

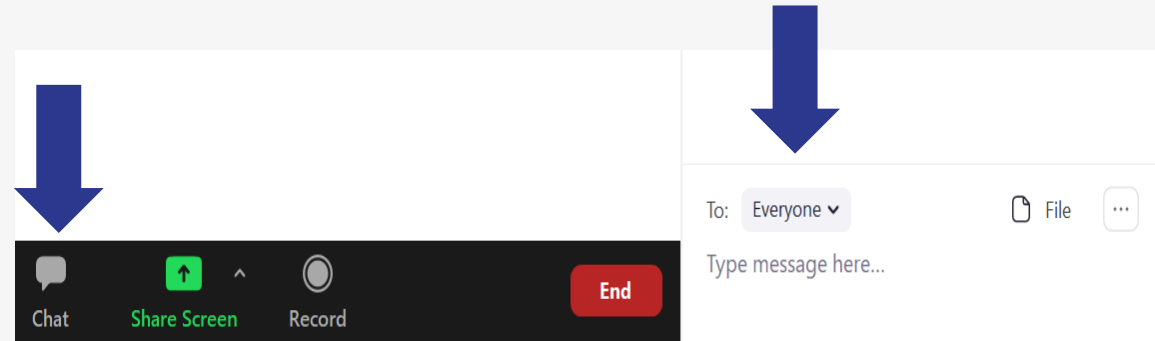
COrHT Community Call

Integrated and Personalized
Care

May 18, 2021

Participation & Zoom features

CHAT



Mute On Entry



Turn Video On



Agenda



- 01 • **Intro to Systems Change**
- 02 • **Personalized and Predictive Care**
- 03 • **Care Integration**
- 04 • **Facilitated Brainstorming**

Clinical Experts and Facilitators



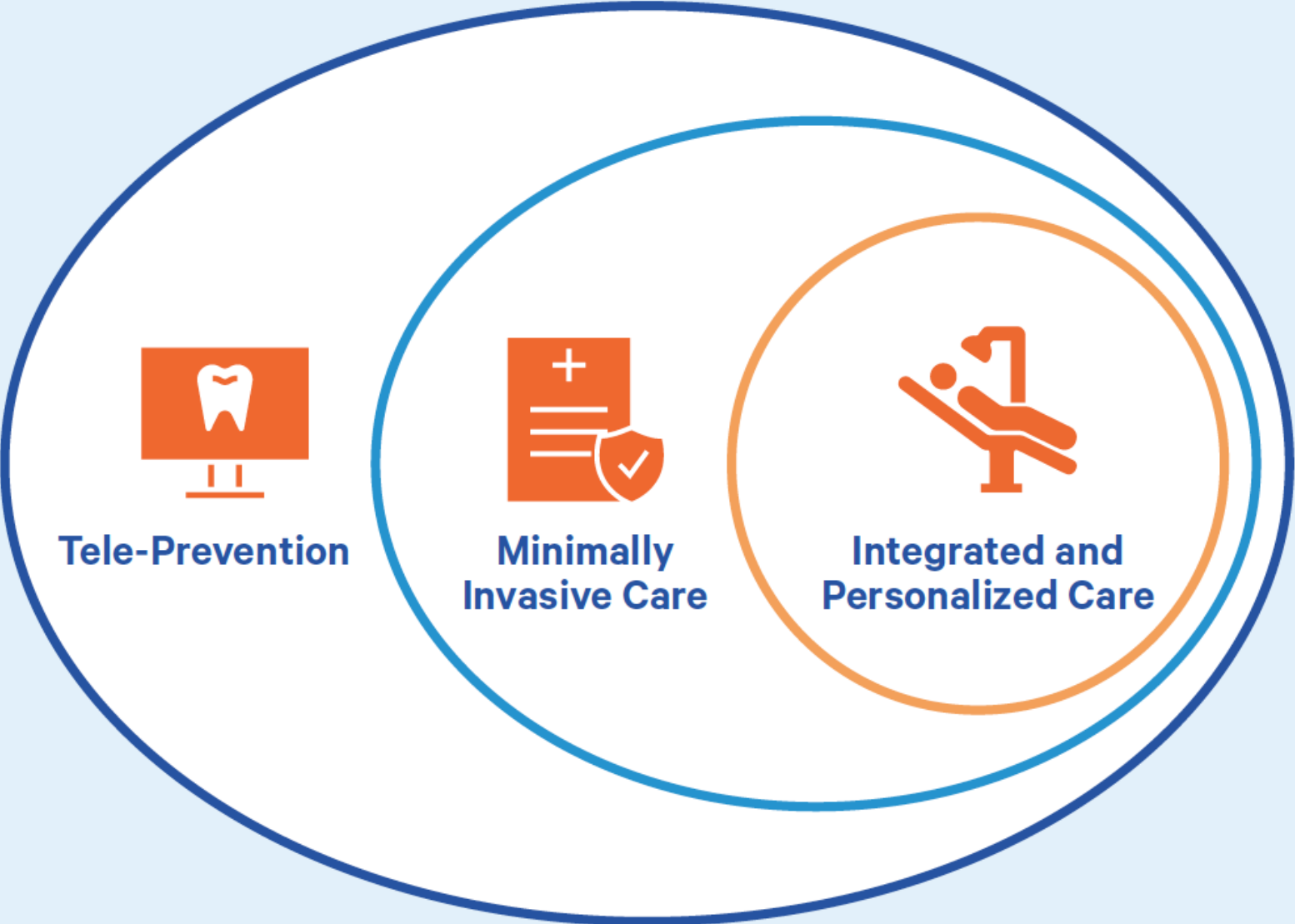
Annaliese Cothron, DHSc, MS, CPH
Executive Director, The American Institute of Dental
Public Health
Consultant of CareQuest Institute for Oral Health



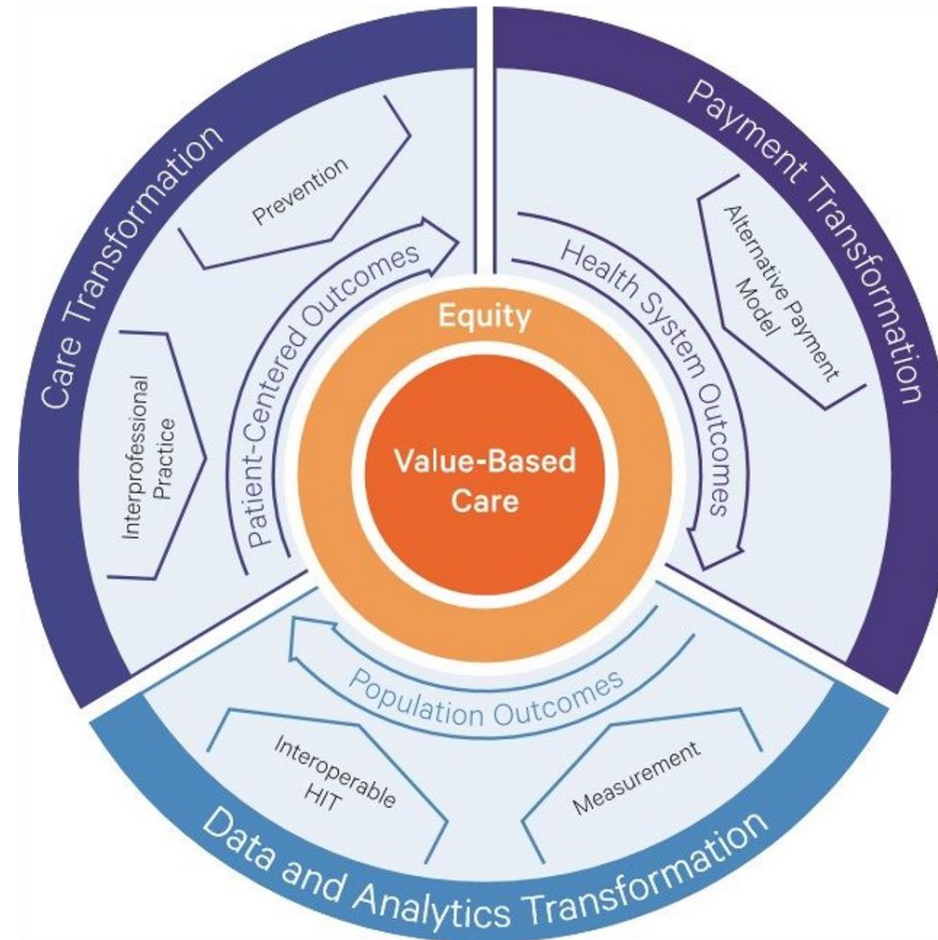
Sean Boynes, DDS
Vice President of Health Improvement
CareQuest Institute for Oral Health



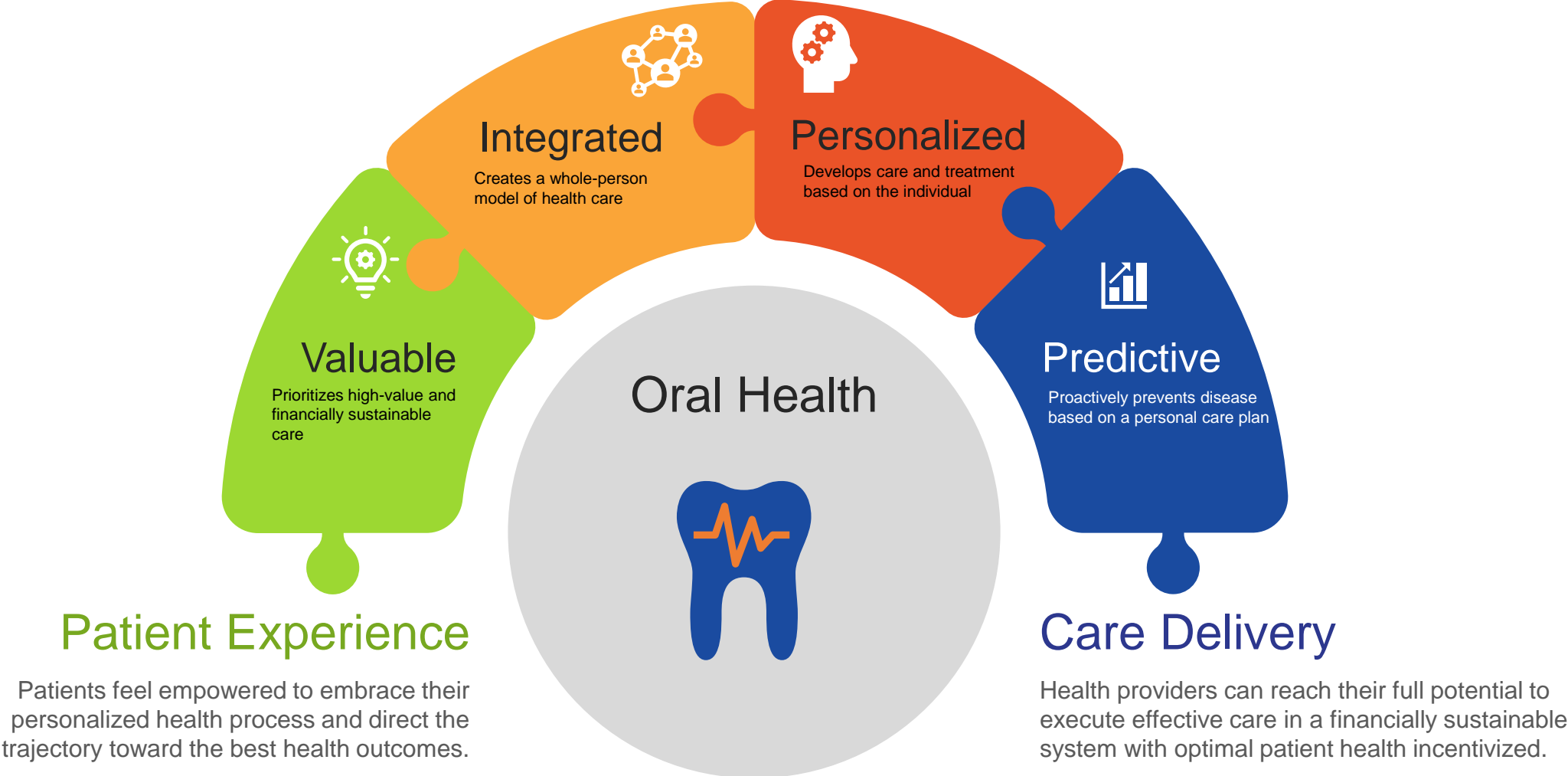
Mary Bayham, MPH
Health Improvement Program Manager
CareQuest Institute for Oral Health



Systems Change in Oral Health

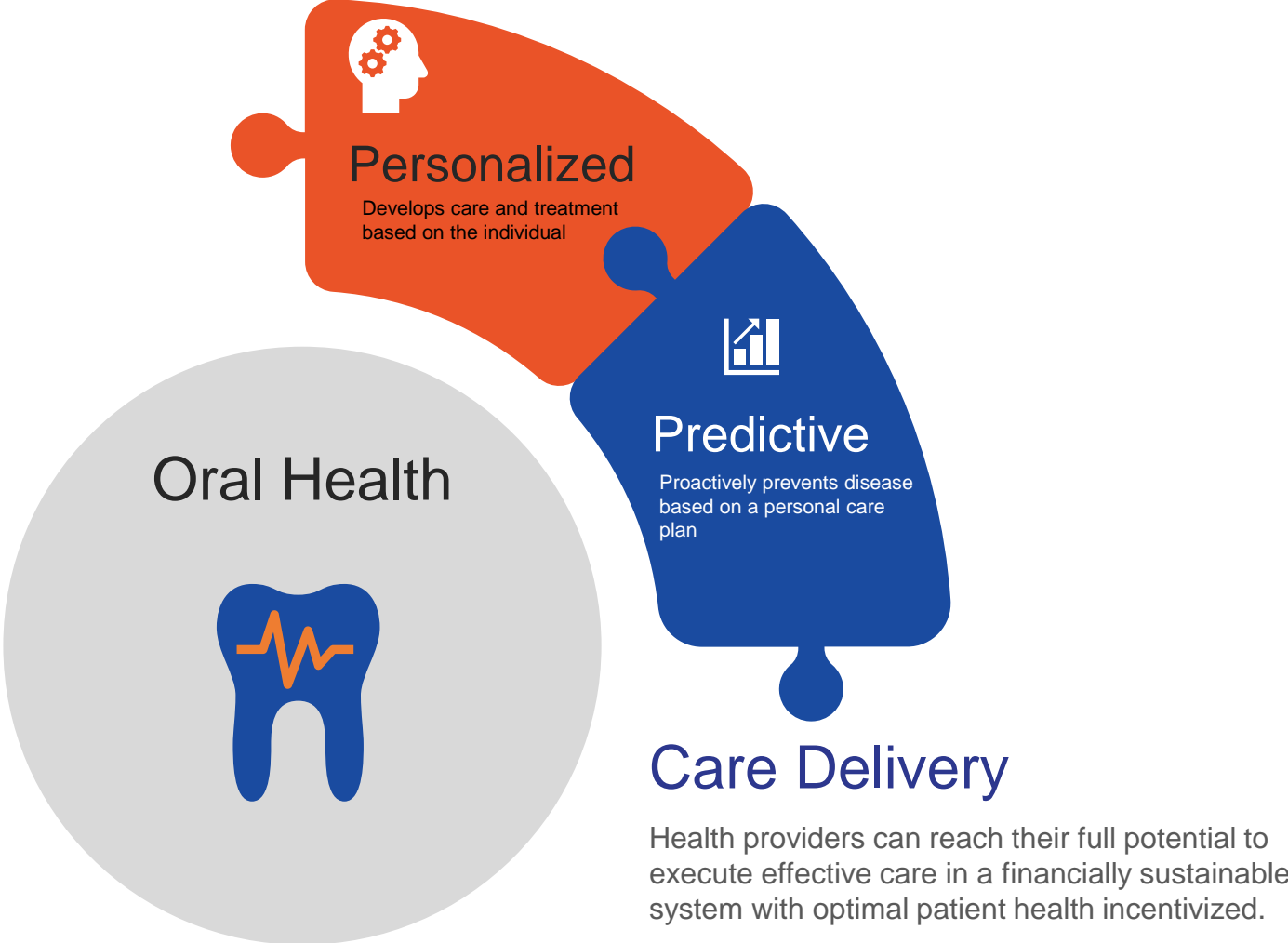


The pieces of Domain Three work together to drive systems change away from dentistry and toward **true oral health**.



Personalized & Predictive Care

The pieces of Domain Three work together to drive systems change away from dentistry and toward **true oral health**.



Personalized and Predictive Care

Personalized Care = individual patient approaches that consider:

1. Prevention of disease
2. Mitigation of current disease progression
3. Applying minimally invasive care and
4. Social, physical, and environmental contributors influencing the oral microbiome.

Essentially, the right intervention for the right person at the right time.

KEY ELEMENTS OF PERSONALIZED CARE

Using a diagnosis process to evaluate and treat oral disease

Reducing trial-and-error interventions

Creating targeted therapeutical interventions

Reducing high-risk, invasive procedures

Improved quality of life

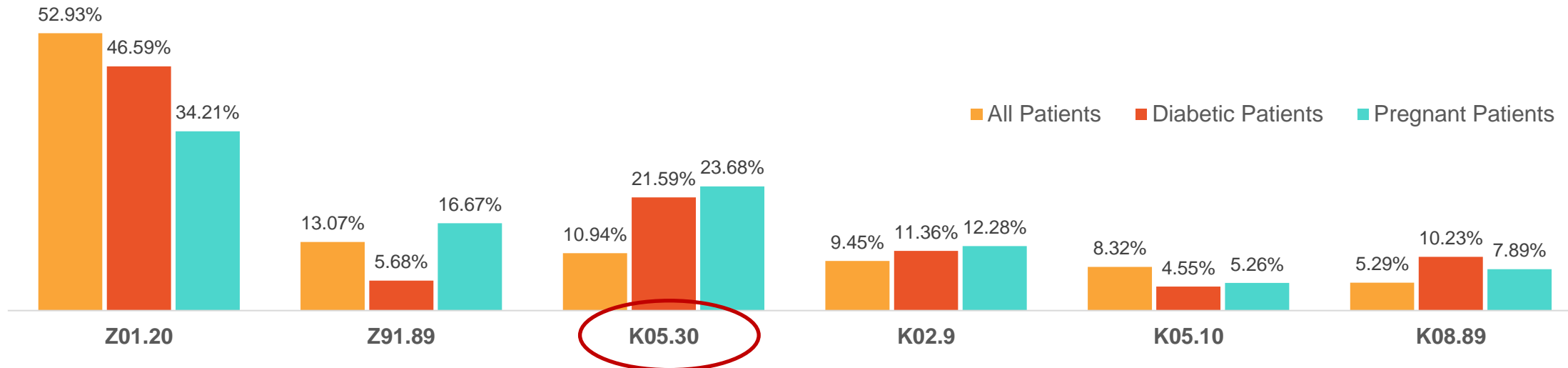


Focus: Diagnostic process

Utilization of Diagnosis Codes to Enhance Care and Finance

Count of ICD 10 Dental Codes

DX1	DX1 Name	AGE (group)		
		Adult (18-64)	Peds (0-17)	Seniors (65+)
Z01.20	Encounter for dental examination and cleaning without abnormal findings	8,661	5,410	1,886
Z91.89	Other specified personal risk factors, not elsewhere classified	2,489	899	551
K05.30	Chronic periodontitis, unspecified	2,445	7	845
K02.9	Dental caries, unspecified	1,986	568	296
K05.10	Chronic gingivitis, plaque induced	1,689	669	149
K08.89	Other specified disorders of teeth and supporting structures	1,208	97	291



THE WILLAMETTE DENTAL GROUP EXAMPLE

PROCESS OF CARE

Robust patient-level data
Consideration of medical history
Clinical data
Self-reported nutritional practices

APPROPRIATENESS OF CARE

Xray intervals
Timeliness of SDF, FL-
Activated caries
Planned procedures by phase

OUTCOMES OF CARE

*Developed and validated a tool to
measure individual and segmented
oral health outcomes over 6 years*

If X and Do Y then Z

Predictive Analytics

If **X** and We Do **Y** then **Z**

X is the Case or Patient as defined by their Status + Risk + Preferences

Y is the Clinical And Patient-Support Interventions

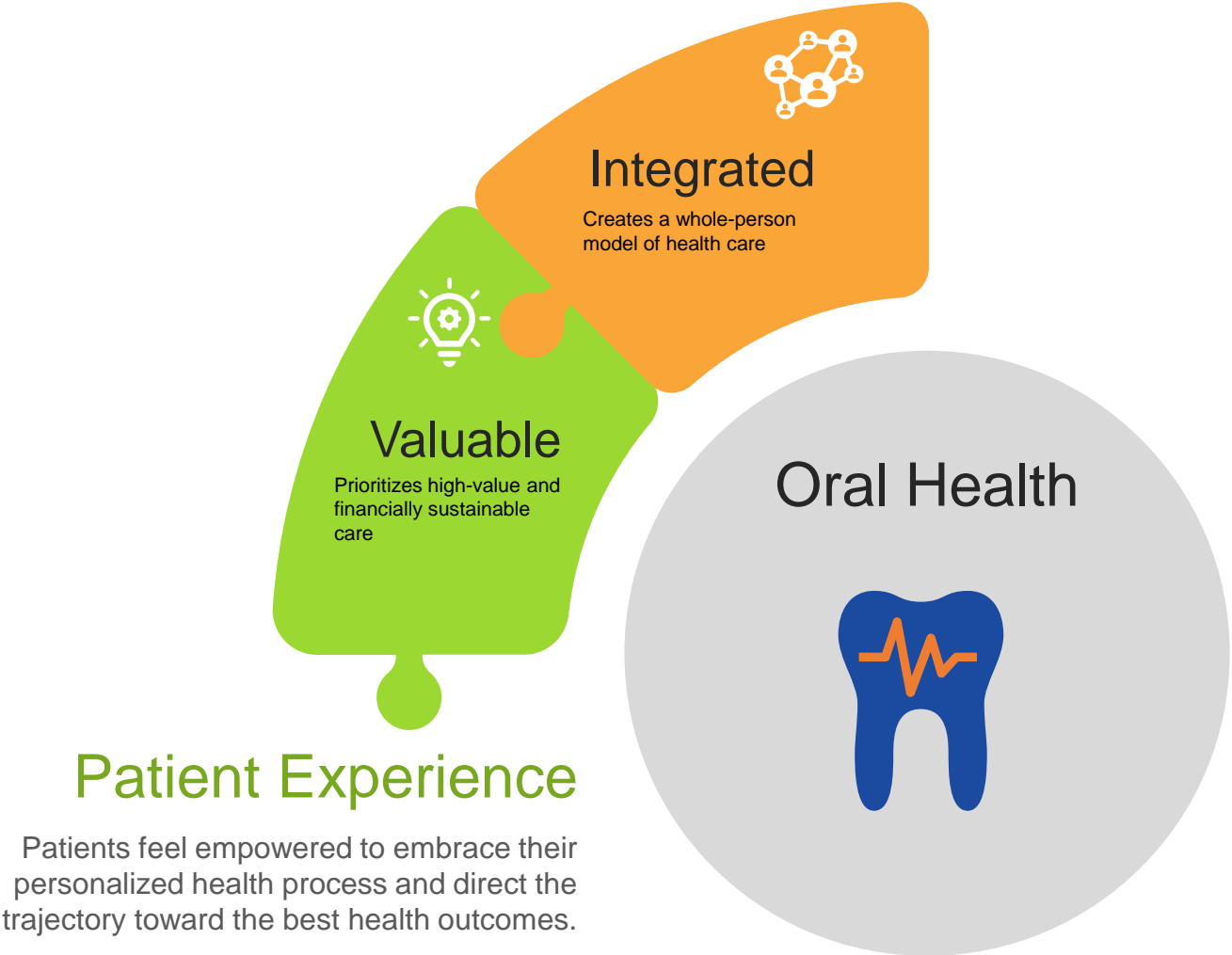
Z is the expected Health Outcome



CHAT: How could you implement diagnostic coding at your site?

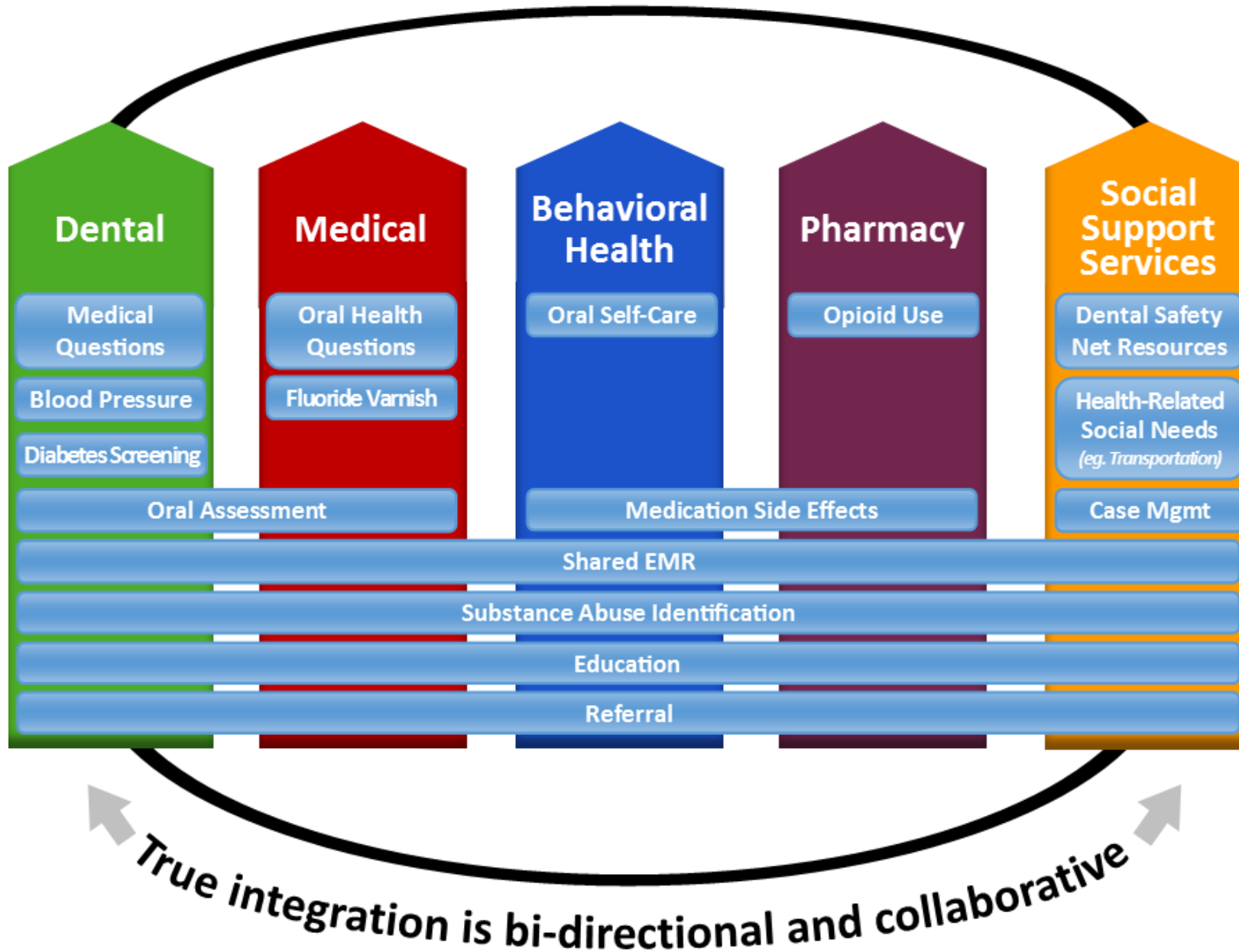
Integrated & Valuable Care

The pieces of Domain Three work together to drive systems change away from dentistry and toward **true oral health**.



Examples of Integrated Services by Discipline

The diagram below provides examples and is not inclusive of all potential integrated services and care.



POLL: OPPORTUNITIES FOR CARE INTEGRATION

What **opportunity** for short-term change is the most attainable for your clinic?

Tobacco Counseling

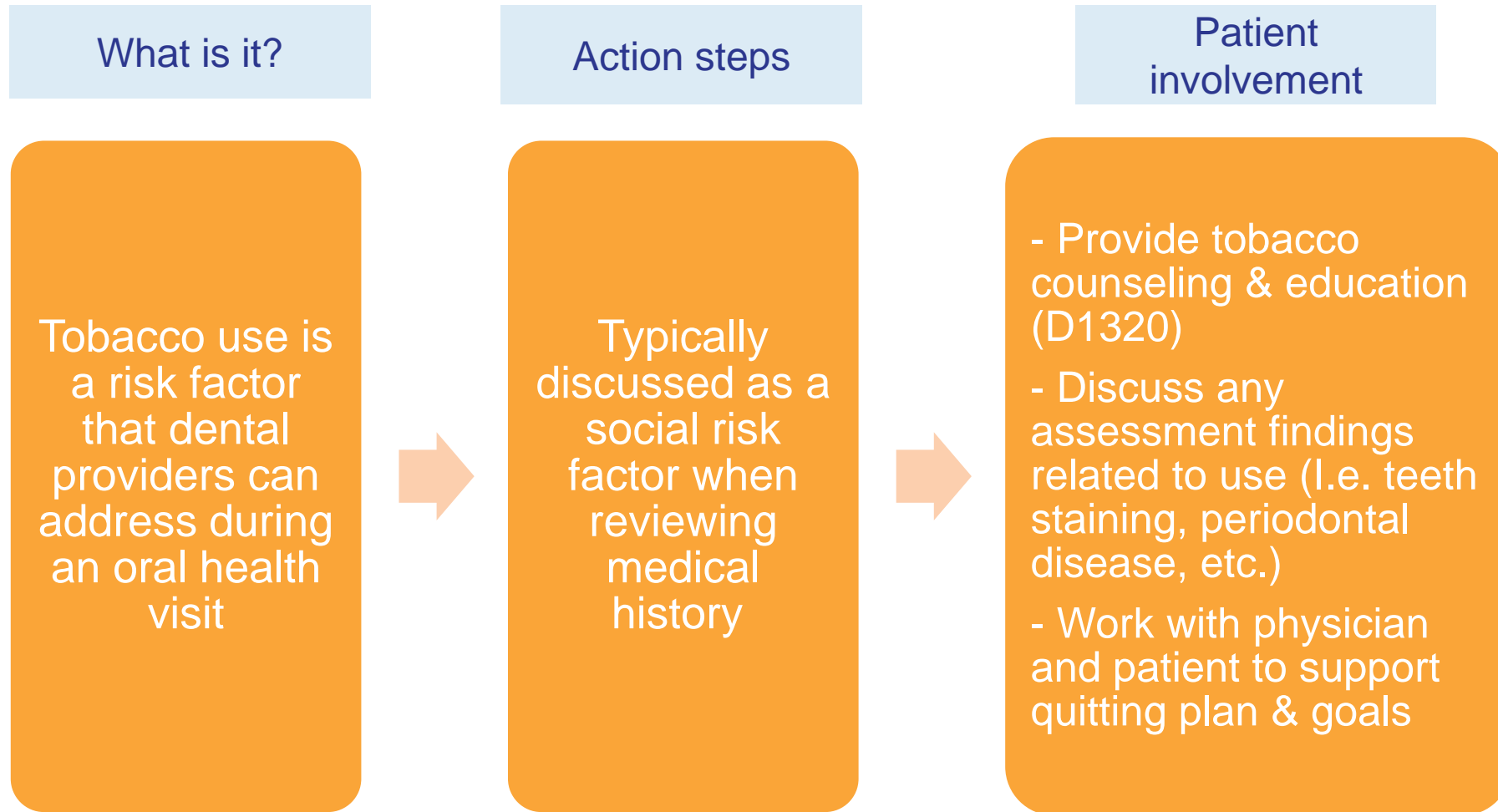
Diabetes screening

Patient-Driven Health Management

Bi-directional Referral/Care Coordination



Deeper Dive: Tobacco Counseling



Deeper Dive: Diabetes Screening

What is it?

Diabetes is a prevalent chronic condition that dental providers can detect or monitor during an oral health visit

Action steps

Diabetes screening can be incorporated into an oral health visit:

- D0411- HbA1c in-office point of service testing
- D0412- blood glucose level test

*Could choose to stratify by risk using a population health management approach

Patient involvement

Finding of elevated BGL or A1C means you should:

- Follow ADA and organization guidelines for dental treatment
- Counsel patient
- Refer to a physician

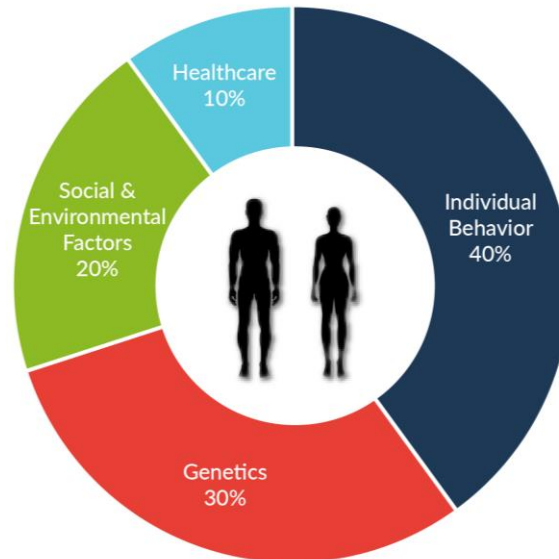
Deeper Dive: Patient-Driven Health Management

What is it?

The personal and medical care performed by the patient, usually in collaboration with and after instruction by a health care professional that focuses on disease prevention or decreasing ongoing impact from disease

Action Steps & Patient Engagement

Impact of different factors on risk of premature death



Health Care: The Role of Social Determinants in Promoting Health and Health Equity. Kaiser Family

TABLE 1. Motivational Interviewing Principles¹⁰

Express empathy	Show an active interest in the individual's perception of his or her challenges.
Develop discrepancy	Evoke the individual's positive and negative aspects for or against change.
Roll with resistance	Listen to the individual's ambivalence without pushing him or her to discuss a behavior change.
Support self-efficacy	Build an individual's confidence that he or she is capable of changing.

Deeper Dive: Referrals for Care Coordination

Bi-directional communication, closing the referral loop



MEDICAL PROVIDER REFERRAL FOR DENTAL CARE

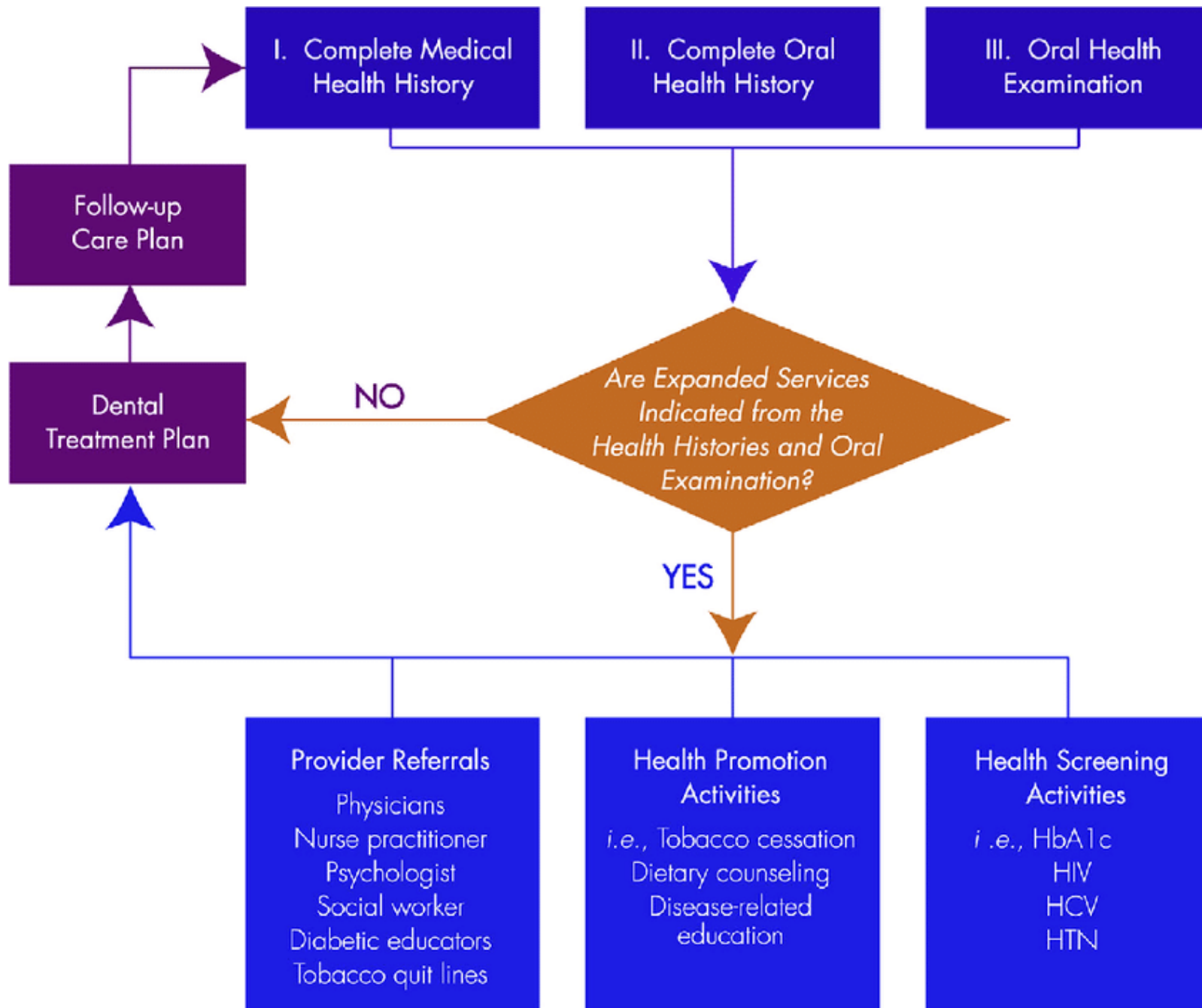
Referral Type: Dental Emergency Dental Urgency Routine Care

REFERRING PROVIDER REPORT:	Provider:	Practice Name	Phone:
	Address:		Fax: Email:
PATIENT INFORMATION:	Patient Name:	Patient DOB:	Phone 1: Phone 2: Email:
	Address:		Parent(s) Name:
	<input type="checkbox"/> Male <input type="checkbox"/> Female	Insurance Information: <input type="checkbox"/> Self Pay/No Coverage <input type="checkbox"/> Medicaid (ID #: _____) <input type="checkbox"/> Commercial (Name: _____)	
PATIENT MEDICAL INFORMATION:	Abbreviated Medical History: <i>[Please provide dental team recent H & P and medication list when applicable]</i>		
	Date of Last Fluoride Application: ____/____/____ Fluoride Supplements Prescribed: <input type="checkbox"/> Yes <input type="checkbox"/> No	Allergies:	Any prescriptions provided specific to the patient's oral issues?
REASON FOR REFERRAL:	Reason for Referral (Select all that apply): <input type="checkbox"/> Abscess/Infection [K12.2] <input type="checkbox"/> Periodontitis [K05.6] <input type="checkbox"/> Caries Activity/Decay [K02.9] <input type="checkbox"/> Significant Plaque/Tartar/Calculus <input type="checkbox"/> Gingivitis [K05.1] <input type="checkbox"/> Pregnant <input type="checkbox"/> Diabetes Other: _____		
INTERNAL USE (REFERRAL TRACKING):	Date Referral Sent:	Referring Dental Provider:	Date of Referral Follow Up:
I am the patient or parent/guardian of the patient. I consent to this medical provider sharing information about me / my child with the dentist/dental care team named. I also consent to the dentist/dental care team sharing information about me / my child with this medical provider.			
Signature: _____ Date: _____			

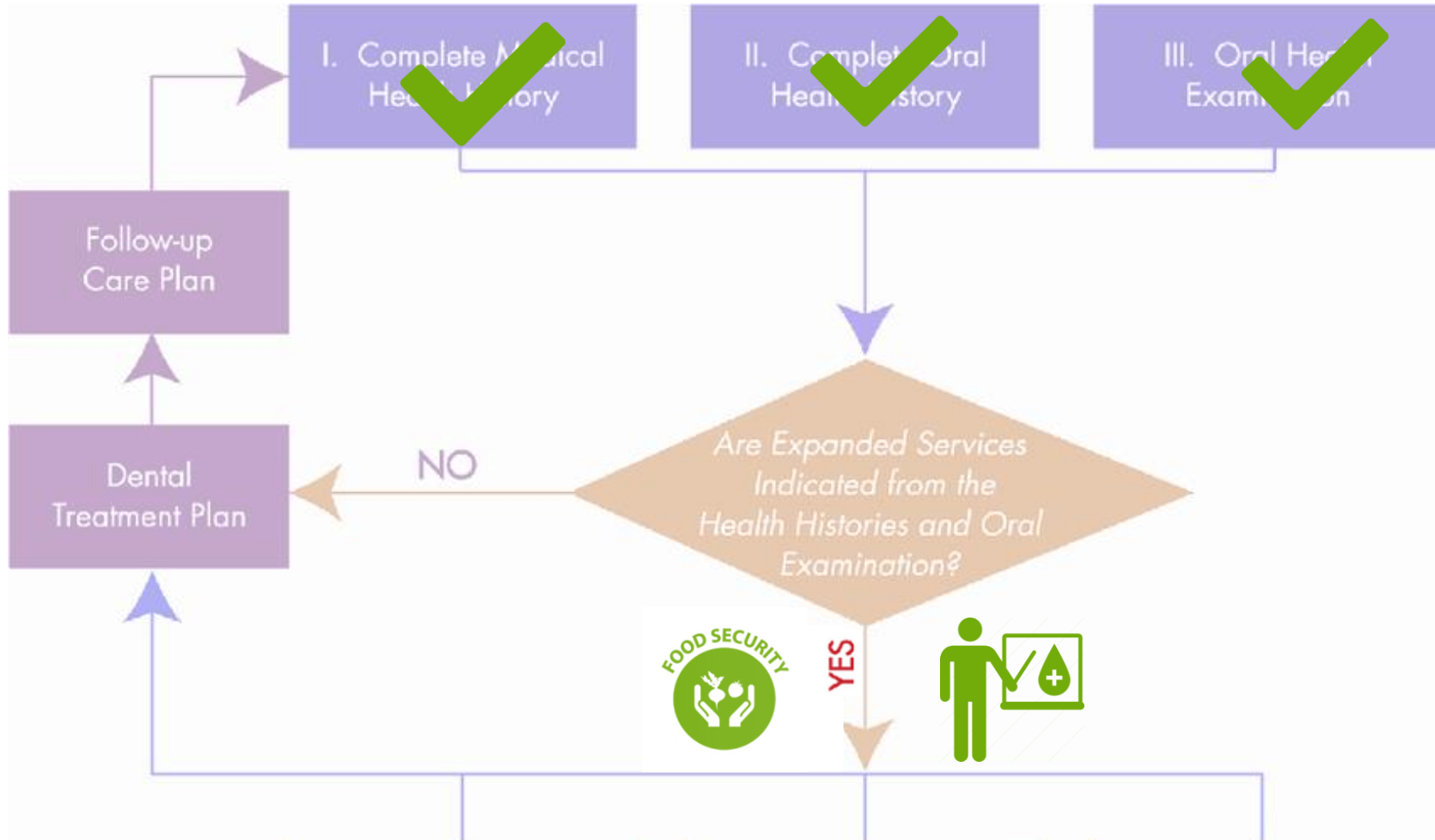


DENTAL REFERRAL TREATMENT REPORT

PATIENT INFORMATION:	Patient Name:	DOB:	Phone: Fax: Email:
	Address:		
DENTAL CARE REPORT:	Date of Dental Appt:	Did patient keep their scheduled appointment? <input type="checkbox"/> Yes <input type="checkbox"/> No	Is all needed treatment completed? <input type="checkbox"/> Yes <input type="checkbox"/> No
	List any prescription agents given to patient:		
	Patient's Oral Health Diagnosis: <input type="checkbox"/> Abscess/Infection [K12.2] <input type="checkbox"/> Periodontitis [K05.6] <input type="checkbox"/> Caries Activity/Decay [K02.9] <input type="checkbox"/> Gingivitis [K05.1] <input type="checkbox"/> Other: _____		Oral Health Risk Status: <input type="checkbox"/> ELEVATED <input type="checkbox"/> MODERATE <input type="checkbox"/> LOW
	Self-Management Goal Recommendations:		
	Date of Patient's Next Dental Appointment: ____/____/____	Additional Notation:	
DENTAL CARE TEAM:	Date: ____/____/____	Dental Provider:	Dental Provider Phone #:
Dental Provider Signature:			



This is the template for you to adapt and make your own



Family Health Center of Worcester

How to become a Healthier You

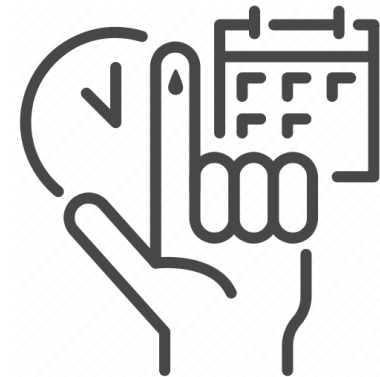
For A Workshop That Can Help You Take Charge Of Your Health Conditions

Participate in our **FREE** My Life My Health & Diabetes Self-Management Classes in English, Spanish & Vietnamese

Do you have?

- High Blood Pressure
- High Cholesterol
- Heart Disease
- Arthritis
- Diabetes
- Chronic Pain
- Anxiety or Depression
- Allergies
- IBS/Crohn's
- another chronic illness

For more information Call: Community Health Workers at (508) 850-7748 Or text: CHW Group



Problem Solving Session: Care Integration

Six Steps:

1. What's happening?
2. What's success?
3. What's the question?
4. Generate answers
5. Forge the solution
6. Align the resources

Six Steps:

1. What's happening?

- **What is the problem?** Physical?
Emotional?
- **Impact?** can't get to work, can't play with my kids
- **Who's involved?** Me, bike manufacturer, kids, boss

2. What's success?

- **What does the solution do?** Gets me to work faster, gives me more time with family
- **Essential outcomes?** Able to ride, certain speed

3. What's the question?

- **How can I?**
- **How do we?**

4. Generate answers

- **Brainstorm answers to your questions**



Brainstorming: Advancing Incremental Change in Integrated Care



What's Happening?	What's Success?
What's the Question?	What are the Answers?
What are the solutions?	Align the Resources

