

KAISER PERMANENTE DENTAL

MEDICAL + DENTAL

INTEGRATED CARE FOR A HEALTHIER, HAPPIER YOU

PEBB Meeting Dental Update

Presented by:

Dr. Daniel Pihlstrom, Associate Director, Evidence Based Care and Oral Health Research

Nick Abraham, Dental Manager

March 20, 2018

Confidential to Kaiser Permanente



KP DENTAL AGENDA

- Kaiser Permanente Dental Rate History
- Present & Future State of Total Health Integration of Preventive Care & Wellness
- Dental Health Integration Activities with Medical
- Kaiser Permanente Helping PEBB Achieve the Triple Aim Objectives

Kaiser Permanente Dental Rate History

Year	2011	2012	2013	2014	2015	2016	2017	2018	2019	Average
Kaiser Permanente Dental Rate Increase	1.55%	3.10%	4.00%	4.00%	4.03%	7.69%	4.46%	0.00%	TBD	3.6%

PRESENT & FUTURE STATE OF TOTAL HEALTH

Integration of Preventive Care & Wellness



PRESENT STATE

- Pre-appointment booking (six months in advance for certain high-risk patients and pediatric members).
- Automated reminder call & text system to notify members to schedule their exam/hygiene appointment six weeks in advance of their planned appointment due date.
- KP.org email & text reminders for members upcoming scheduled appointments.
- Members can view appointments online and on the KP mobile app as soon as they are scheduled. We also offer online confirmations of their appointments, and their after-visit summary online after their visit is complete.
- Family Practice and Pediatric clinicians complete an oral health assessment and apply fluoride varnish to the primary teeth of infants and children at well-child visits.
- **Medical** providers assist in closing **oral health** preventive and chronic condition care gaps

FUTURE STATE

- Dental staff schedule medical appointments to close care gaps while patient is in the dental office (Cedar Hills pilot)
- Co-located dental office design with primary care or LPN
- New technology including kp.org, online dental appointments and email your dentist
- Dental provider population health and panel management tool
- Member after visit report card
- Measurement of primary care visits saved from coordinated care (Cedar Hills pilot)

KP Dental Care Made Easy



kp.org



KP Mobile App

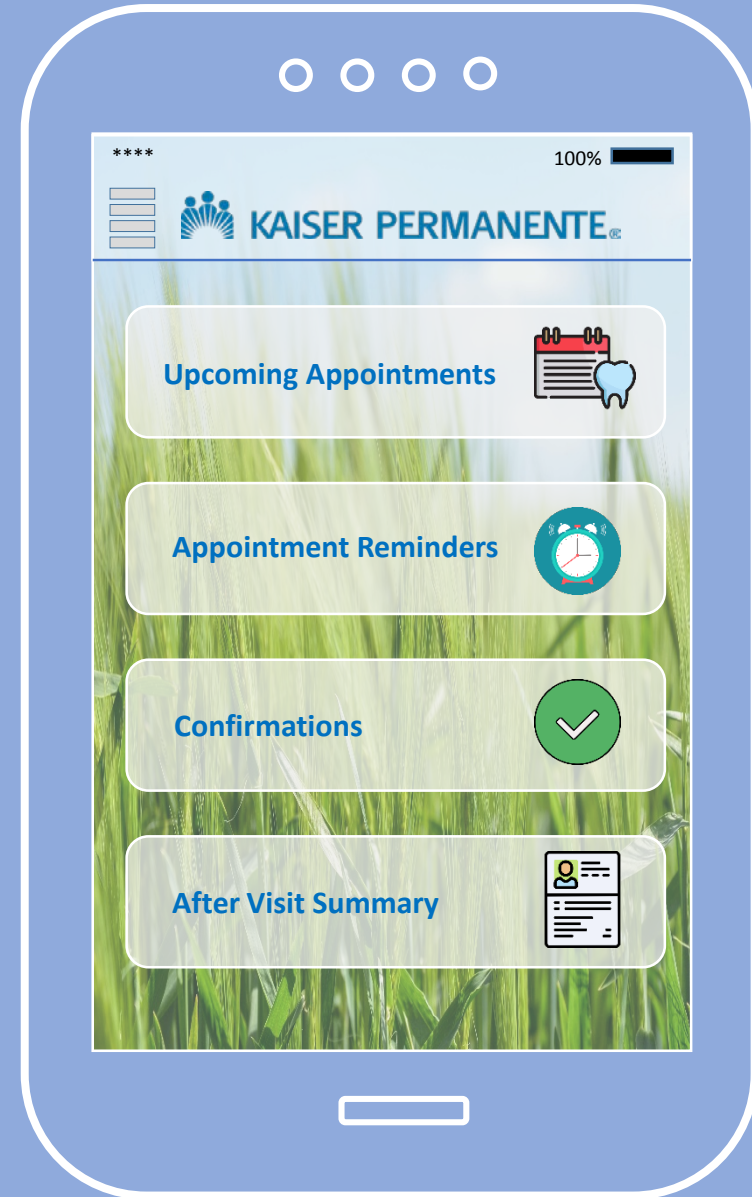
Available Online

(Active dental members with KP medical currently have access to these online features)

- View and cancel appointments
- Online confirmations for appointments
- Text message and email reminders for appointments
- After visit summary online after visit is complete

Still In Progress

- New member online appointment



USING MEDICAL HEALTH PROVIDERS AS EXTENDERS OF DENTAL CARE TO **IMPROVE ORAL HEALTH OUTCOMES**



Kaiser Permanente implemented Oral Care Gap Closure in the North Service Area Medical Offices in 2017

Care Gap Reminders Include:

- All diabetic patients without a dental visit in the past 15 months or more
- For children ages 1-4 that have not had a dental appointment

MEDICAL + DENTAL

INTERGRATED CARE FOR A HEALTHIER, HAPPIER YOU

- ▶ Kaiser Permanente members with both medical and dental coverage get the integrated, personalized care, which makes a real difference to the bottom line.
- One electronic medical health record (HMO members with medical + dental)
- Consistent, coordinated, high-quality care
- Focus on total health, the right care instead of more care
- Improve medical care gap closure

▶ BENEFITS OF MEDICAL + DENTAL

Here's some examples of member stories and MDI accomplishments:

- End state renal disease patient received a **three-in-one** visit (new dental exam, cleaning, and blood draw) in the same visit to receive rapid clearance for kidney transplant list.
- A patient with **high blood pressure** received dental care within 2 weeks instead of the standard 8 weeks.
- Pediatric patient received a **physical exam in the same office** before her oral surgery while her siblings received their immunization boosters.
- Patient with chronic autoimmune condition benefited from our **electronic health record** which allowed her dentist to see her prescriptions.
- Medicare 5-star Rating: KP Dental helped **close 271 A1C care gaps** at 66% success rate connecting members to lab after their dental appointment.
- Improving Flu Vaccination Rates: Embedded medical assistant provided **flu shots to 194 patients in the dental chair** for two weeks in late October and early November.

PREVENTIVE CARE MARKETING AND PROMOTION



- Cedar Hills Medical and Dental office videos from members highlighting medical-dental integration.



- KP Dental completed the first in a series of animated videos addressing a range of dental health topics. The first topical video (“How to Keep Your Teeth for Life”) was released in February – timed with National Children’s Dental Health Month.



SERVICE

34 dental operatories added with the openings of 2 new dental offices in 2017 equating to **52,000** more appointments. We will continue to extend our infrastructure and service in 2018-2019 to better support our members and continue membership growth.

7% increase in hygiene appointment fill rate through schedule optimization. We made significant changes in our scheduling design in early to mid-2017 to target additional improvements in fill rates to increase the productivity of our providers.

97% reduction in average speed to answer calls as the results of our expanded Dental Contact Center and process improvements. Calls are being answered in an average of 27.6 seconds as of December 2017 and has remained low and steady.



QUALITY

EPIC Kaiser Permanente Dental

implemented **EPIC HealthConnect** in all dental offices in 2017 allowing dental providers access to information that ensures they are providing high quality, safe dentistry. Dental providers are also able to communicate directly with the patient's primary care provider through the systems in order to better coordinate care.

27 continuous years of accreditation by the **Accreditation Association for Ambulatory Health Care (AAAHC)** since 1990. All 20 Kaiser Permanente Dental Offices in the Northwest have earned dental home accreditation recognition. It is the only AAAHC-accredited dental home in the Northwest, and one of only four in the nation to achieve dental home accreditation.



AFFORDABILITY

\$900,000 (19%)

reduction in specialty referral in 2017. We internalized hundreds of thousands of dollars of specialty care in 2017 and will see economic improvements from internalization continue to manifest in 2018 and 2019.

\$450,000 estimated savings in

2018 from supply chain optimization and vendor improvement. We undertook numerous changes to our vendor relationships and changed the way we order and inventory in the clinics to deliver greater savings.



Highly Effective Care Teams

Personnel and staff working at the full scope of their practice, providing the optimal mix of dental providers and support to deliver affordable, efficient and quality dental care.