MEDICAL + DENTAL INTEGRATION
ORAL HEALTH WELLNESS MANAGEMENT

Presented by: Dr. Daniel Pihlstrom
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TODAY’S AGENDA

• Medical & Dental integrated care with focus on chronic conditions
• Kaiser Permanente’s oral health program description
• Promoting wellness and measuring outcomes
• Innovation and the future of medical/dental integration
• Presenting new models of care at Kaiser Permanente
THE PRICE OF HEALTH
CHRONIC DISEASE OUTCOMES AND COSTS

- Type 2 diabetes-related costs: $2,840 or 40.2%
- Stroke-related costs: $5,681 or 40.9%
- Heart disease-related costs: $1,090 or 10.7%
- Pregnancy-related costs: $2,433 or 73.7%
PROFILE OF AN INTEGRATED MEMBER

- Has a lower BMI and is less likely to smoke
  
  Compared to medical only members

- Fewer visits to the hospital and ER
  
  Compared to medical only members

- KPNW’s actuarial team documented cost reductions of $11.1 million after the first year for patients with diabetes and/or cardiac conditions who use dental services

- Higher adherence to 7 of 11 HEDIS quality outcomes
Diabetic population receiving dental care have lower costs per member per month (PMPM) than those NOT receiving dental care; after adjusting for patient characteristics.

**Overall costs Savings**
Diabetic population receiving dental care had $129 PMPM lower costs overall than those NOT receiving dental care

**Inpatient Cost Savings**
Diabetic population receiving dental care had $101 PMPM lower inpatient costs than those NOT receiving dental care

**ED-Urgent Care Savings**
Diabetic population receiving dental care had $13 PMPM lower ED/urgent costs than those NOT receiving dental care
USING ORAL HEALTH PROVIDERS AS EXTENDERS OF PRIMARY CARE TO IMPROVE HEALTH OUTCOMES

Wellness and Preventive Care

Tobacco Cessation
Diabetes
Colorectal Cancer Screening
Breast Cancer Screening
Blood Pressure Assessment
Childhood Immunization Screening & Well Child Visits
Cervical Cancer Screening

5.7% of dental program assisted referral and nicotine replacement therapy product accepted

20%-25% smokers who enroll in a cessation program including medications will successfully quit.

$3,400 medical savings per year for each employee that quits smoking – according to the CDC.
• Dental ranks **2nd** out of 43 specialties in addressing medical care gaps (63.2% of dental visits receive a patient friendly handout*)
• Across 8 key HEDIS measures, Dental ranks in the top 4 specialties, and in two cases ranks number 1:
  – Breast cancer screening
  – Colorectal cancer screen

*10,556 patient friendly handouts out of 16,712 visits with a care gap opportunities in January 2017
Kaiser Permanente is Launching Oral Care Gap Closure in the North Service Area Medical Offices in 2017

Care Gap Reminders Include:

• All diabetic patients that have not been in for a dental visit in 15+ months
• For children ages 1-4 that have not had a dental appointment
STRATEGIES TO LEVERAGE CLINICAL OUTCOMES
Oral Health Status and Chronic Disease

This chart reflects PEBB members with a chronic medical condition* compared to total PEBB membership.

The largest number of PEBB members with a chronic disease are in the Maintenance category (OHS-2) or have not been in for an exam in 15 months or more (OHS-4).

*Chronic Medical Conditions: Diabetes, Chronic Kidney Disease, Heart Failure, Hypertension, Asthma, Coronary Artery Disease, Prenatal, or Smoker.
KAISER PERMANENTE'S
CEDAR HILLS MODEL
MEDICAL+DENTAL INTEGRATION (MDI)

New ways we are providing care

MDI Vision: Provide an integrated medical and dental experience that is a new standard for high-quality, convenient and affordable health care.

KP HealthConnect
Integrated Health Record

- One single platform and supporting infrastructure for the KP EHR
- Integration of appointing, billing and claims functions
- View and cancel upcoming dental appointments
- Scalable and flexible technology supporting growing membership, integrated facilities and new care delivery models (mobile, worksite, teledentistry, virtual dental home)

Cedar Hills Dental and Medical Office

- Full service dental office with medical appointments for minor injuries, illnesses and preventive services.
- Convenient one-stop check-in for medical and dental
- Unified system to identify care gaps in advance
- Warm hand-off of the patient between dental & medical
THE ROAD TO DENTAL CARE IS SHORTER WITH KP DENTAL

Care at Cedar Hills (Medical + Dental Office)
1. Member arrives for dental procedure
2. Member has high blood pressure
3. Stop Care
4. Member must call to make a medical appointment
5. Member takes time off from work and drives to medical office
6. Member receives primary care in the same office
7. Dental staff helps schedule member another dental appointment
8. Member drives to dental office
9. Member receives dental care

Dental Care Complete Week 2

Care Outside Cedar Hills
8. Member takes time off work again and drives to dental office
9. Member receives dental care

Dental Care Complete Week 8
MEDICAL/DENTAL INTEGRATION
FUTURE MODEL OF CARE (Cedar Hills Location Pilot)

Service
- Improved member satisfaction
- Improved brand value

Quality
- Care gap closure rate
- Referral rate
- Diagnosis refresh (Medicare)

Affordability
- Utilization/services per appointment time
- Saved primary care visits

Member Satisfaction (↑)
HEDIS Ratings (↑)
Time (↓) Productivity (↑)
Meeting our patients where and when they want care. Offering our patients on-demand options to connect with our high quality providers – by phone, email, or in-person.

**NEW TECHNOLOGY**
- Kp.org (& mobile app)
- E-mail your dentist
- Teledentistry
- Schedule appointments online
- Text reminders

**ALL-UNDER-ONE-ROOF**
- Medical-dental co-location
- New care models
- Medical-dental appt in one visit
- Greater level of coordinated care

**ORAL HEALTH MANAGER**
- Member after visit health report card
- Medical assist in dental referrals
- Dentist Panel Management Tool
Kaiser Permanente
Dental Innovation and Integration

Member satisfaction, care quality, overall wellness

Medical cost plan by managing members’ overall health
Thank you for the opportunity to serve you and PEBB members.
APPENDIX
REFERENCES

I. Kaiser Permanente Center for Health Research, Comparison of HEDIS Outcomes Among Dental/Medical vs. Medical Only Population (2013).


III. Kaiser Permanente Northwest actuarial data (claims analyzed over a two-year period from 2011–2013. Savings based on 6,872 commercial and 2,767 Medicare members).