

Improving Quality of Patient Treatment by Increasing the Provider Adherence and Thoroughness of Outcomes of Care Assessments in a Dental School Outpatient Clinic

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Educating for Quality Improvement & Patient Safety

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TEAM

- Dental Team

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Assistant Professor Community Dentistry

Gregory Spackman, DDS, MBA

Associate Professor, Oral & Maxillofacial Surgery



- Site Team

William Rose, DDS Associate Professor General Dentistry

Norma Partida, DDS Associate Professor General Dentistry

- Support Staff

Lisa Ficello, Administrative Assistant II, Dental Clinic Administration

- Facilitator

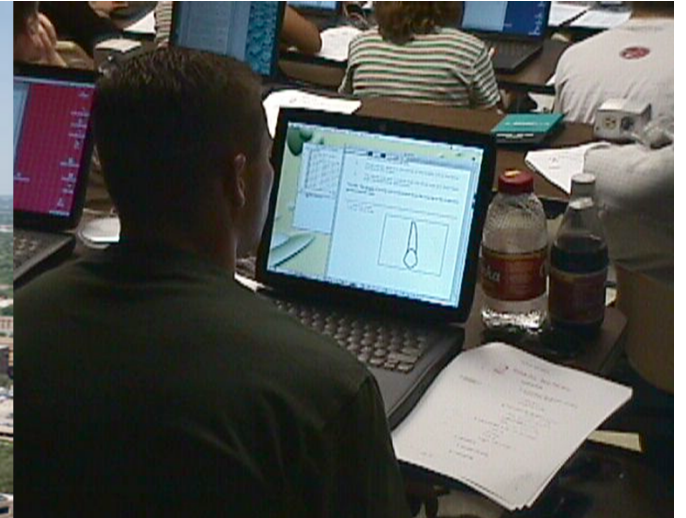
Amruta Parekh, MD, MPH

- TECH/STATISTICAL SUPPORT

Wayne Fischer, MS, PhD



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UTHSCSA Dental School

Group Practice Model Structure and Roles

Each General Practice Group (GPG) will be composed of faculty & staff from the following departments

- General Dentistry (2)
 - Group Leader / Assistant Leader
- Prosthodontics (1) Discipline Rep
- Restorative Dentistry (1) Discipline Rep
- Patient Care Coordinator (1) (OPC)
- Scheduler (1) (OPC)
- Dental Assistant (1) (OPC)
- Dental Students (9-14 Juniors / 9-14 Seniors)



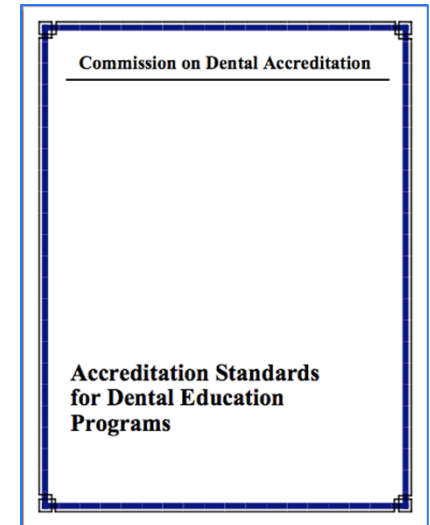
Stakeholders

- Patients
- Providers
 - Faculty
 - Students
- Administration
 - Dental Clinic
 - Dental School
- Clinical Staff (indirectly)



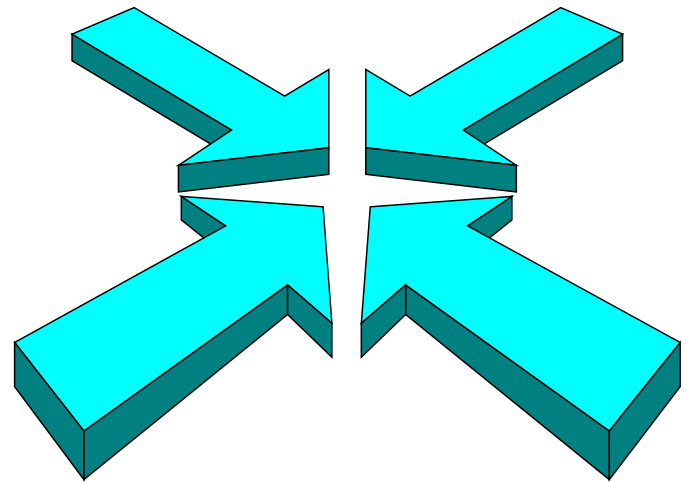
BACKGROUND

- ***Commission on Dental Accreditation***
 - ***Patient Care Standards (5)***
 - ***Quality Assurance Aspects (5.1)***
- ***QA Programs in Dentistry / Dental Education***
- ***Dental School Quality Assurance Program***
 - ***Oversight***
 - ***Aspects Evaluated***
 - ***Dashboard of Data***
 - ***Outcomes of Care Assessments***



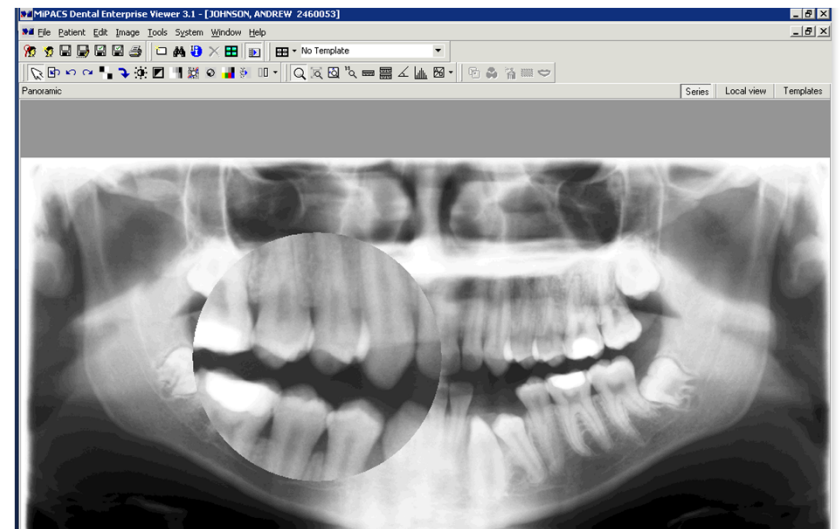
Dental School QA Program

- *Outcomes of Care*
- Chart Reviews
- Remake Procedures
- Unusual Incidents
 - Sharps Exposure
- Infection Control Rounds
- Sterilizer Logs



Measuring Outcomes of Care

- Remake Rate
- Rate of Complications with Care
 - Unexpected results
 - Post-operative problems
- Referral for Care
- Patient discontinuations
- Objective Reassessment
 - After care is delivered
 - Problems addressed
 - Prevention
 - Therapy provided
 - *Meets standards of care*



ADA Parameters for Oral Health Conditions

- Dental Attrition
- Dental Abrasion
- Dental Erosion
- Orofacial Soft Tissue Lesions
- Patients with Aesthetic Concerns
- Gingival Recession
- Impacted / Un erupted Teeth
- Pulpitis
- Restoration Replacement /Modification
- Pericoronitis
- Traumatocally



Professions
Statement of
Appropriate Oral
Health Care

Describe full range
of clinical
considerations in
the diagnosis and
treatment

Emphasis on
Professional
judgment, and
patient
preferences

Dental School Outcomes of Care

- Diagnosis, Radiology & Treatment Planning
- Prevention
- Occlusion
- Oral and Maxillofacial Surgery
- Orthodontics
- *Periodontics*
- Operative Dentistry
- Endodontics
- Prosthodontics
- Patient Management



a. There is still pain associated with supporting tissues of teeth
Describe:
b. There is still purulent exudate from gingival sulci
Describe:
c. The PSR score has a sextant with score greater than 3
Describe:
d. The PSR score is greater than score prior to treatment
Describe:
e. The patient has NOT complied with maintenance
Describe:
f. More than 20% of sites examined have bleeding when probed gently
Describe:
g. Supragingival plaque deposits evident on more than 30% tooth surface
Describe:



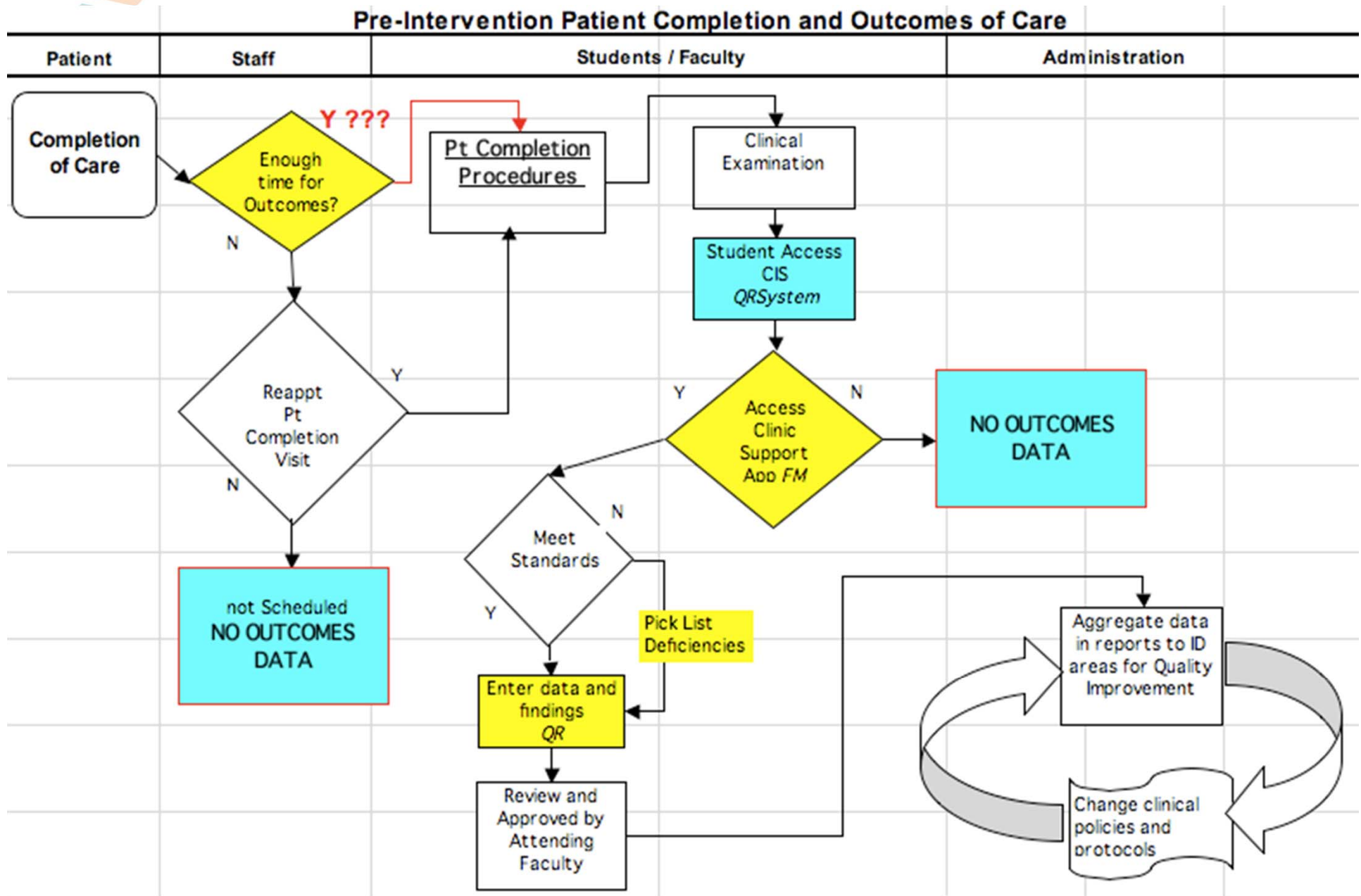
AIM STATEMENT

- To **increase** provider adherence with “***Outcomes of Care Assessment***” Protocol **by 10% by April 15th, 2009**; for comprehensive care patients whose active treatment has been completed in the Predoctoral Clinics
- To **increase** responses to ***Standards of Care Criteria*** evaluations **by 10% by April 15th, 2009** so that thoroughness of the Outcomes of Care assessment improves.

Project: Functional Definitions

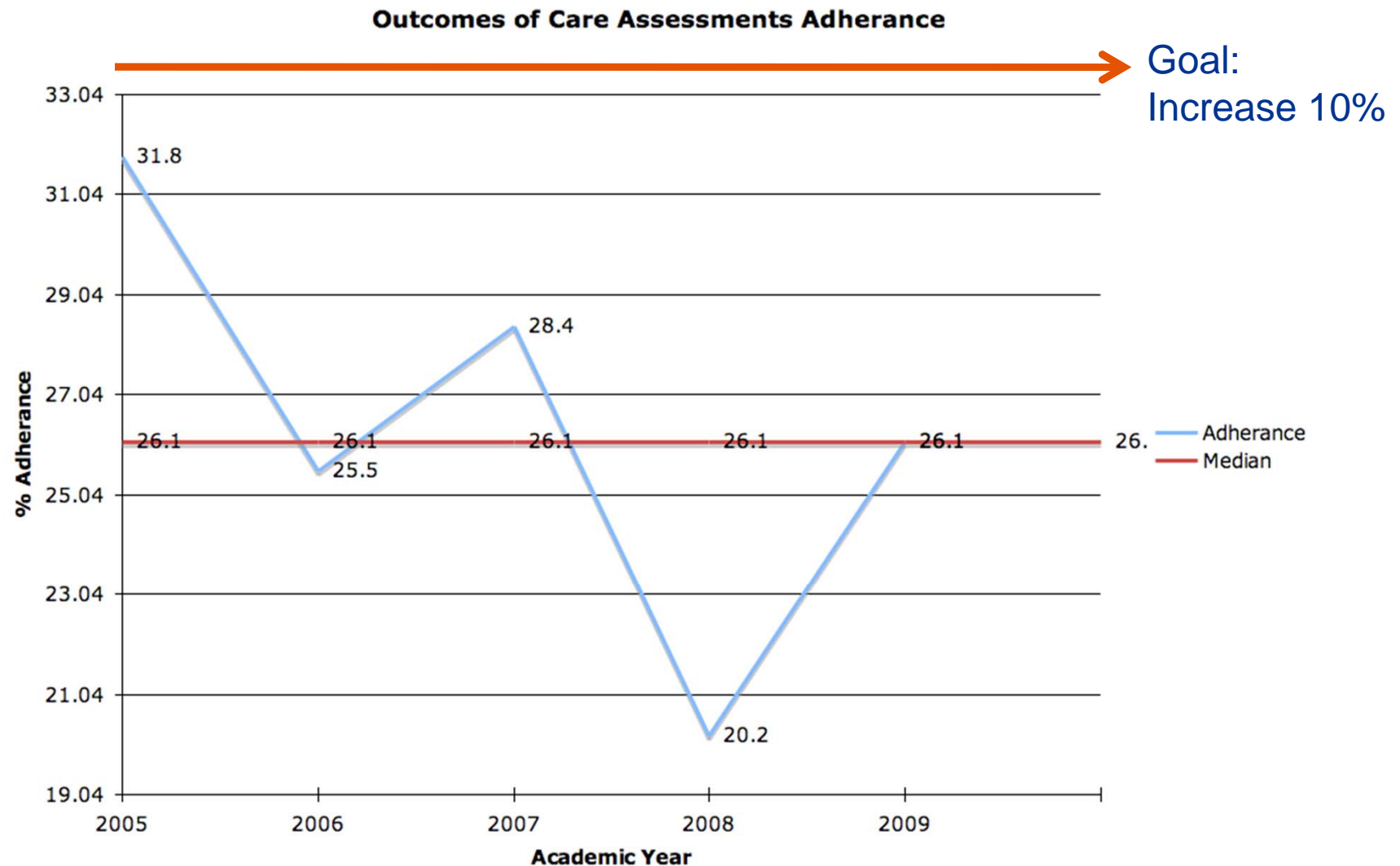
- Adherence - % patients whose active treatment has been completed (codified) have had an “Outcomes Assessment” accomplished.
- Thoroughness –
 - 1) % “Outcomes Assessments with narrative comments in addition to Y/N designation
 - 2) perception of the process by patients and providers

PROCESS FLOW - Pre Intervention

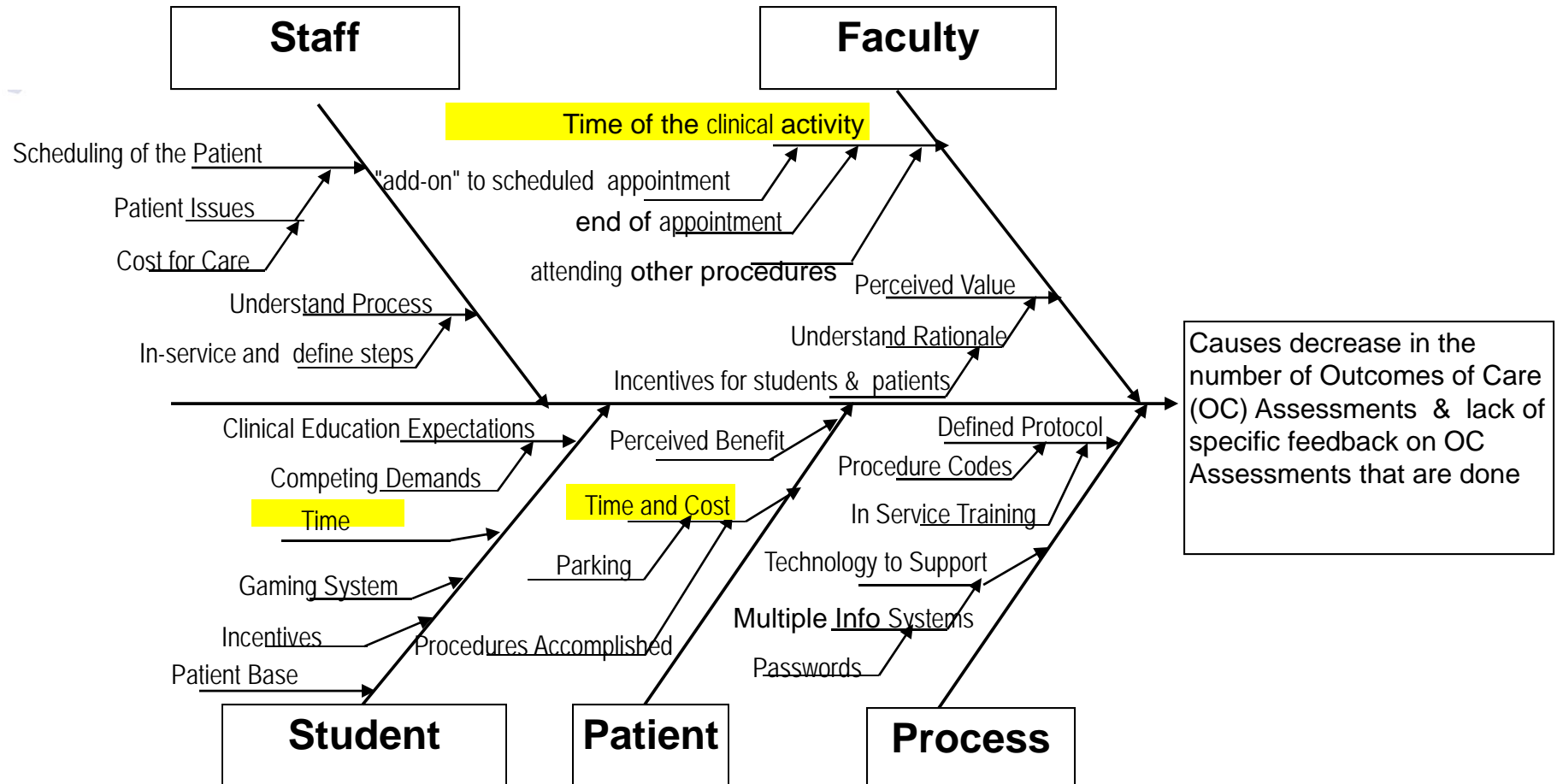


Pre-intervention data

- Negative trend in adherence to protocol

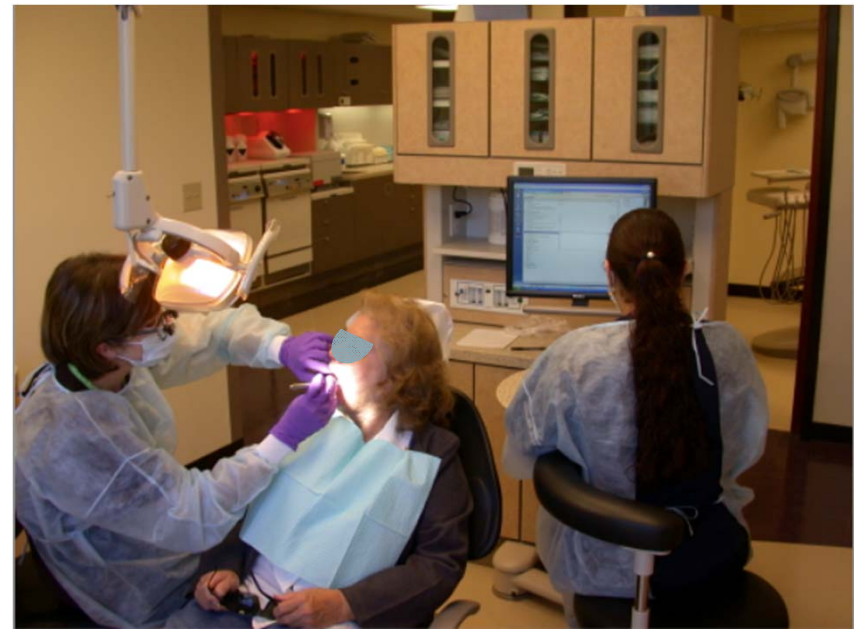


CAUSE & EFFECT DIAGRAM



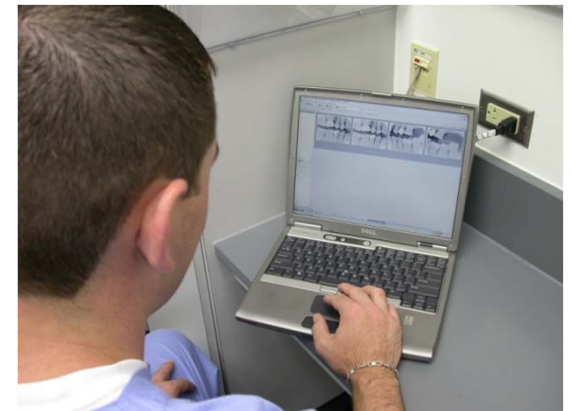
Intervention

- Incentives
 - Patient
 - Providers (student providers)
- Awareness
 - Focus Groups
 - In-service Training
- Clinical Process
 - Codification
 - Time allocation
 - Technology



Pilot Project

- Electronic Documentation
 - Procedure Code for Outcomes of Care Assessment
 - PCC to add to Treatment Plan
 - D0154
- Outcomes of Care to be done on *axiUm (EPR)*
 - Electronic Health Record
 - Add Form



Information Systems Changes

axiUm - UTHSC Dental School

Actions Tools Window Help

EHR - Forms - Laredo, Fifteen (2809721)

Chart In Progress Tx History Tx Plan Forms Attachments Perio Labs Prescriptions

Change Date 02/11/2009 Last Appr. Guest, Gary Approve

Forms on File

- Laredo Initial Physical Exam-2
- Outcomes Of Care Assessment
 - 02/11/2009
- Pedo Dental Examination
- Pedo Standard Medical History

E-Outcomes

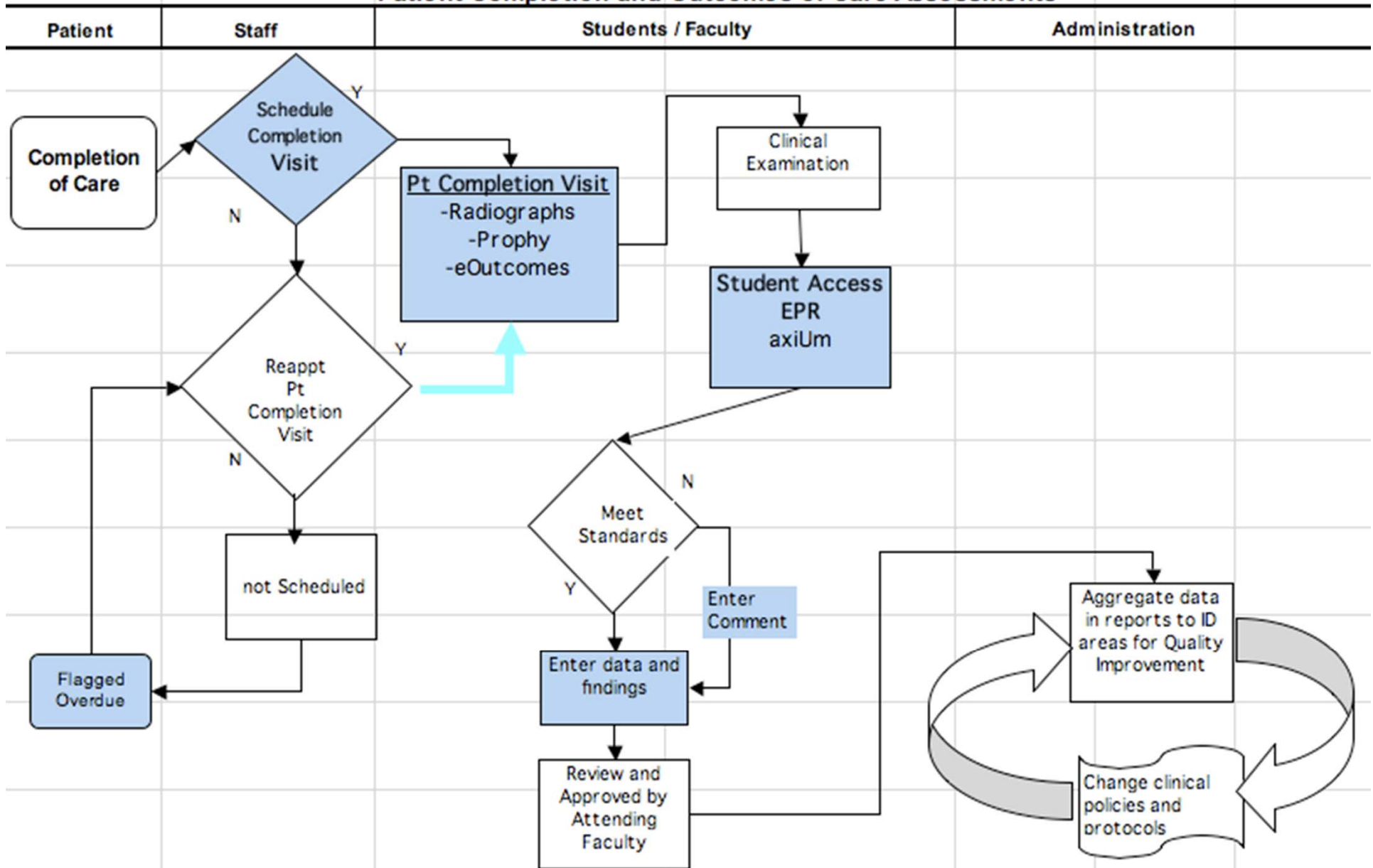
Form Question	Answer	Date
Outcomes of Care Assessment		
Note item not meeting standard with YES and comment below		
Diagnosis		
<input type="checkbox"/> The medical history and review of systems were NOT performed	Y	02/11/2009
Comment:	not done	
<input type="checkbox"/> Clinical charting was NOT completed	Y	
Comment:	on 5/16 no charting of endo	02/11/2009
<input type="checkbox"/> Clinical exam did NOT include peridontal status eval and documentation	Y	02/11/2009
Comment:	no bleeding points	02/11/2009
<input type="checkbox"/> Exam did NOT include eval & charting extent of caries	Y	02/11/2009
Comment:	did not chart extent #3	02/11/2009
<input type="checkbox"/> Clinical Lab or Biopsy NOT ordered when indicated		
<input type="checkbox"/> Needed Consultations with MD or specialist NOT ordered	Y	02/11/2009
Comment:	no Prosthodontics consult	02/11/2009
<input type="checkbox"/> Intraoral and or Extraoral exam NOT performed or documented	Y	02/11/2009
Comment:	No extraoral exam performed	02/11/2009
Radiology		
<input type="checkbox"/> Radiographs made did NOT follow Selection Criteria	Y	02/11/2009
Comment:	did not follow selection criteria	02/11/2009
<input type="checkbox"/> Radiographs made were NOT of diagnostic quality	Y	02/11/2009

G. Guest Laredo, Fifteen (U8) 2809721 Feb 11, 2009

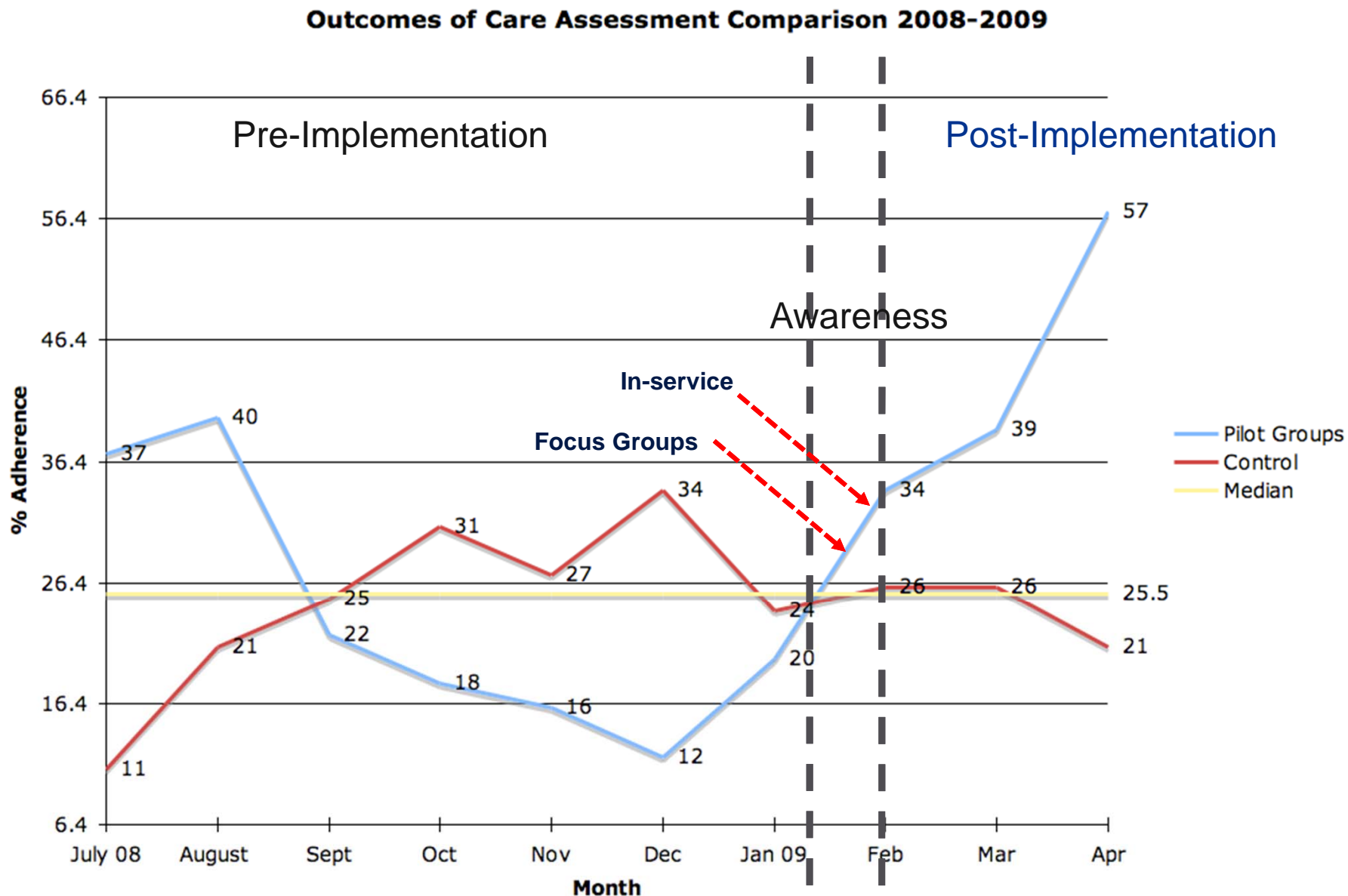
Student answers the questions by clicking in the cell, Yes answer require text description

PROCESS FLOW - Intervention

Patient Completion and Outcomes of Care Assessments

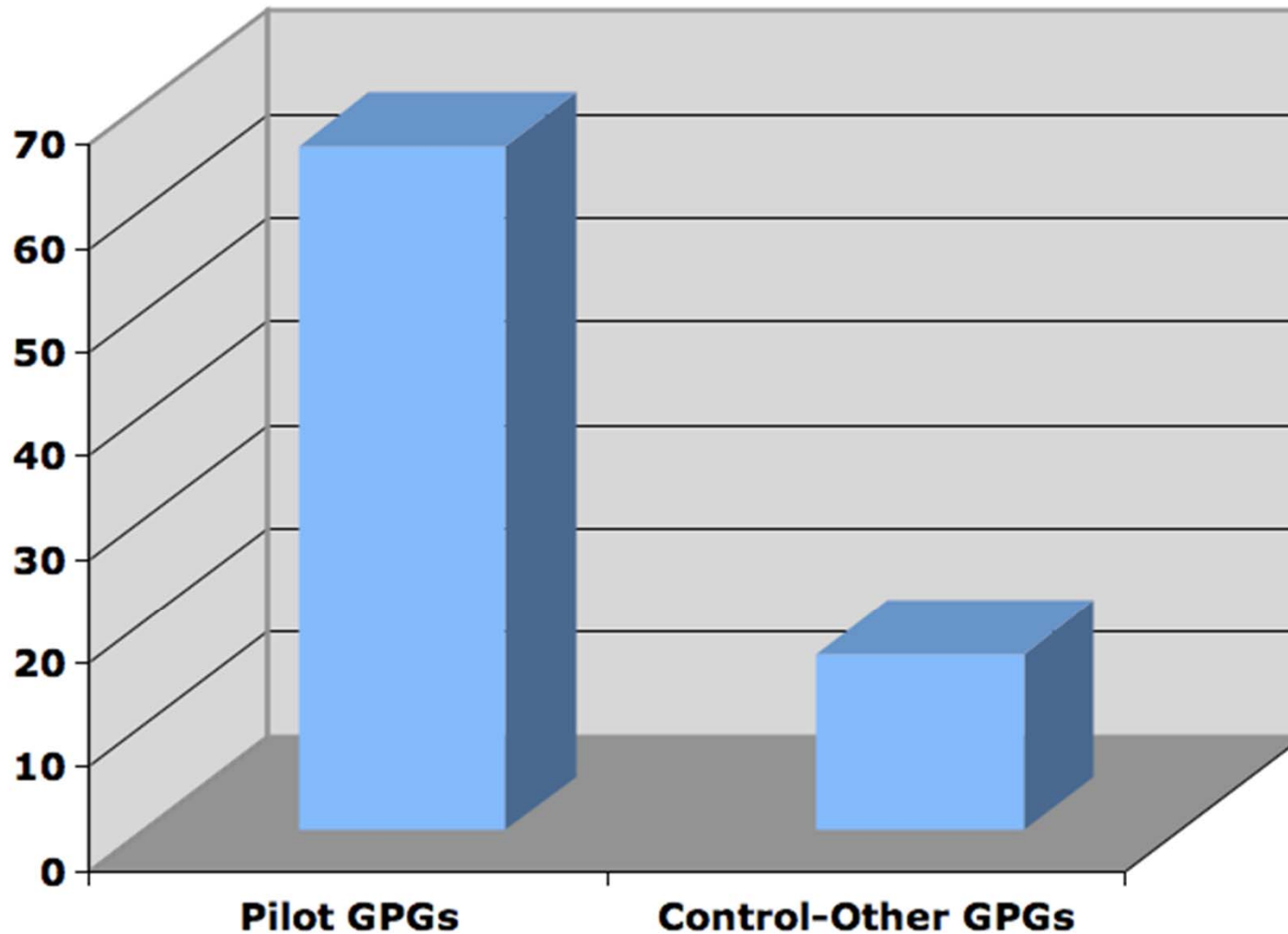


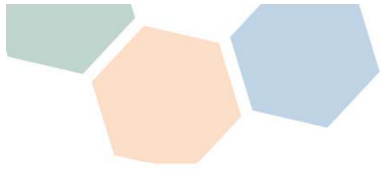
Comparison of Pre and Post intervention



RESULTS

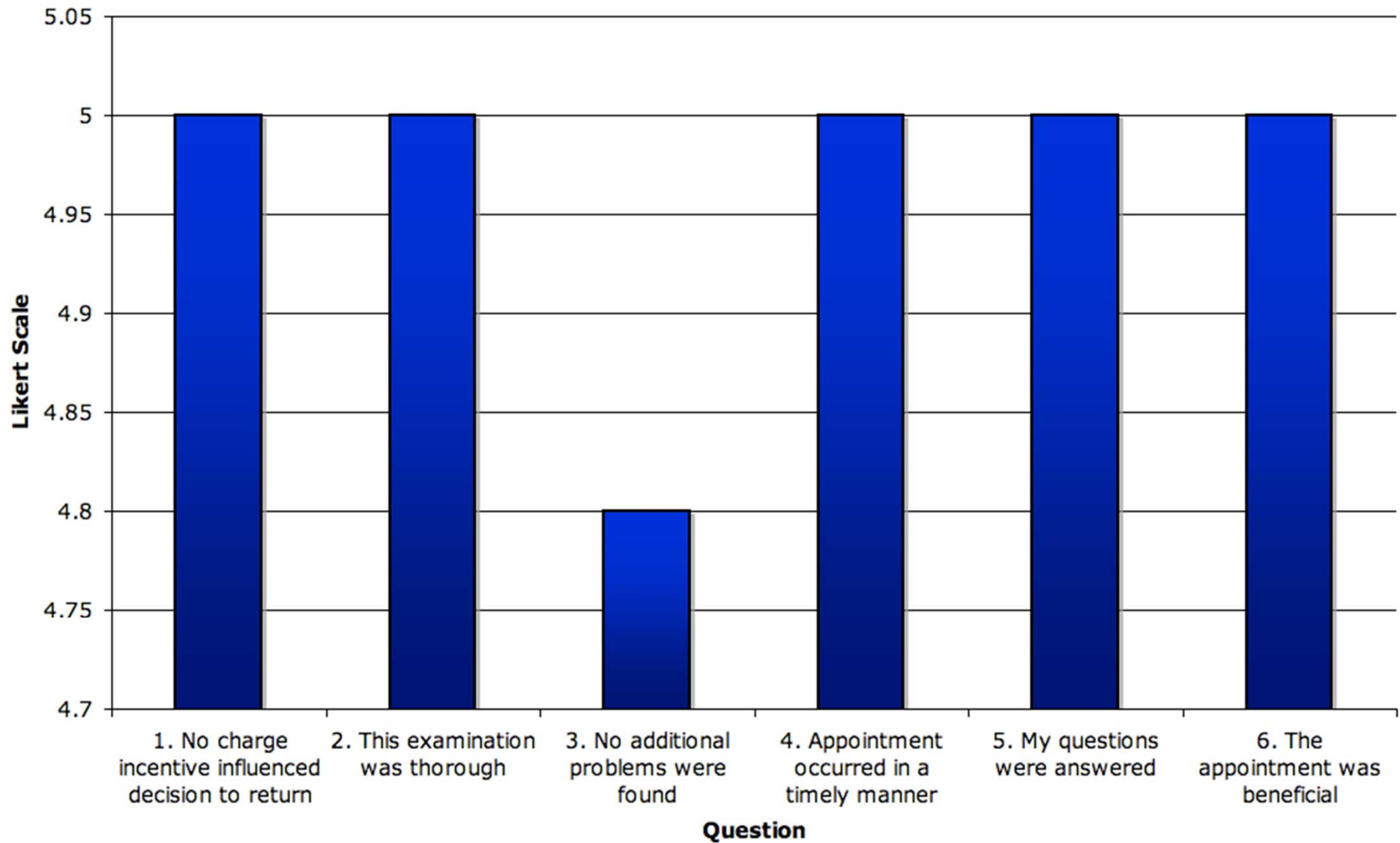
Percent with Outcomes Assessments with Comments





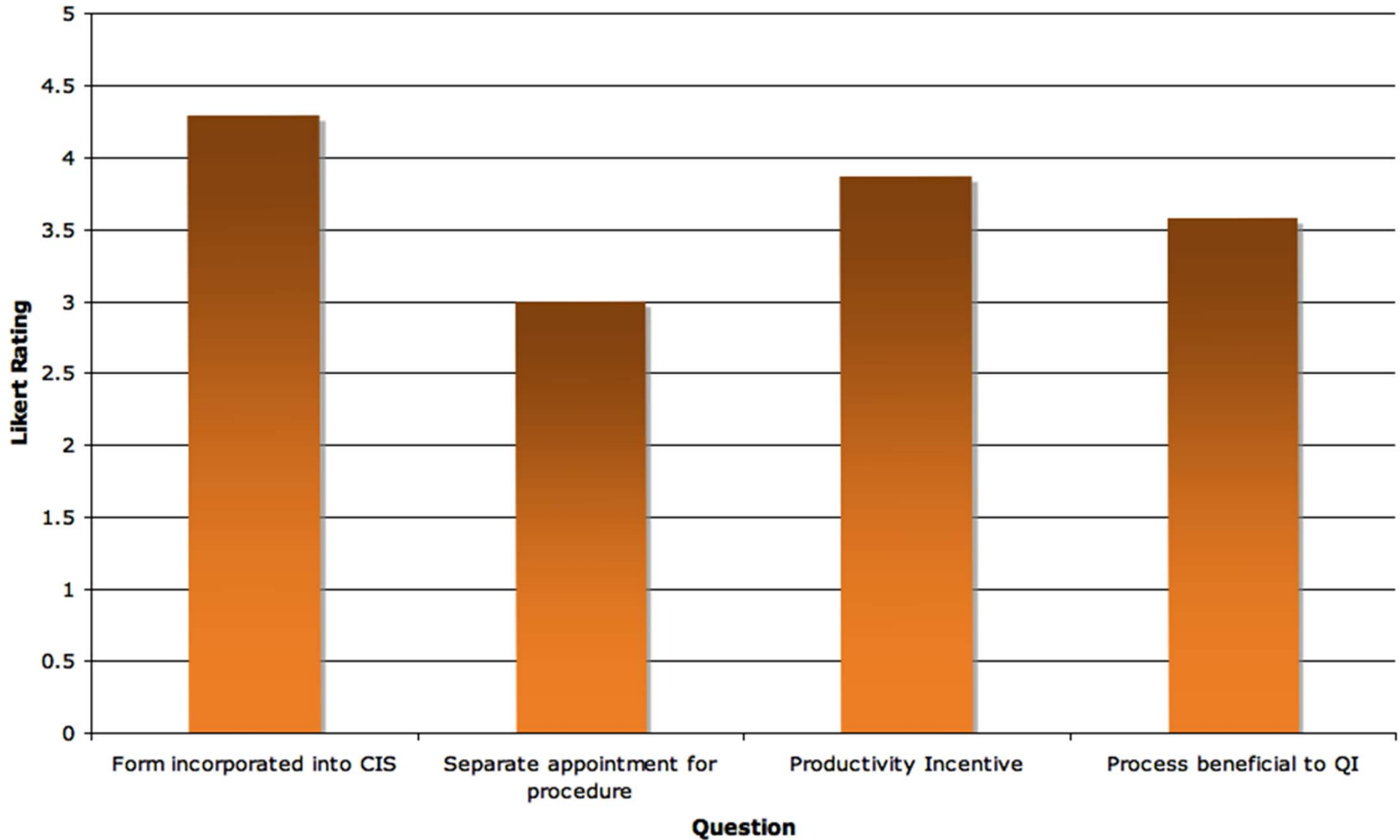
RESULTS

Patient - Treatment Completion Visit Survey



RESULTS

Student Feedback E-Outcomes Pilot





RETURN ON INVESTMENT

- Minimum overhead / capital investment needed to implement changes
- Increasing patients returning for Outcomes Assessment increase potential for additional care (procedures)
 - Proactive in corrective care
- Managing clinic/clinical care on longitudinal population basis

WHERE ARE WE GOING?

Other possible interventions:

- Tie code for Outcomes Assessment directly to completion of therapy code for forced data entry
- Recurring student / faculty education on QI
- Parking fee adjustment
- Automated reporting and flags
- Continued monitoring of (CSE) data
- Implement in all Practice Groups 09-10 year

CONCLUSIONS

- Achieved goals of AIM statement related to adherence and thoroughness of Outcomes of Care Assessments
- Positive benefit seen to the changes made in processes
 - patient and student perspective
- Long-term goal 100% compliance



QUESTIONS?





Thank You

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