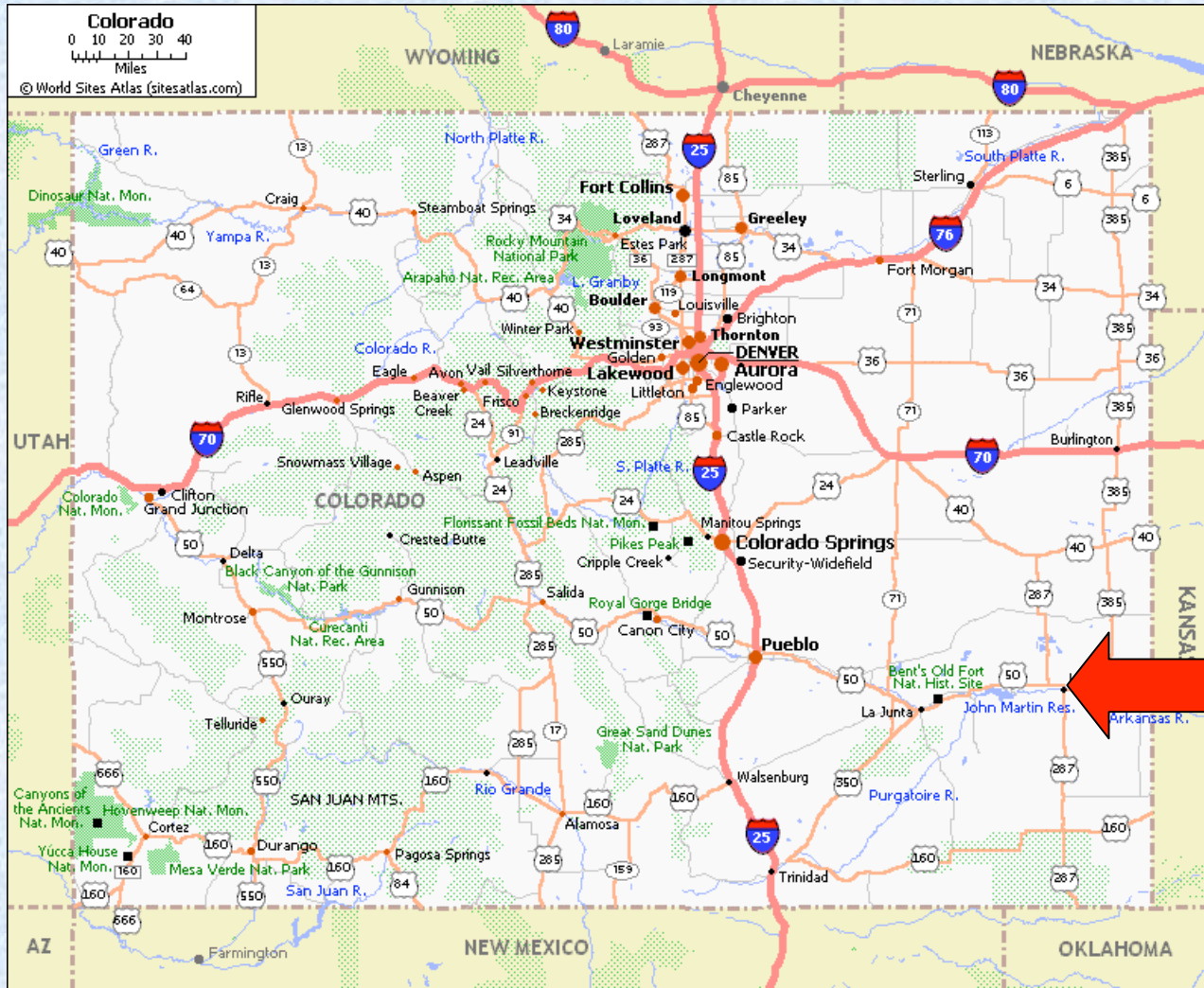


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Who/Where is High Plains Community Health Center?



Lamar



Lamar, Colorado

- Major industry: Agriculture (farm & ranch)
- Median household income
 - \$28,660 (year 2000)
 - \$44,473 National average
- Rural Location
 - Population approx. 8,500
 - Nearest town of equal size 70 miles west
- RACES
 - 61.1% White Non-Hispanic
 - 36.5% Hispanic
 - 18.8% Other race



Who is High Plains Community Health Center?

- A Colorado 501(c)(3) non-profit organization
- Began operation April 1995
- 3 sites
 - Home Medical & Administrative Clinic
 - Dental Clinic
 - College Based Medical Clinic
- 47,309 patient visits in 2005
 - 20,799 Dental visits
 - 26,510 Medical visits



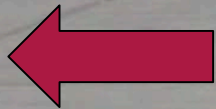
High Plains Community Health Center: Medical Office



High Plains Community Health Center: Dental Office



This way to the medical office:
Directly across the street



Who is High Plains Community Health Center?

Services

- Adult/Pediatric Primary Care
- Inpatient Care
- Adult/Pediatric Dentistry
- Mental Health
- Dispensary Onsite
- Lab
- Radiology
- Community Outreach
- Migrant Health
- Head Start
- Health & Wellness Education
- CVD Case Management
- Depression Case Management
- Transportation



Who is High Plains Community Health Center?

	Medical	Dental	Totals
Physicians	2	-	2
PAs, NPs	3.8	-	3.8
Dentists	-	2	2
Hygienists	-	1.8	1.8
Mental Health	1	-	1
Clinical Assistants	18	6	24
Support	14	1	15
Totals	38.8	10.8	49.6



Who is High Plains Community Health Center?



A MODEL OF MEDICAL REDESIGN



Outline

- **Who is High Plains Community Health Center?**
- **What is REDESIGN?**
- **How / Why to implement dental redesign**
- **Why we are moving forward**



Photo by Local Artist, Kitty McGinnis

What is REDESIGN?

- A forward thinking approach to providing quality accessible care in the most efficient way possible.
- By examining current systems & trying to improve upon them by using PDSA cycles



What is REDESIGN?

Redesign Principles

- Match capacity & demand
- Organize care teams
- Increase clinician support
- Create broad work roles
- Communicate directly
- Exploit technology



What is REDESIGN?

Redesign Principles

- Get all the tools you need
- Prepare for the unexpected
- Start on time
- Don't move the patient
- Do today's work today
- Ruthlessly eliminate needless work



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Implementing dental redesign

Get all the tools you need

Challenges

- Provider misconceptions re: treating pregnant women
- Providers & staff need training re: treating infants
- Not all collaborative outcome measures documented in chart or not part of patient care
- Limited patient education material

Care Model Change Concept: Decision Support



Implementing dental redesign

Get all the tools you need

Solutions

- Staff & providers education re: current treatment modalities for young children & pregnant women
 - www.first5oralhealth.org/
 - **NY state guidelines for treating pregnant women**
- DVD player for CASEY patient education
- Patient pamphlets
- Tx note check-list of collaborative outcomes



Implementing dental redesign

Do today's work today

Challenges

- Dental decay is 100% preventable
- Dental scheduling is mostly patient initiated
- Prevention visits have high no show rates
 - Not valued by public?
- CHC does not provide OB care

Care Model Change Concept:
Community Resources and Policies



Implementing dental redesign

Do today's work today

Solutions

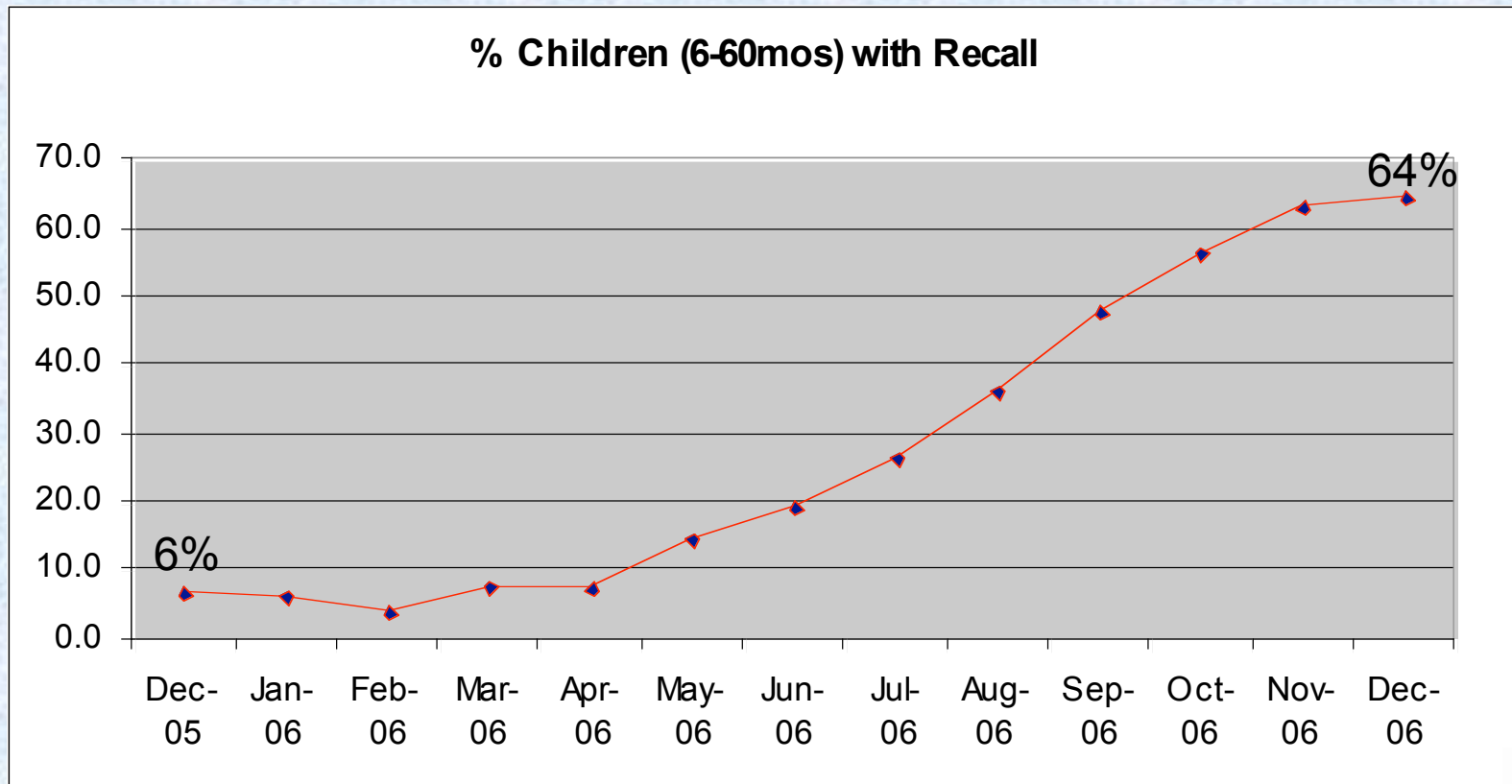
- Make prevention a priority
- Head Start partnership
- OBGYN partnership
- Staff in-services
- WIC in-service
- Community bulletin board at OBGYN
- Radio Public Service Announcements



Implementing dental redesign

Do today's work today

Result



Implementing dental redesign

Exploit technology

Challenges

- Patient outcomes not tracked
- No dental data base available
- Lack of follow-up re: tx plan completion
- Staff not trained on database data entry



Care Model Change Concept: *Clinical Information Systems*

Implementing dental redesign

Exploit technology

Solution

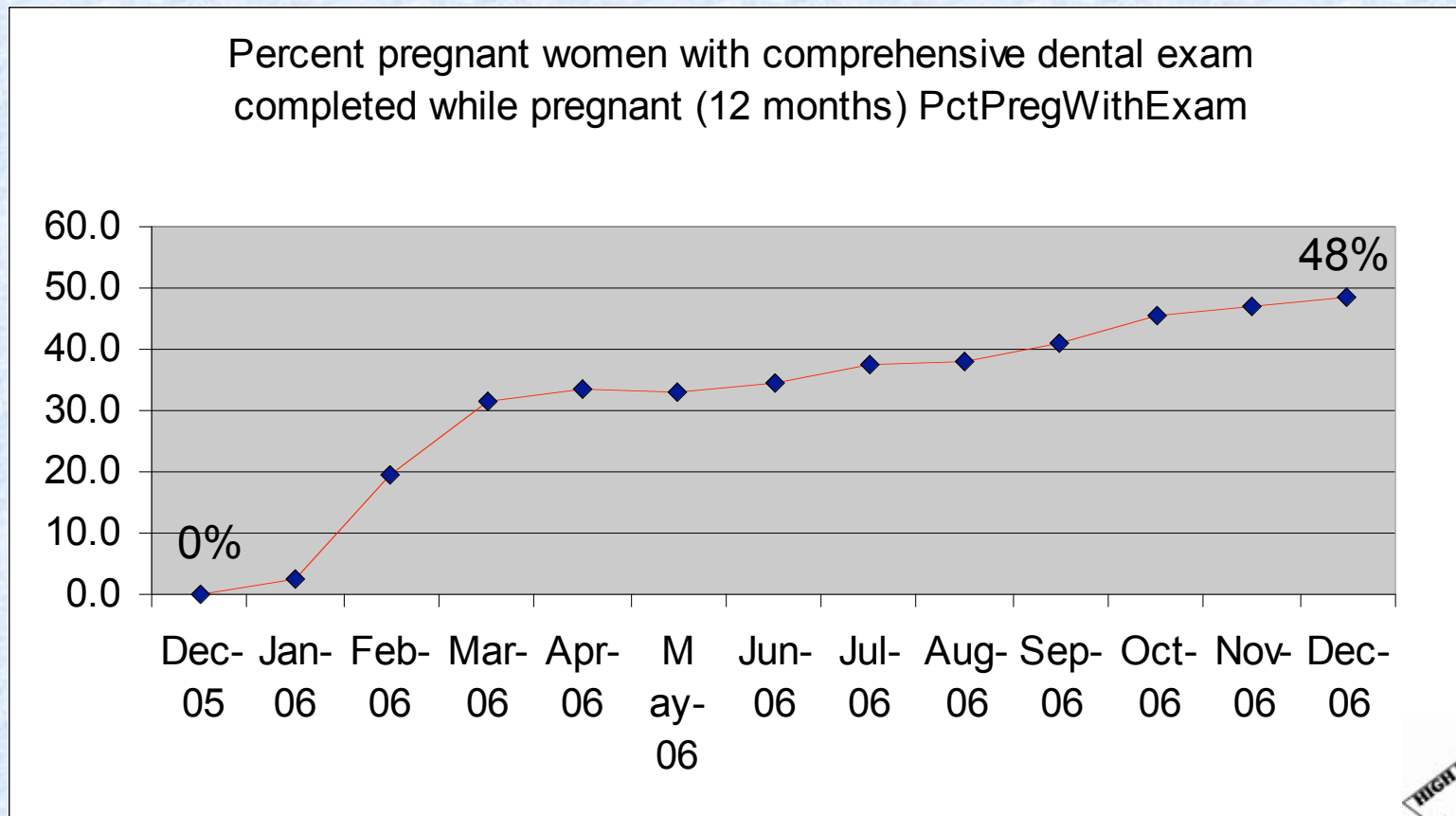
- Utilize PECS database
- Include dental measures in PECS
- Data entry of medical, dental, and outreach information
- Share results with dental office



Implementing dental redesign

Exploit technology

Result



Implementing dental redesign

Create broad work roles

Challenges

- 75% of dental patients have uncompleted treatment plans
- Overwhelmed providers
- Under-utilized support staff
- Self Management not used in dental office

Care Model Change Concept:

Self Management Support



Implementing dental redesign

Create broad work roles

Solutions

- Increase patient commitment to managing their health
- Stop the “homework” approach to dentistry
- Delegate duties to dental assistants



Implementing dental redesign

Create broad work roles

Results

Patient centered approach to care



Regular dental visits



Schedule Baby a
Dental Appointment



Family receive
dental treatment



Implementing dental redesign

Organize Care Teams

Challenges

- Dental office is separated into a “preventive side” and a “restorative side”
- Dentist is not available for exams during recare visits
- Hygienist not available to give anesthesia
- No EFDA trained

Care Model Change Concept:
Delivery System Design



Implementing dental redesign

Organize Care Teams

Solutions

- Create care teams consisting of
- Pull work away from the provider when possible
- Train & utilize EFDA
- Decrease # of visits to complete tx plans



Implementing dental redesign

Organize Care Teams

Results

- 2 dental assistants received scholarships for EFDA training
- Care teams created



Implementing dental redesign

Match Capacity & Demand

Challenges

- 67 min average cycle time (Jul-Oct 06)
- 18% no show rate 2005 & 2006
 - Especially high with new patient exams
- 9 weeks to 3rd next available appointment with dentist

Care Model Change Concept:
Organization of Healthcare



Implementing dental redesign

Match Capacity & Demand

Solutions

- Restrict new patients into practice
- Decrease time to 3rd next available appointment
- Eliminate procedures requiring extensive provider time



Implementing dental redesign

Match capacity & demand

Result

Board approved “New Dental Office Rules”

- Restrict New patients
 - County residents
 - Limit number of new patient slots
- Open schedule three weeks out
- Limit clinical procedures
 - no bridges
 - no molar endo



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Why We'll Move Forward

Community Awareness



Pregnant Moms



Siblings: Ages 4 & 3

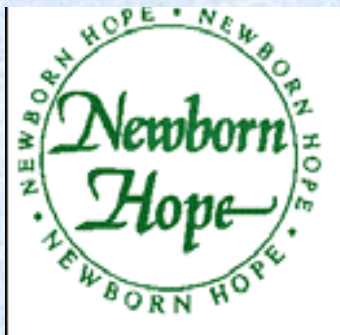


Why We'll Move Forward

Business Case

Grant \$\$\$\$\$

- Equipment
- Provider Recruitment



- Public Service Announcements
- Treatment for pregnant women
- Pregnancy Tests



Why We'll Move Forward

Staff Satisfaction

- Assistants like being part of patient care
- Providers appreciate less stress



Why We'll Move Forward

Improved Health of Patients



Baby's 1st dental visit (age 8 mos)
Mom had received dental prenatal care



Contact information

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