Dental Quality Alliance

Implementation Committee, 2017

ENVIRONMENTAL SCAN

Oral Health Quality Improvement Initiatives and Performance Improvement Projects

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# Background

Since 2012, the Dental Quality Alliance (DQA) has focused on developing measures for quality improvement in dentistry. While the DQA measure development has been quite successful, it is important to remember that measurement is simply a means to seek improvement in quality of care and population oral health- the ultimate vision for the DQA. The work of the DQA has allowed the profession to be less fearful of “quality measurement”. It is now time to move the conversation towards improvement. In order to meet the growing needs of system-wide quality improvement, the Implementation and Evaluation Committee was formed in the fall of 2016 to focus on areas that need attention to move the oral health care system into a learning health system[[1]](#footnote-1). As such, the purpose of the Implementation Committee is to: 1) Support the use of DQA measures for system-level improvement; 2) Support the establishment of a feedback loop to identify evidence from measurement; and 3) Support data infrastructure development that facilitates automated measurement. In order to begin developing support for systems, the committee must first understand the current environment of oral health quality improvement projects. The committee agreed that an environmental scan should be the first step in the process. This is a report of the environmental scan that was conducted **to understand the core implementation details and framework of any current oral health quality improvement** **initiative.**

# Purpose

Several Medicaid programs already require Performance Improvement Projects (PIPs) in their contracts with managed care organizations (MCOs) and dental-only MCOs. In a new regulation finalized the summer of 2016, the Centers for Medicaid and Medicare Services (CMS) requires states to include PIPs in their contracts with the MCOs and prepaid inpatient health plans (PIHPs) that provide carved-out (dental only) or otherwise limited services. Given these regulations, it is very likely that state Medicaid agencies will begin requiring MCOs with embedded dental benefit or dental-only PAPs to conduct PIPs. However, it is also very likely that PIPs are conducted without the ultimate goal of better oral health. The DQA can be a leading force in developing resources and assisting state Medicaid agencies/MCOs/PAHPs in conducting meaningful PIPs. By first conducting an environmental scan of current PIPs and other quality improvement projects, the DQA will be a valuable resource for states that are looking to implement PIPs with their MCOs.

Furthermore, CMS’s Innovator Accelerator Program (IAP) has a technical support program to create sustainable programs for children’s oral health care delivery, and improve value-based payment approaches. The DQA has the opportunity to be in an advisory role because this environmental scan and its contents demonstrate that we have the knowledge of successful program models and implementation strategies.

Another opportunity to highlight the expertise of the Dental Quality Alliance is in the Maternal Child Health arena. The Health Services Resource Administration is announcing funding for the National Maternal and Child Health Center for Oral Health Systems Integration and Improvement Cooperative agreement, which will fund a national key stakeholder to build on the science of quality improvement and service delivery integration, while using successful practices identified by national partners. As the national leader in dental quality measures, the Dental Quality Alliance is poised to provide implementation strategies to the cooperative, and has developed criteria to gather information on successful models worth scaling and replicating.

# Method

Existing oral health quality improvement initiatives were identified four ways. First, public data available through the Medicaid/Medicare/Chip Services Dental Association’s (MSDA) national profile report on performance improvement projects (PIP) were used to identify state programs to interview; interviews were conducted with four states. Second, data from the Center for Medicaid/Medicare Services (CMS) and the Center for Healthcare Strategies (CHCS) were gathered on states pioneering PIPs for children. Third, a search was conducted via Google using the following terms: oral health quality programs in the United States, dental quality measures, dental quality improvement initiatives, and oral health quality improvement initiatives. Finally, a Pub Med search was conducted using the following terms: (("oral health"[MeSH Terms] OR ("oral"[All Fields] AND "health"[All Fields]) OR "oral health"[All Fields]) AND ("quality improvement"[MeSH Terms] OR ("quality"[All Fields] AND "improvement"[All Fields]) OR "quality improvement"[All Fields])) AND ("2012/01/26"[PDat] : "2017/01/23"[PDat]) and (("dental health services"[MeSH Terms] OR ("dental"[All Fields] AND "health"[All Fields] AND "services"[All Fields]) OR "dental health services"[All Fields] OR "dental"[All Fields]) AND quality[All Fields] AND ("weights and measures"[MeSH Terms] OR ("weights"[All Fields] AND "measures"[All Fields]) OR "weights and measures"[All Fields] OR "measures"[All Fields])) AND ("2012/01/15"[PDat] : "2017/01/12"[PDat]).

A total of 58 project/initiative/study projects were found related to oral health quality improvement initiatives in addition to the information gathered from the four state PIPs. The ensuing pages list all oral health quality improvement initiatives identified in the scan.

# Results

The environmental scan resulted in a total of 58 oral health quality improvement initiatives [(Table 1](#_Table_1)), and 8 state Performance Improvement Projects ([Table 2](#_Table_2)). The project name and organization were collected, then divided into two categories. Category 1 is comprised of four possible focus areas: oral health care access (access), lowering of the oral health care cost (cost), oral health awareness/education (education), and oral health care quality improvement (quality of care). Category 2 further captures the nature of the projects as subcategories titled measures, policies, information technology, or workforce development (see diagram 1)

Of all the 66 programs listed, nearly half (32) address quality of care, and over half address access (35). Fourteen of the programs addressed Education and eleven addressed Cost. (Diagram 2).

Diagram 1

While four of the projects noted are from outside of the United States, they were included as their models worth noting as relevant.

The intent of the gathered information is to determine of which projects are worth investigating more detailed information. Further research into the projects needs to be done to answer the following the questions:

1. Does the project have an implementation strategy that specifically involves outcomes?
2. What are the outcomes of the project?
3. Does the project use measures or health information technology?

# Acknowledgements

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# Table 1

Key: National Projects I State-wide Projects I Local Projects

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Projects/Initiatives/Study** | **Organization/Agencies/Programs** | **Category 1** | **Category 2** | **Description** |
| America's tooth fairy: National Children’s Oral Health Foundation | Multiple  | Access/Cost/ Education/Quality of care. |  ---- | The America’s Tooth Fairy Affiliate Network of community-based dental clinics and outreach programs provides dental care and education services to hundreds of thousands of at-risk kids each year. |
| Best practices project  | ASTDD | Quality of care | Policy | The goal of the ASTDD Best Practices Project is to promote the development of best practices by state, territorial and community oral health programs to enhance the oral health of Americans and reduce disparities |
| Campaign for oral health equity | Oral Health America | Access/Education |  Policy | Educate the public and policy makers about the importance of oral health for overall health. Emphasize the need to prioritize oral disease alongside other serious health. |
| CAPHS dental plan survey | AHRQ | Access/Quality of care | Measures | The CAHPS Dental Plan Survey asks patients to report on their experiences with care and services from a dental plan, the dentists, and their staff. |
| Children's Dental Care Program Partnership With USC, UCLA and Western University (CDCP) | First 5 LA | Access |  ---- | The goal of CDCP is to provide oral health services and improve oral health status for at least 95,000 children ages 0-5 in Los Angeles County over a five year period.  |
| CHIPRA Initial Core Set of Children's Health Care Quality Measures | Department of health and human services | Access/Quality of care | Measures |  CHIPRA required HHS to identify and publish a core measure set of children’s health care Quality measures for voluntary use by State Medicaid and CHIP programs. An annual state specific report on this measures is submitted by HHS.  |
| Dental Caries Management (DCM) Collaborative | DentaQuest Institute | Quality of care | Policy/IT | The Dental Caries Management (DCM) Collaborative is a national Quality improvement Initiative focused on developing and testing a chronic disease management protocol for children and adolescents.  |
| Dental Dashboard project | National Network for Oral Health Access (NNOHA) | Quality of care | Measures | The Dental Dashboard is an interactive resource that allows users to monitor a set of measures through an online data collection tool and a chart presentation tool. These tools are for individual Community Health Centers to use as a part of their Quality improvement efforts, to more effectively monitor and measure Quality, and drive performance within their dental programs. |
| Dental Health Innovation Project | First 5 LA | Access | IT | This project aids in infrastructure development via Dental Health IT, Strengthening the Dental Safety Net to Provide Services in Non-Traditional Settings.  |
| Dental Managed Care (DMC) QI Projects | California Department of Health Care Services | Quality of care | Measures/IT |  Identify baseline utilization for the enrolled population for established DMC performance measures; Identify variances Within the enrolled population utilizing demographic information andstatistics, such as ethnicity and cultural differences; Utilize the demographicinformation and statistics to develop and test intervention strategies to increase utilizationover a one-year period. |
| Dental Quality Alliance(DQA) | American Dental Association | Quality of care /Education | IT | The mission of the Dental Quality Alliance is to advance performance measurement as a means to improve oral health, patient care and safety through a consensus-building process |
| Dental Quality and framework outcome | Department of health, National health service, UK | Quality of care | Measures/policy | This document describes the DQOF indicators for 2016 to 2017 measure performance in clinical effectiveness, safety and experience of patients and data Quality. |
| Dental Quality metrics workgroup | Oregon Health Authority | Quality of care | Measures | Identifying objective outcome and Quality measures and benchmarks for oral health care services provided by coordinated care organizations (CCOs); Recommending no more than five measures and associated benchmarks for use in CCO monitoring, from which one or more will be considered for inclusion in the set of CCO incentive measures for the third measurement year |
| Early Childhood Caries (ECC)Collaborative. | DentaQuest Foundation | Quality of care | Measures | The ECC Collaborative has trained dental and oral health care teams across the U.S. to use Quality improvement strategies to test and implement a chronic disease management approach to addressing ECC |
| Early Childhood Oral Health Initiative | Ohio Association of community health centers | Access/Education | Workforce development | The Early Childhood Oral Health (ECOH) Program is a Quality improvement Initiative focused on Federally Qualified Health Center (FQHC) and Look‐Alike (FQHCLA) networks. |
| Expanding the dental team | Pew charitable trust | Access/cost | Policy | Pew researchers used input from health economists and dentists to craft a methodological framework for analyzing practice records that empirically assessed changes in productivity, patient access to care, revenue, and other variables in these practices |
| Fall for smiles | Oral Health America | Quality of care/Education |  | Annual communications campaign (occurring Aug.-Sept.) that educates communities about the importance of healthy food choices, regular dental visits, brushing and flossing your teeth, and avoiding tobacco. |
| Fluoride legislative user information database | Children’s Dental Health Project(CDHP) | Quality of care/Access | IT/Measures | The CDHP develops scientifically grounded tools, resources and training to support state oral health programs as they build capacity and infrastructure. |
| Healthy people 2020  | Health and human services | Access/Quality of care/Workforce development/education | Policy | These are the objectives and measures laid down by the HHS to improve access and Quality of oral health care. |
| HHS Measure Inventory | National Quality measures clearing house(AHRQ) | Access/cost/ Quality of care | Measures | The HHS Measures Inventory is a repository of measures in use or in development by the agencies of the U.S. Department of Health and Human Services for Quality measurement, improvement, and reporting. |
| Improving Accessto Oral Health Carefor Vulnerableand UnderservedPopulations | Institute of Medicine(IOM) | Access | Policy | The committee was charged to assess the current oral health care system, to develop a vision to improve oral health care for vulnerable and underserved populations, and to recommend strategies to achieve the vision. |
| IQuaD dental trial | University of Dunde,UK | Education/Quality of care |  | The aim of this study is to compare the effectiveness and cost-effectiveness of theoretically based, personalized oral hygiene advice (OHA) or periodontal instrumentation (PI) at different time intervals (no PI; 6 monthly PI or 12 monthly PI) or their combination, for improving periodontal health in dentate adults attending general dental practice |
| Let’s talk teeth | Connecticut Oral Health Initiative | Education | Policy | The Connecticut Oral Health Initiative (COHI) launched the Let’s Talk Teeth Campaign With the purpose of informing the general public about the connection between dental care and a person’s overall health |
| Medicaid oral health performance improvement projects: A How-To-Manual for States | Oral health initiative (CMS) | Quality of care,  | Measures | An oral health performance improvement project (PIP) is a Quality improvement effort to improve oral health care for children and youth enrolled in Medicaid/ Children’s Health Insurance Program (CHIP) across three key areas namely utilization, Quality and timeliness |
| Medicaid Oral Health Learning Collaborative | Center for Health care strategies, Inc. | Access | Policy, IT | The teams from different states participated in the Initiative, which included peer-to-peer learning, as well as individual and group technical assistance from national experts in oral health Quality-improvement. |
| Medi-cal dental dashboard | California Department of Health Care Services | Quality of care | Measures/IT | The dashboard allows for easy interpretation and analysis of the Medi-Cal dental data and more effective monitoring of the dental plans. IT provides DHCS With the ability to easily modify parameters and create data visualizations to efficiently answer questions and make informed decisions by determining any driving trends or program issues in Medi-Cal dental care. |
| Medical Oral Expanded Care(MORE) | DentaQuest Institute | Access, Quality of care | IT | MORE Care (Medical Oral Expanded Care) is an Initiative of the DentaQuest Institute (DQI) With an aim of providing primary and secondary preventive oral health services in primary care medical offices to underserved populations, as well as testing optimal patient-centered referral systems between primary care and dental care teams. |
| Michigan’s Dental Registry | Michigan”s caries prevention program | Access/Quality of care | IT |  IT provides a web based platform that facilitates communication between primary care providers and dentists regarding pediatric patient oral health. IT is designed to document provided care, and place and track referrals to a dentist as needed. |
| Multiple projects | Dental Trade Alliance Foundation(DTA) |  Access/ Quality of care | IT/workforce development | DTA foundation awards grants to multiple dental projects which focus on improving access to oral health especially for underserved foundation. |
| National health care Quality and disparities report and national Quality strategy update | AHRQ | Access/Quality of care/cost | Policy | The National Quality strategy outlines the aims and priorities to address a range of Quality concerns in health care that affects most of the Americans. National health care Quality and disparities report address the progress made against these priorities in this comprehensive report. |
| National Interprofessional Initiative on Oral Health | DentaQuest Foundation |  --- | Workforce development | The National Interprofessional Initiative on Oral Health is filling the gap in professional education about oral health. This systems change Initiative is focused on embedding oral health competency into the education and training systems that support primary care clinicians.  |
| National Oral Health Innovation and Integration Network | DentaQuest Foundation | Access/Quality of care | Policy | The National Oral Health Innovation and Integration Network (NOHIIN) is leading a national movement to unify and empower Primary Care Associations (PCAs) and safety net providers to be champions of oral health as an essential component of good overall health. This network convenes virtually and in-person throughout the year to highlight challenges and promote best practices for integrating oral health into primary care at the community level.  |
| National Oral Health Quality Improvement Committee | DentaQuest Foundation | Access/Quality of care |  | The Committee is comprised of national leaders from dentistry, medicine, academia, business, government, and philanthropy who are tasked With developing a roadmap for an oral health care system that improves the oral health of all using the tools of Quality and accountability.  |
| National Oral Health Surveillance System (NOHSS) | CDC | Quality of care | Measures | NOHSS is designed to monitor the burden of oral disease, use of the oral health care delivery system, and the status of community water fluoridation on both a national and state level. NOHSS is designed to track oral health surveillance indicators based on data sources and surveillance capacity available to most states.  |
| Nordic Project | Nordic Council of Ministers | Quality of care | Measures | Developing Quality indicators for oral health care. |
| Oral Health 2020 | DentaQuest Foundation | Access/Quality of care | Measures | Some of the goals of this initiative is to improve access to dental care and build a comprehensive national oral health measurement system by 2020. |
| Oral Health and Nutrition Expansion and Enhancement Project | First 5 LA | Access/Education | Policy/IT | The First 5 LA Oral Health and Nutrition Expansion and Enhancement Project (OHN Project) coordinates oral health and nutrition efforts for children prenatal to 5 years old in Los Angeles County. Ensures that prenatal to 5 years old throughout L.A. County receive direct preventive and restorative oral health services, as well as education, outreach and referrals to providers to help establish a dental home by age 1. Provides significant capacity-building funds to community dental and primary health-care clinics in an effort to strengthen the dental safety net throughout L.A. County. |
| Oral Health and Nutrition-21st Century Dental Homes Project | First 5 LA | Access, Education | Policy | Establish a dental care delivery model based on AAPD's Dental Home for all children With main focus on infants/age one patients. |
| Oral Health Community Development | First 5 LA | Quality of care |  --- | The Initiative provides funding for water fluoridation infrastructure equipment construction to supplement existing fluoridation efforts to achieve optimally fluoridated water levels that prevent tooth decay, including dental caries in children.  |
| Oral Health Integration in the Patient-Centered Medical Home (PCMH) Environment | Qualis health | Access/Quality of care | Policy | This paper documents four community health center case studies where steps have been taken to have the medical and dental delivery systems work more closely together and to incorporate oral health in their Quality improvement processes. |
| Oral Health Quality Improvement in the Era of Accountability | W.K.Kellogg Foundation | Quality of care | Measures/Policy | The purpose of this report is to review the current status and trends in Quality measurement and improvement and describe efforts underway to expand and enhance those efforts. The report will also describe opportunities to use emerging oral health measurement and Quality improvement systems to improve and maintain the oral health ofthe U.S. population. |
| Oral health state plan | Louisiana Department of Health | Access/education/Quality of care | Measures/ policy | The main goals of the plan are to improve access, oral health awareness, and surveillance and evaluation of the oral health diseases. |
| Pediatric Measures | National Quality Forum | Quality of care | Measures | The report lays out several Quality measures to measure the Quality of oral care in children. |
| Pediatric Quality Measures Program | AHRQ | Access/Quality of care  | Measures | The PQMP focused on developing new and enhanced pediatric measures to improve children’s Quality of care through cooperative agreement grants With the seven PQMP Centers of Excellence (COEs). |
| Perinatal and infant oral health Quality improvement initiative | HRSA | Access/Cost/Quality of care | IT/measures/ Policies. | The goal of the Perinatal and Infant Oral Health Quality Improvement (PIOHQI) Initiative is to reduce the prevalence of oral disease in pregnant women and infants through improved access to high-Quality oral health care (i.e., preventive services, restorative treatment, education) |
| Project Engage | Temple university school of dentistry, United Healthcare, United Health Foundation, Colgate Palmolive Company, and the state of Pennsylvania | Access/Quality of care | IT/Workforce development | Coordinates the dental care of young children (0-5 years) who have not seen a dentist before the start of the project, children who have received dental care under general anesthesia or intravenous sedation, and pregnant women. Project ENGAGE has also initiated an oral health registry that uses dental claims information and medical histories to identify children that are at greatest risk of developing disease, mainly tooth decay.  |
| Quality oral health care in Medicaid through health IT | NORC, Chicago | Quality of care | IT | This is a report prepared by NORC, chicago for AHRQ on whether and how health IT (health IT) andthe Medicaid EHR incentive program can be used as tools to improve access to Quality oral health care forchildren enrolled in Medicaid and the Children’s Health Insurance Program (CHIP). |
| Readability of pediatric health materials for preventive dental care | Department of Dental Public Health Sciences, School of Dentistry, University of Washington | Education/Quality of care |  | This study examined the content and general readability of pediatric oralhealth education materials for parents of young children. |
| School-Based Comprehensive Oral Health Services | HRSA | Access/Education |  | The School-Based Comprehensive Oral Health Services (SBCOHS) grant program's purpose was to demonstrate successful integration of comprehensive oral health services into primary care in an existing school-based health center (SBHC) |
| Smiles for life | Society of Teachers of Family Medicine | Education |  | Smiles For Life produces educational resources to ensure the integration of oral health and primary care |
| State Oral Health Workforce Improvement Program (SOHWI) | HRSA |  | Workforce development | HRSA’s State Oral Health Workforce Improvement Program (SOHWI) provides grants to states to help develop and implement innovative programs to address the dental workforce needs of designated Dental Health Professional Shortage Areas |
| The effect of different methods of remuneration on thebehavior of primary care dentists | University of Manchester | Cost/Quality of care |  | The study describes the changes in dentist behavior and the quality of care provided to the patient in relation to the method of reimbursement. |
| The State of Health Care Quality Report (HEDIS Measures) | National Committee for Quality Assurance | Access | Measures | This report is published annually which access annual dental visits of Medicaid members aged between 2yrs-20 yrs. |
| US preventive services task force annual reports on evidence based recommendations about clinical preventive services. | AHRQ | Quality of care |  Measures | U.S. Preventive Services Task Force is an independent, volunteer panel of national experts in prevention and evidence-based medicine. The Task Force works to improve the health of all Americans by making evidence-based recommendations about clinical preventive services such as screenings, counseling services, and preventive medications. |
| Virtual dental home | Pacific Center for Special Care | Access/Quality of care | IT/Workforce development/policy | The Virtual Dental Home (VDH) creates a community-based oral health delivery system in which people receive preventive and simple therapeutic services in community settings where they live or receive educational, social or general health services. IT utilizes the latest technology to link practitioners in the community With dentists at remote office sites. |
| West Virginia oral health initiative | BenedumFoundation | Access/Education. | workforce development | Improving the oral health status of West Virginia residents through public awareness, provider training, dental screenings, and access to dental care |
| WHO Oral Health Country/Area Profile Programme(CAPP) | WHO | Access/ Quality of care |  Measures/Policy | The CAPP database is based on national oral health surveys, publications from national health bulletins and personal communications. Additionally, the dentition status information, as well as periodontal diseases information, have been retrieved from bibliography databases such as PubMed and Google. |
| Wisdom tooth Project(WTP) | Oral Health America | Access/Education/  |  Measures/Policy | This project educates the older adults about importance of the oral health care and also advocates for better policies to increase the access to oral health care for older adults. |

# Table 2

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Name of Projects/Initiatives/Study** | **Organization/Agencies/Programs** | **Category 1** | **Category 2** | **Description** |
| Oregon State Performance Improvement Project | Oregon Medicaid Program | Quality of care | Measures/Policy | Provides incentive measures for CCOs on sealants and for foster children to receive dental care. Sealant measure in place due to policy changes. |
| Delaware State Performance Improvement Project | Delaware Medicaid Program | Cost/Quality of Care | Measures/Policy | Managed care medical; the program was able to get MCOs to focus on oral health through PCP, and a Fluoride Varnish program, by inserting it into the Medicaid contract. USPSTF recommendations and reimbursement for FV were major drivers for behavior change. Project measures the # of pediatricians applying Fluoride Varnish, # of children getting to the dentists following referral, and the # of children treat/not treated.  |
| Texas State Performance Improvement Project | Texas MCOs/Medicaid | Access/Cost/Quality of care | Measures | Uses DQA sealant measures to increase utilization of preventive services. |
| Kentucky State Performance Improvement Project | Kentucky Medicaid Program | Access | Measures | Paying dentists for patients that missed appointment to track percent and number of no-show appointments |
| Arizona’s Strategies for Increasing Oral Health Access for Children | Arizona Health Care Cost Containment System | Cost/ access/ education | Measures/Policy | Arizona works closely with its contracted health plans to increase fluoride varnish application and dental referrals by primary care providers; increase the number of beneficiaries who have selected a dentist; educate dental providers; and outreach to enrolled families. |
| New Hampshire Women, Infants, and Children (WIC) Pay-for-Prevention Project | New Hampshire Division of Public Health Services | Cost/Education | Measures | The state’s pay-for-prevention project successfully launched to improve oral health of pregnant women, infants, and children via dental education and service delivery at WIC sites.  |
| Increasing Dental Service Utilization Among California’s Low-income children | Children Now, California Department of Health | Access | Measures/Policy | Works to engage Child Health and Disability Prevention program to identify children who have not been to the dentists and promote/strengthen the medical/dental collaboration in LA County |
| Virginia Smile for Children | VA DentaQuest | Access/ Education | Measures | Works to increase the number of children ages 6-9 enrolled in Medicaid or CHIP who receive a sealant; Preventistry program |

1. https://www.nap.edu/catalog/13444/best-care-at-lower-cost-the-path-to-continuously-learning [↑](#footnote-ref-1)