COHRT

COVID-19 Oral Health Recovery and Transformation

Kickoff Call

May 21st, 2020

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Please mute your line by clicking the microphone icon. If you want to speak you can unmute your line.

Chat in your observations, feedback, and questions to "All Participants"

Interacting with us

This webinar will be recorded

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KICKOFF AGENDA
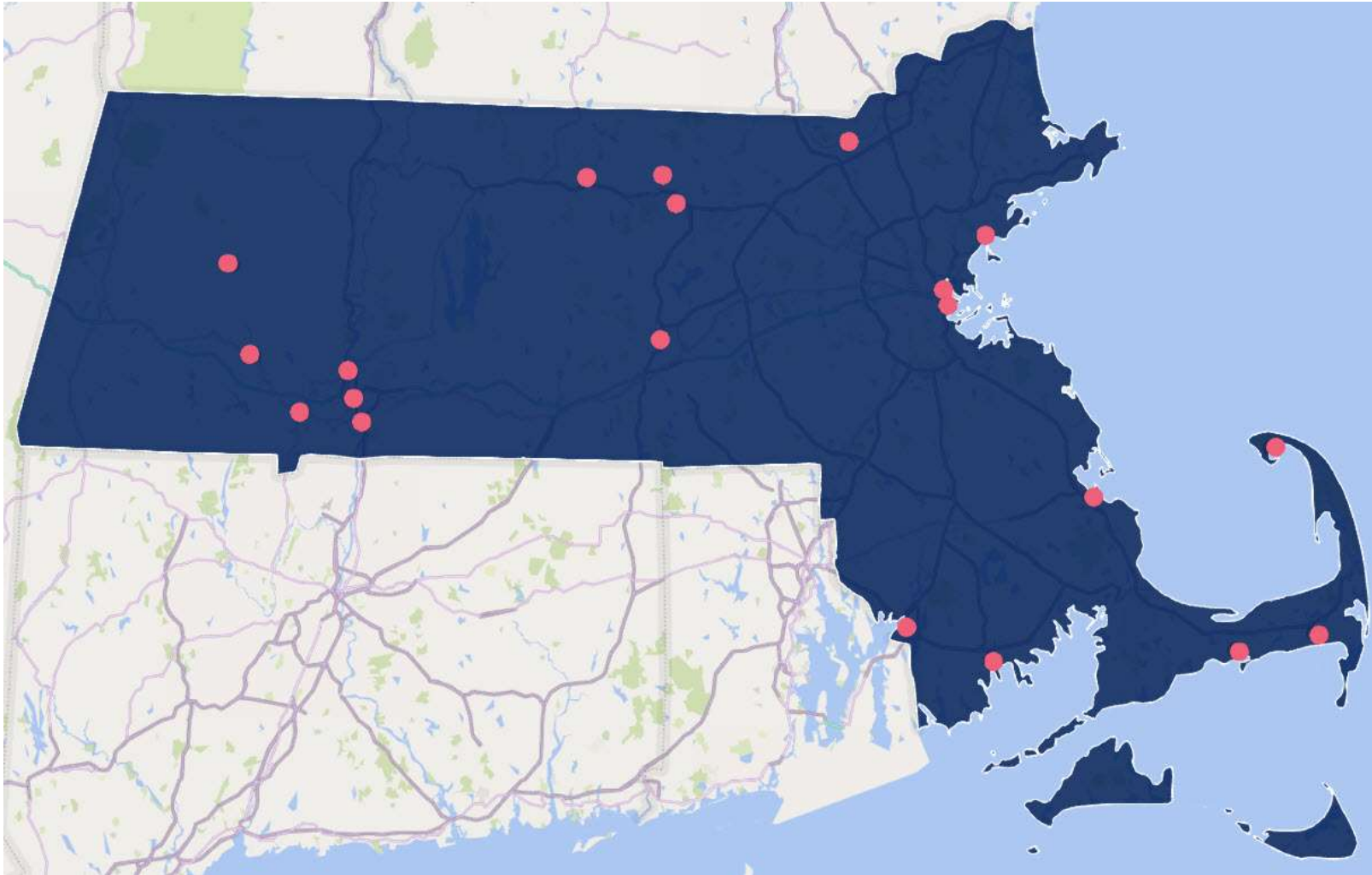
Background & Introductions

Overview: The COHRT Community

Timeline & Logistics

Next Steps

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BACKGROUND & INTRODUCTIONS

Participating Health Centers

DentaQuest Partnership Project Team

Christine Kenney
Quality Improvement Specialist
DentaQuest Partnership

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Health Care Data
Exchange Specialist
DentaQuest Partnership

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Training Specialist, Oral
Health Value-based Care
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Interprofessional
Practice Manager
DentaQuest Partnership

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Expert Faculty

Nathan Suter, DDS
Chief Executive Officer
Access Teledentistry

Nancy Dewhirst, RDH, BS
Dental Consultant & Educator
Organization for Safety & Prevention (OSAP)

Carolyn Brown, DDS, MAEd
Healthcare Management Consultant
DentaQuest Partnership

Sean Boynes, DMD, MS
VP of Health Improvement
DentaQuest Partnership

Neetu Singh DMD, MPH,
Oral Health Program Director
Health Care For All

Sharity Ludwig, EDPH, MS
Director of Clinical Innovations
Advantage Dental

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Why Are We Here?

May 4, 2020

Choices for the "New Normal"

Donald M. Berwick, MD, MPP[1]

>> Author Affiliations | Article Information

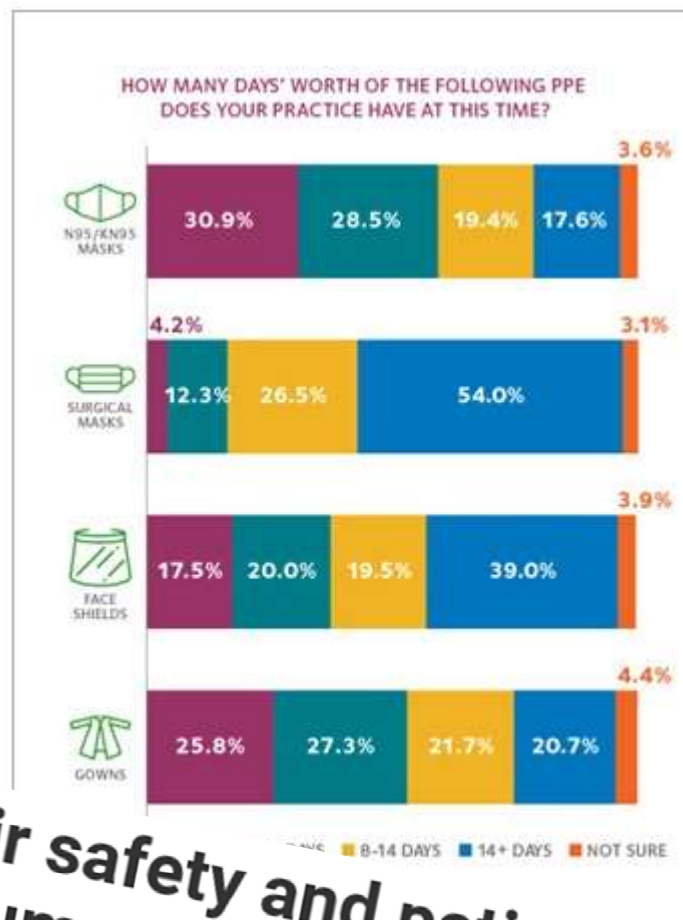JAMA. Published online May 4, 2020. doi:10.1001/jama.2020.6949

📝 Editorial Comment

👥 Interviews

... syndrome coronavirus 2 (SARS-CoV-2) has only 15 gen...
... it is a stern teacher, indeed. Answers to the qu...

...pandemic will be in 6 mon...
...mptions will repl...

resha...

No one can say wit...
60. Some "new normal" ma...

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%

■ ...ys ■ 8-14 DAYS ■ 14+ DAYS ■ NOT SURE

OSHA Guidance Summary: Preparing Workplaces for COVID-19

ADA.

THE COHRT COMMUNITY

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What are we trying to accomplish?

COHRT Community Aim

By December 2020, participating health centers will engage in a shared learning environment to respond to the rapidly changing dental landscape by developing strategies and adapting care pathways aimed toward the delivery of safe, effective, and financially sustainable oral health care by:

- Implementing Teledentistry strategies that align with organizational goals
- Testing and adopting disease management approaches to care

What do we mean by Disease Management approaches to care?

How can we keep patients healthy during COVID?

- Disease management as a system of coordinated healthcare interventions and communications for populations with conditions in which patient self-care efforts are needed.
- Safety: Minimize risk of exposure
- Reduce risk of oral disease by using techniques to manage it in a safe, affordable way
  - Primary and Secondary Care
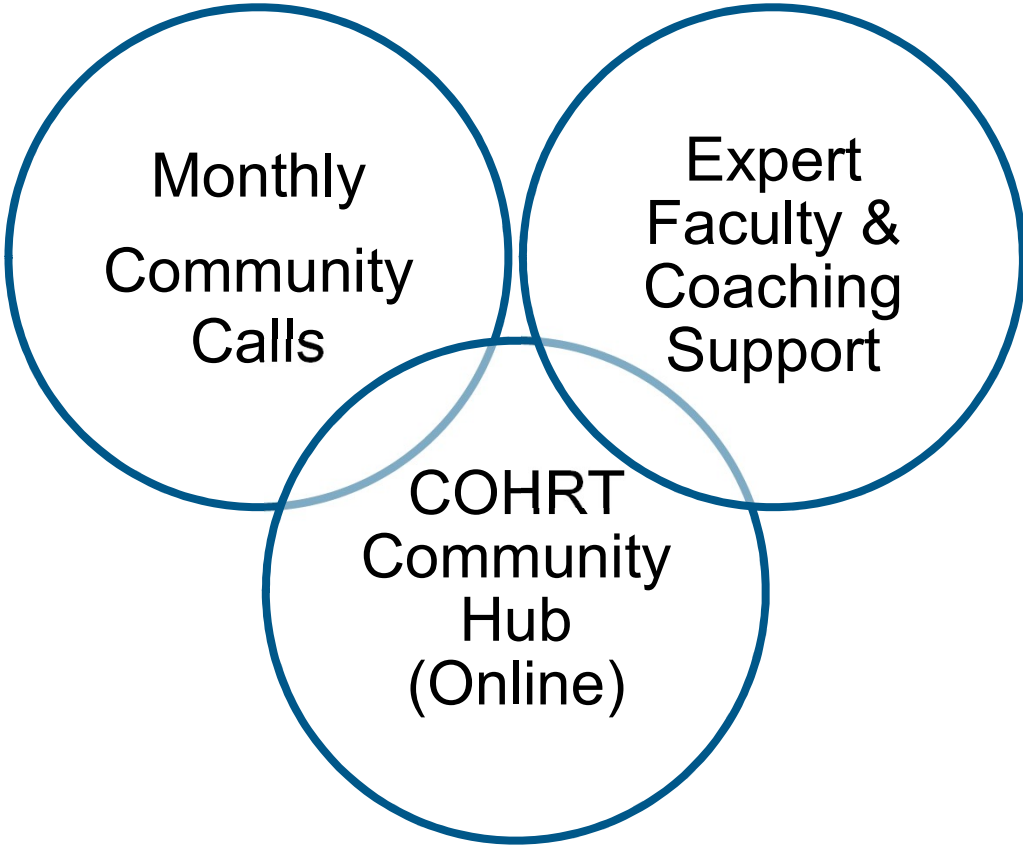 - Non-aerosol producing procedures (e.g. SDF, GI, Hall Crown)

The How: A Layered Approach

Layer	Focus	Activities
Layer 1: No-Contact (w/ Emergency)	Developing/expanding telehealth strategies for providing oral health services, given current infection control and regulatory restrictions	- Implement/expand telehealth technology for synchronous oral health visits - Operationalize care flow and coding opportunities for multiple telehealth visit types
Layer 2: Limited Contact	Safely providing oral health care with non-aerosol procedures	- Implement a non-aerosol approach to caries and periodontal management, care maintenance - Care coordination and development of new business models for specialty referrals
Layer 3: "New" Contact	Operate dental practices under emerging infection control standards	- Implement and evaluate innovation that facilitates new infection control standards, provider and public safety

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Learning Community Structure

Layer

Layer 1:
No-Contact
(w/ Emergency)

Layer 2:
Limited Contact

Layer 3:
"New" Contact

Monthly Community Calls

Expert Faculty & Coaching Support

COHRT Community Hub (Online)

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Data: Evaluating and Guiding Change

Survey Responses

- Three short surveys throughout project
- Help us to assess project impact and gather information to better support you

Data Collection

Monthly reporting of a small set of CDT codes to understand implementation and improvement of teledentistry strategies and disease management approaches to care

You can expect us to…

Ask questions.

Create opportunities for teams share and learn from peer experience.

Provide support through resource-sharing, team coaches, and faculty experts.

Learn with you.

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We'll expect that you…

Form a Team

- Include a team lead/champion

Actively Participate -- "All Teach, All Learn"

- Join monthly community calls
- Touch base with your coach 1x/month

Test/Adopt Teledentistry & Disease Mgmt Approaches

- Be willing to test new care strategies, and tell us how it goes

Share Experience Through Data

- Respond to surveys
- Report set of CDT codes

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What We Heard From You

LOGISTICS & TIMELINE

COHRT Community Hub

DentaQuestPartnership.org/COHRT

Upcoming Activities
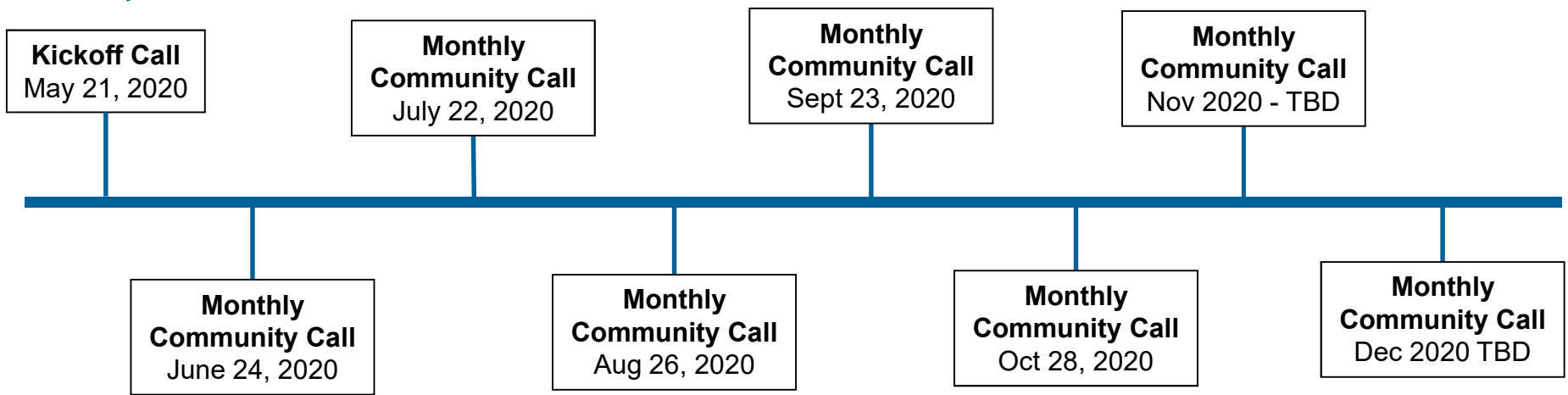
Resources

Communication

Data Reporting

Monthly Community Call Schedule
4th Wednesday of each month, 12-1pm ET

Kickoff Call
May 21, 2020

Monthly Community Call
June 24, 2020

Monthly Community Call
July 22, 2020

Monthly Community Call
Aug 26, 2020

Monthly Community Call
Sept 23, 2020

Monthly Community Call
Oct 28, 2020

Monthly Community Call
Nov 2020 - TBD

Monthly Community Call
Dec 2020 TBD

Additional Activities
Monthly Coaching Touchpoint
Community Hub Online Discussion
Faculty Office Hours

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Contact Information

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Boston Healthcare for the Homeless Program	Harvard Street Neighborhood Health Center	South End Community Health Center	Caring Health Center
The Dimock Center	Community Health Center of Franklin County	East Boston Neighborhood Health Center	Lowell Community Health Center
Family Health Center of Worcester	Holyoke Health	Greater New Bedford Community Health Center	Upham's Corner Health Center
Health First Family Care Center	Lynn Community Health Center	Harbor Health Services	
Hilltown Community Health Center			

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NEXT STEPS

Next Steps

1. Look out for the following:

   ☐ Email from your coach including a Welcome Package and link to Survey

   ☐ Calendar Invites from Christine Kenney for Monthly Community Call

2. Assemble your team, include 'team champion'

3. Complete Baseline survey

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