The Importance of Patient-Centered Care

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Patient-centered care: “is respectful of and responsive to individual patient preferences, needs, and values [and those of family and friends] and ensures that patient values guide all clinical decisions”

Crossing the quality chasm: a new health system for the 21st century. IOM 2001
Patient Centered Medical Home

Patient Centered Care (PCC) is at the root of the *patient-centered medical home and dental home* (PCM-DH): An evolving model of care designed to address disease prevention and chronic disease treatment.
Patient Centered Medical Home

The patient-centered medical home’s aim is to improve patient outcomes and reduce costs.
PCC Improves Outcomes

• Identifying patients’ modifiable health risks and providing behavior change interventions.

• Improving Patient Satisfaction
PCC Builds Patient Satisfaction

• Patients who are satisfied are more compliant with treatment recommendations

• Studies find positive associations between patient satisfaction and clinical outcomes.

• Satisfaction improves post-operative experience, including pain reduction

The Importance of Patient-Centered Care
PCC and Oral Healthcare

• Chronic oral disease treatment and management
  Carries (ECC and Adult)
  Periodontal conditions

• Improve Patient Adherence
  Prescription and Treatment recommendations

• Improve Safety

• Cost Containment
Early Childhood Caries is the most chronic disease affecting US Children. It is 5X more common than asthma and 7X more common than hay fever, and preschool caries rates are rising, having increased by 15% in recent years to 28%.
PCC and Oral Healthcare

Patient centered approaches to caries prevention and management have been modeled from medical management of chronic conditions such as diabetes and asthma have been published in the dental literature.

PCC approach has demonstrated better clinical outcomes when compared with conventional approach to caries management:
- Lower rates of new cavitated lesions (63% reduction in risk)
- Lower incidence of pain
- Lower need for OR care
Patient Adherence

• 25 percent of prescriptions may not be filled.

• 50 percent of patients are not adherent with long-term prescriptions within six months

Doxycycline, Fluoride Supplements, Fluoride Rinse/Paste
Patient Adherence

50 to 70 percent of patients do not adhere to suggested oral hygiene procedures up to 30 days after receiving instructions.
Patient Adherence

Treatment Plan
Acceptance

Post operative instruction

Use and maintenance of provided care
Strategies to Implement PCC

• Agree on one problem
• Negotiate reasonable goals
• Generate options
• Decide on mutually agreeable and feasible plan
• Test Patient knowledge
• Screen for readiness
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Current Practice

- Health History
- Chief Complaint
- Diagnostic Exam
  - Radiographs
  - Diagnostic Related Services

Treatment Options
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Current Practice

Treatment Options

Patient Preferences

Clinicians Preferences

Treatment Plan
Evidence Based Decision Making

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Strategies to Implement PCC

• Educational – *Oral Health Literacy*
  • Verbal
  • Written

• Behavioral
  • Contact- phone, mail, e-media

• Affective
  • Counseling; Home visits
Strategies to Implement PCC

Patient Centered ePortal-

• Patients can complete a survey on their visit/experience
• Patients can request appointments
• Patients can make payments online
Strategies to Implement PCC

Health Literacy – Text and eMail

- Send patients care instructions
- Send compliance reminders
- Send appointment reminders
- Send patients reminders to address recommended care
Oral Health Literacy is "the degree to which individuals have the capacity to obtain, process and understand basic health information and services needed to make appropriate oral health decisions."

ADA Policy 2006:316
ORAL HEALTH LITERACY

Nearly nine out of ten U.S. adults find it hard to use the health information they get from their health provider’s office, in the media and even in their communities.

National Assessment of Adult Literacy (NCES 2006-483).
Oral Health Literacy Retreat!

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ORAL HEALTH LITERACY

**Patient Education**
- Culturally appropriate
- Verbal Scripts
- Visual Print Materials
- Multi-Media
  - http://2min2x.org/

**Test Knowledge**
- Have patient repeat back

**Survey from visit to visit**

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**ORAL HEALTH LITERACY**

**Oral Health Self Management Goals for Parents/Caregivers**

<table>
<thead>
<tr>
<th>Patient Name</th>
<th>DOB</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Regular dental visits for child</th>
<th>Dental treatment for family</th>
<th>Brush twice a day</th>
<th>Brush with fluoride toothpaste</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wean off bottle (no bottles for sleeping)</td>
<td>Less or no juice</td>
<td>Only water in sippy cups</td>
<td>Drink tap water</td>
</tr>
<tr>
<td>Healthy snacks</td>
<td>Less or no junk food and candy</td>
<td>No soda</td>
<td>Use xylitol gums, spray, gel, or dissolving tablets</td>
</tr>
</tbody>
</table>

**Important:** The last thing that touches your child’s teeth before bedtime is the toothbrush.

**Self Management Goals:**
1. 
2. 
3. 

On a scale of 1-10, how confident are you that you can accomplish these goals? 1 2 3 4 5 6 7 8 9 10

**Parent/Caregiver Signature:**

**Practitioner Signature:**

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**American Academy of Pediatrics**

**National Interprofessional Initiative for the Health of All Children**

**Bright Futures**

**The Importance of Patient-Centered Care**
IMPLEMENTATION

Standards and Guidelines for NCQA’s Patient-Centered Medical Home 2011

• NCQA measures recognize PCMH entities
IMPLEMENTATION

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IMPLEMENTATION

Does PCC Achieve Triple Aim Goals?

- improving the experience of care
- improving the health of populations
- reducing per capita costs of health care
IMPLEMENTATION

Benefit Plan Reimbursement is needed for:

• caries risk assessment

• non-surgical management of caries

• more frequent management visits

• education and counseling
Implementation

A transformation must occur for dentists who practice independently with minimal staff support or use of IT.

Advisory Committee on Training in Primary Care Medicine and Dentistry 2008
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Thank You!
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