Interacting With Each Other

✓ Mute yourself when not speaking (using your computer or phone)

✓ Make sure video is ON

Question?
Comment?

Raise your hand

OR

Chat in to
"All Participants"

Today's Agenda

01   **Looking Back**

02   **Looking Ahead**

03   **Wrap Up & Next Steps**

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Learning Objectives

Participants will be able to:

1. Describe concepts covered throughout the COrHT Initiative

2. Identify care strategies and ideas to take back to health centers

3. Understand considerations for sustaining changes and improvements to care delivery within health centers

LOOKING BACK: COHRT EXPERIENCE

How We Got Here

May 4, 2020
Choices for the "New Normal"

Donald M. Berwick, MD, MPp[1]

» Author Affiliations | Article Information

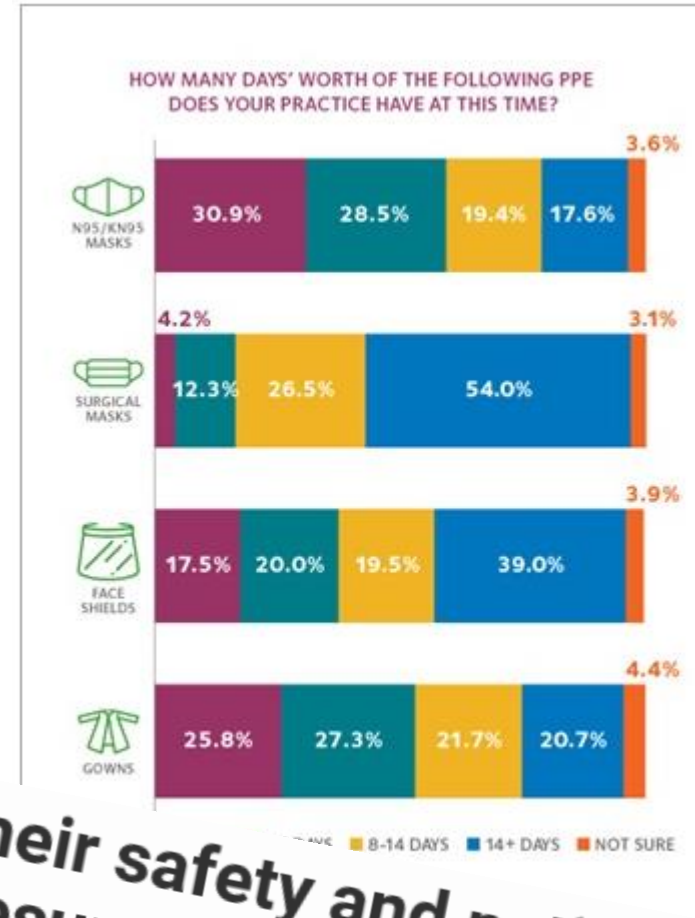JAMA. Published online May 4, 2020. doi:10.1001/jama.2020.6949

Editorial Comment

Interviews

The severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2) has only 15 gen... 30 000 in the human genome. But it is a stern teacher, indeed. Answers to the qu... reshape both he... ...e and society as a whole.

...he consequences of this pandemic will be in 6 mon... ...h novel systems and assumptions will repl...

No one can s... 60. Some "...

Dental hygienists fear for their safety and patients' when elective procedures resume

HOW MANY DAYS' WORTH OF THE FOLLOWING PPE DOES YOUR PRACTICE HAVE AT THIS TIME?

N95/KN95 MASKS	30.9%	28.5%	19.4%	17.6%	3.6%
SURGICAL MASKS	4.2% 12.3%	26.5%	54.0%		3.1%
FACE SHIELDS	17.5%	20.0%	19.5%	39.0%	3.9%
GOWNS	25.8%	27.3%	21.7%	20.7%	4.4%

8-14 DAYS 14+ DAYS NOT SURE

OSHA Guidance Summary: Preparing Workplaces for COVID-19

ADA.

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6

What We've Covered

Teledentistry

Infection Control

Minimally Invasive Care

Population Health Mgmt.
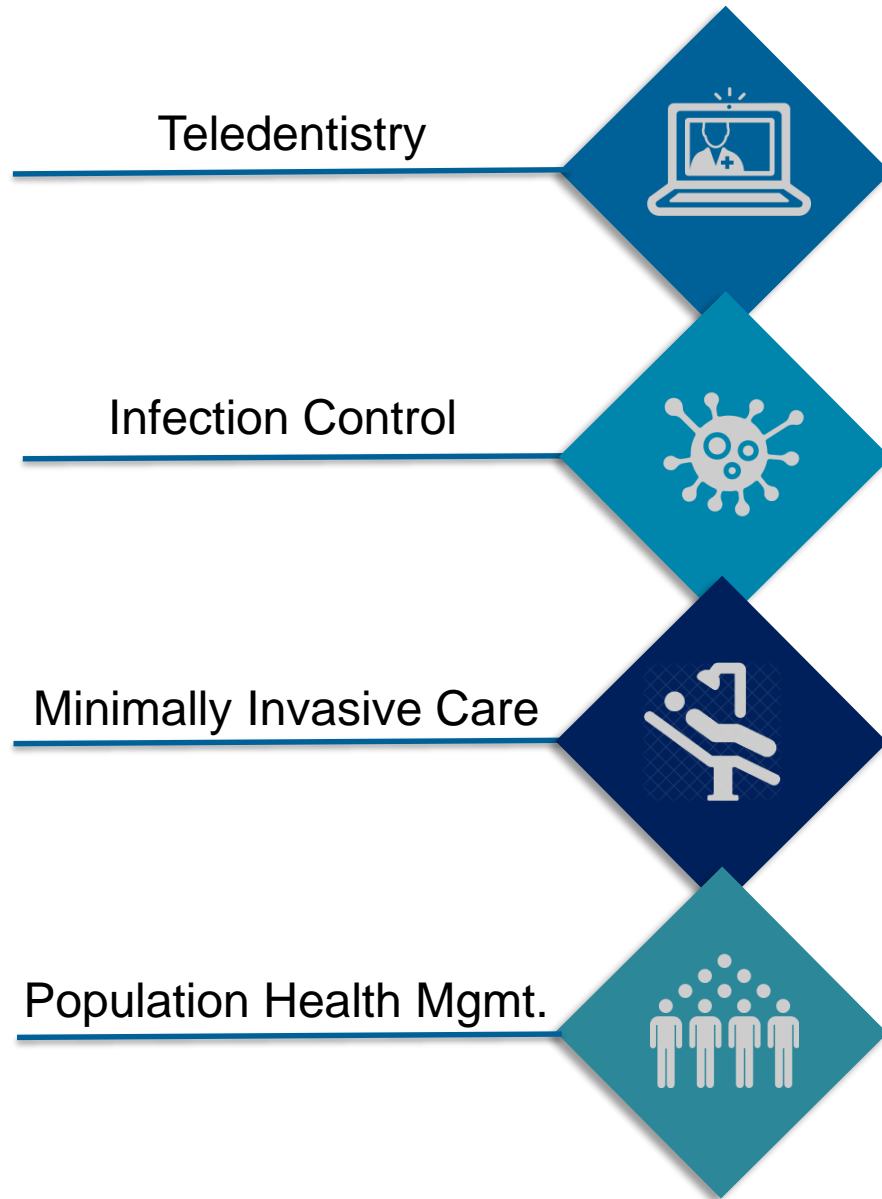
Poll Question: Choose two COHRT Community Calls that you found most relevant in <u>the past 6 months</u>.

June: Teledentistry

July: Infection Control

August: Minimally Invasive Dentistry

September: Population Health Management

October: Revisiting Teledentistry (Discussion-based)

Poll Question 2: Which topic areas would you find most relevant **within the next 6 months?**

Teledentistry

Infection Control

Minimally Invasive Dentistry

Population Health Management

Other?

Discussion: What is one thing you've learned from a COHRT Community Call or office hour that you have taken back to your health center?

Assisted provider teledentistry calls for provider and patient buy-in

Caries Risk Assessment for adult patients

SDF implementation

Lunch & learn around CORHT topics

Teledentistry workflows

Network of peers to share ideas and knowledge

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Discussion: Thinking about new care strategies you've implemented over the last 6 months, how have patients responded to these changes? Share an example.

Telehealth enabled patients to reach providers

Reduced patient anxiety through virtual visit

Most patients were more open and engaged in care delivery

LOOKING AHEAD: SUSTAINABILITY

DentaQuest
Partnership
for Oral Health Advancement

Discussion:

What does sustainability mean to you?

Discussion:

What does sustainability mean to you?

Keeping our dental clinic open

Ability to maintain quality dental care in a timely manner with financial productivity without provider burnout

Make sure workflows are within normal operations and not outside, needing additional funding

Telehealth as a way to reduce provider stress but there is a need for financial sustainability around telehealth

Setting up a system that is profitable and meets the needs of your community but is also able to adapt to future needs

Discussion:

How do you start to ensure that the work you've put in becomes part of the habits and routines of the organization?

Weekly meetings with providers and staff

Continual data reports

Reinforcing and discussing changes at staff meetings

Quality improvement process is key to effecient change

Looking Ahead: Considerations for Sustainability

- **Trust and Value**

    - Are the new behaviors and changes **reliable** and **valuable**?

- **Governance**

    - Plan for continued **measurement** and **feedback**

    - Establish clear **roles** and **responsibilities**

- **Culture and Norms**

    - Help others **understand** and **support** the changes

    - **Empower** others to adopt the changes

    - Institutionalize the change by making it **routine** and a part of daily activities

- **Financial and Administrative**

    - Share **knowledge** and **align** with policies that support the purpose of these changes

    - Plan for long-term **adoption** in finances, staffing, and other resources
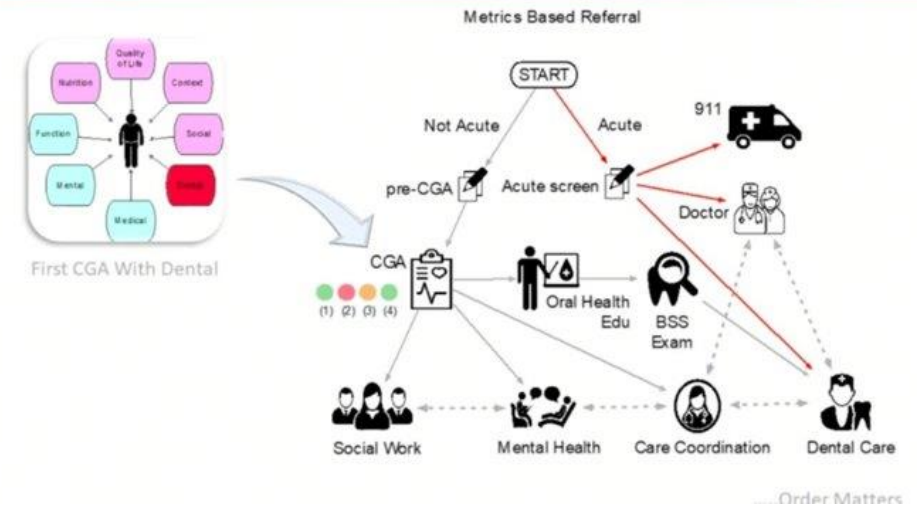
Example: The Patient Journey & Telehealth

Patient Experience Mapping
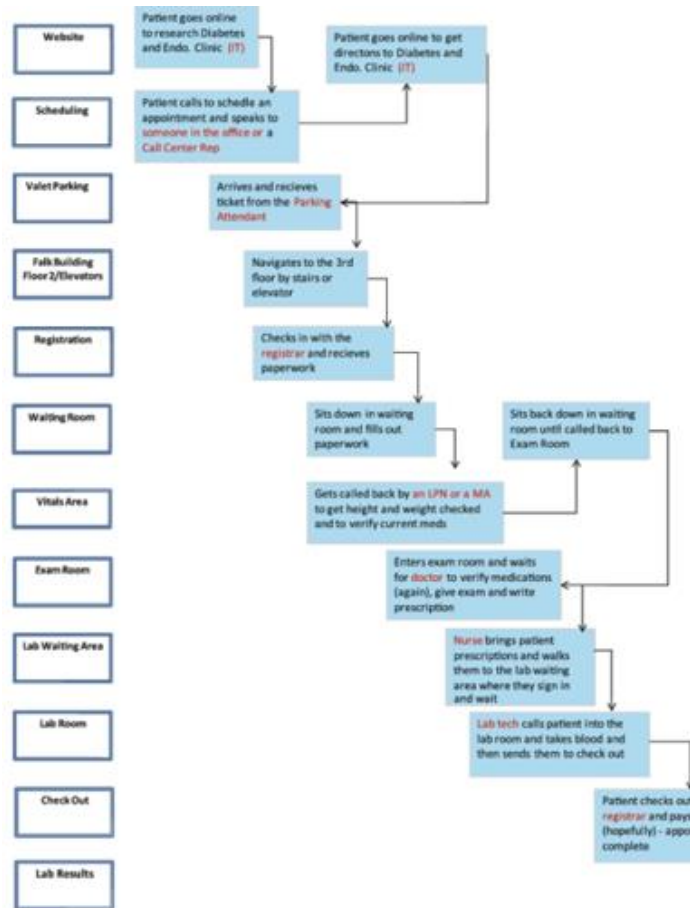
Assessments and Resource Pathways

Agility

"Agility—an organization's ability to adapt quickly and successfully in the face of rapid change—has taken on increased importance." McKinsey & Co.

The four core values of Agile

1 **Individuals and interactions over processes and tools**
Establish a fun, creative and collaborative environment with empowered employees and minimal bureaucracy

2 **Working prototypes over excessive documentation**
Break complex problems into manageable chunks, and spur innovation by experimenting in rapid "plan, do, study and act" feedback loops

3 **Customer collaboration over rigid contracts**
Quickly deliver what customers value most, then tweak specifications as customers learn more about what they value

4 **Responding to change over following a plan**
Create a vision and a plan, but plan in detail only the things that won't change before they're executed

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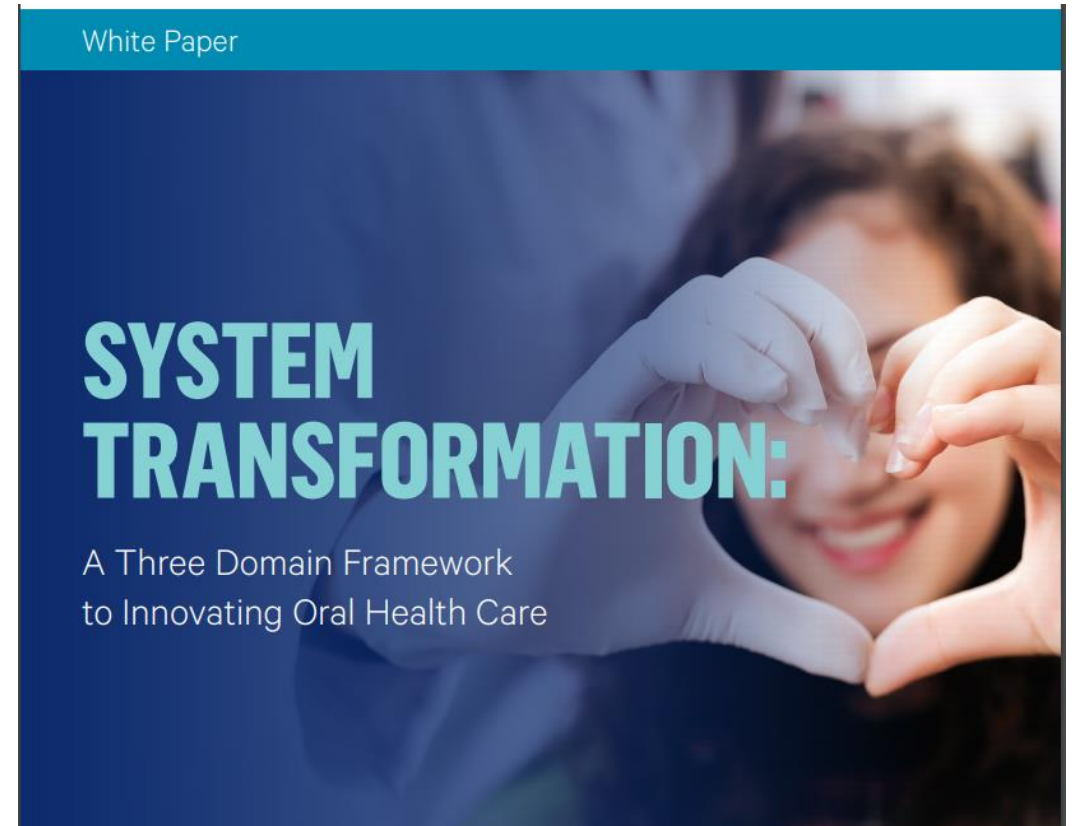# 9 Secrets to Longevity- The Blue Zones Project

BEFORE WE WRAP UP...

THANK YOU FOR YOUR PARTICIPATION!

System Transformation: Carrying COHRT Forward

WRAP UP & NEXT STEPS

Staying Connected

COHRT MA
Community Hub

COHRT MA
Impact Report

DentaQuest
Partnership
for Oral Health Advancement

Many additional
resources

Data submission

Our last data submission date was December 11th.

If you have remaining data to submit, please do so as soon as you're able!

Endpoint survey

Please complete the final COHRT Survey (one per team)

Time to complete is approximately 5-6 minutes

Submit by 12/31/20

**A link for the evaluation will appear
when you exit WebEx and will be included in follow up
communications.**

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Don't Miss Out On CE's

Take the webinar evaluation survey to receive CE credit!

A link for the evaluation will be included in follow up communications

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