

KAISER PERMANENTE NORTHWEST

AFFORDABILITY INITIATIVES | DENTAL

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Attachment 6c

KAISER PERMANENTE AGENDA

- **Access, Facility and Expansion Updates**
- **Affordability Initiatives**
 - **Technology Improvements**
 - **Specialty Referrals**
 - **Highly Effective Care Teams**
- **PEBB – KP Dental Utilization and MDI Experience**

INTEGRATED

CONVENIENT CARE



20 offices

Eugene, OR – Longview, WA

Coming July 2019
Salem Keizer Dental Office



165 dentists



General care

All Offices

Specialty care

Select Offices
Orthodontics, Endodontics,
Oral Surgery, Periodontics



Emergency and urgent

dental care
available 24 hours a day, 7
days a week



Saturday appointments

available at select locations
for dental cleanings

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Technology

KP HealthConnect Dental

What you need to know...

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.

> What's New?

- Offering online appointment for **NEW members**.
- Offering **Online Hygiene Appointments** with scheduling tickets at Oregon City and Tigard Dental Office. **(Plan to implement program wide by year-end 2019).**

> Upcoming Technology Enhancements

- Check-in Kiosks, **Express Check-in**, **Online Bill Pay**, Virtual Care, 3D Teeth Impression Scanning Technology.

Specialty Referral Internalization

What you need to know...

Kaiser Permanente Dental Program has been making a concerted effort to minimize external referrals. We have internalized hundreds of thousands of dollars of specialty care in 2018 and will see economic improvements from internalization continue to manifest in 2019 and 2020.

\$1.4M (44%) reduction in specialty referral in 2018.

9K reduction in distinct patients referred in 2018 (13K since 2016).

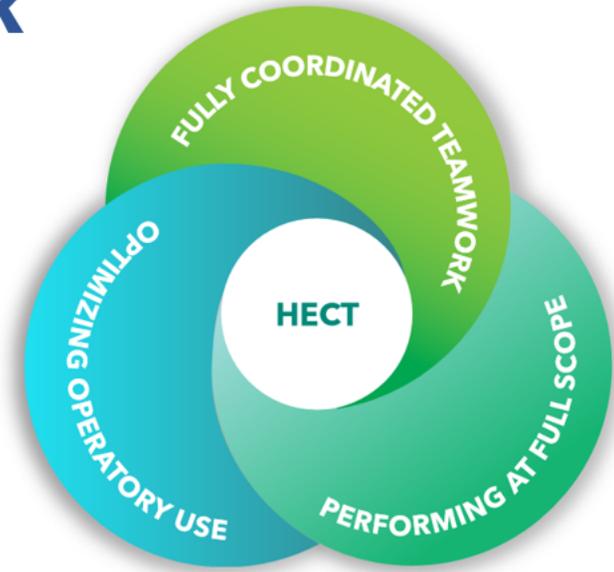
Salem

\$400K reduction planned for 2019 and **\$991K** in 2020 with the addition of **Keizer Station Dental Office** opening in July 2019.

HECT FRAMEWORK

Experience/satisfaction: This model is also not just about production/efficiency, but **easier scheduling for patients/members** because dentists will be able to spend more time on patient care and less on administrative tasks improving the experience and the availability of appointments.

Quality/Affordability: Also, this model should allow dentists and hygienists to focus on **population management** through a team approach that will improve quality while **enhancing the experience and lowering the costs.**



Highly Effective Care Teams (HECT) Plan

What you need to know...

2019 HECT Implementation: Salem Area

In 2017-2018 we saw Cedar Hills, Johnson Creek, Glisan and Beaverton dental offices go live with HECT. **Our focus for 2019 is on Q3 HECT implementation at Skyline, North Lancaster and the new Keizer Station dental offices.**

We added **30% more Emergency appointments** on Saturdays through a multi chair model.

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OUR DENTAL VISITS COME WITH SOMETHING EXTRA

Medical-Dental Integration (MDI)



KP Dental CARE MODELS make it convenient for members to stay healthy by integrating medical with dental.

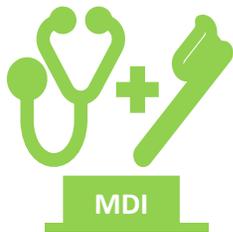


It's one more reason to smile when you're here.

The following are three examples by location type that illustrate care coordination closing care gaps.

Medical-Dental Integration (MDI)

PEBB _ KP Dental
Utilization/Experience



PEBB – KP Dental MDI Experience

62% of PEBB members are utilizing KP Dental clinics with an embedded or co-located KP medical facility, providing a **one-stop shop experience for the members**.

1,766 medical care gaps closed for **3,538 PEBB members** with a dental visit in 2018 supporting their **total health** (January-December 2018).

598 medical care gaps closed for **2,752 PEBB members** at Salem – Skyline Dental Office including **144 diabetes-related care gaps** (January-December 2018).

432 medical care gaps closed for **1,536 PEBB members** at Salem – North Lancaster Dental Office including **201 diabetes-related care gaps** (January-December 2018).

**Thank you for the opportunity to
serve you and PEBB members.**

APPENDIX

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Access and Facility Expansion 2018-2019

BEAVERTON (Replacement: Dec 2018)



Specialty:
General Dentist
*Kiosk check-in available.

KEIZER STATION (New: July 2019)



Specialty:
General Dentist
Oral Surgeon
Pediatric Dentist
Orthodontist
*Kiosk check-in available.

Facility Expansion

What you need to know...

Keizer Station Dental Office will open with 22 exam/operatories and provide both **general and specialty dentistry services**. The office will support patient access in the Salem area. The Keizer Station dental office building will be located right next to the existing KP Keizer Station Medical Office.

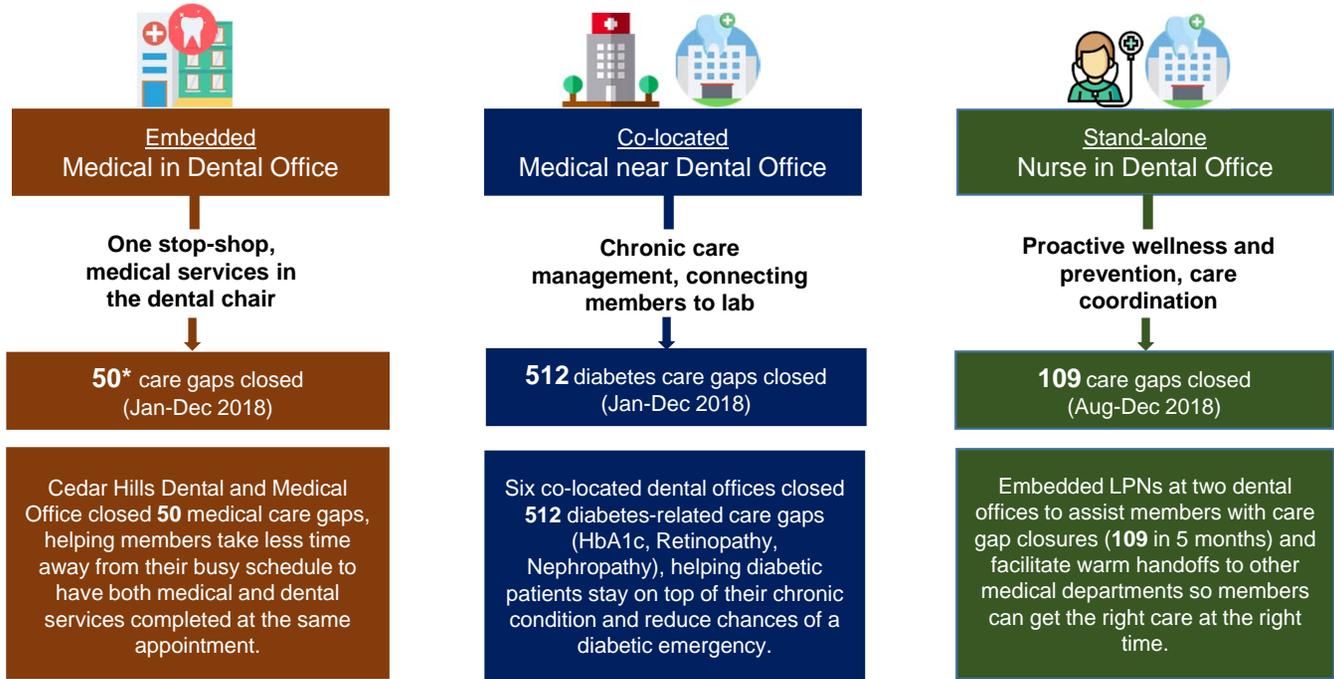
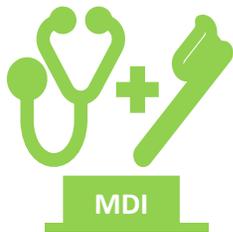


KP Dental: Facilities & Dentists
20 offices | 165 dentists

KP Dental CARE MODELS make it convenient for PEBB members to stay healthy by integrating medical with dental.

Medical-Dental Integration (MDI)

PEBB _ KP Dental Utilization/Experience



*This number is lower in comparison to our book of business because most of PEBB members only use our Salem locations.



Medical Services in the Dental Chair

Medical-Dental Integration (MDI)

Embedded: Medical in Dental Office

1,450 care gaps closed
(Jan-Dec 2018)

Cedar Hills Dental and Medical Office closed **1,450** medical care gaps, helping members take less time away from their busy schedule to have both medical and dental services completed at the same appointment.



Chronic Care Management

Medical-Dental Integration (MDI)

Co-located: Medical near Dental Office

Total Opportunities: **20,291**

Kaiser Permanente Diabetic Members with Medical and Dental

2,020 diabetes care gaps closed

(Jan-Dec 2018)

Six co-located dental offices closed **2,020** diabetes-related care gaps (**HbA1c, Retinopathy, Nephropathy**), helping diabetic patients stay on top of their chronic condition and reduce chances of a diabetic emergency.



Stand-alone: Nurse in Dental Office

Medical Services at Glisan and Beaverton Dental Offices Include:

Closing medical care gaps

Checking blood pressure

Seasonal flu shots

Vaccinations

Blood draws for lab testing

Scheduling mammograms, well child visits, and more

Wellness and Prevention

Medical-Dental Integration (MDI)

2,607 care gaps closed
(Aug-Dec 2018)

Embedded LPNs at two dental offices to assist members with care gap closures (2,607 in 5 months) and facilitate warm handoffs to other medical departments so members can get the right care at the right time.

After Visit Summary (AVS) Enhancement 2019

- Kaiser Permanente Dental will launch an after dental visit summary, providing members their **oral health status** with **instructions** to keep their mouth healthy.

Member Scorecard

Tooth Decay Risk

Your risk of new cavities in the future is:



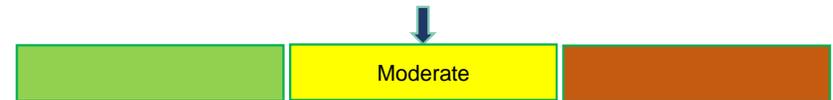
You have teeth with cavities – but most small cavities do not require fillings to treat. Patients with tooth decay are at higher risk for more cavities in the future. You can reduce your risk by doing the following:

- Get dental fillings to repair teeth with deeper cavities (if recommended)
- Reduce the amount of sugary beverages (soda, juice, energy drinks) and candies in your diet
- Brush your teeth for 2 minutes twice a day and floss regularly
- Get a fluoride treatment at each dental visit (up to 4 times per year)
- Use a prescription strength fluoride toothpaste (if prescribed) or use an over-the-counter fluoride rinse
- Have dental sealants placed (if recommended)
- Return for regular dental cleanings and checks (about twice per year)

Member Scorecard

Gum Disease Risk

Your risk of gum disease in the future is:



You have signs of moderate gum disease and bone loss around your teeth. You can reduce your risk of developing advanced forms of gum disease by doing the following:

- Brush your teeth for 2 minutes twice a day and floss regularly
- Return for regular dental cleanings and checks (about twice per year) as recommended by your dental team
- Quit or reduce smoking (if you smoke)
- Manage your blood sugar (if you have diabetes)

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 2019

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