

**SNBC Dental Access & Improvement
Project
DHS Stakeholder Meeting
September 10, 2018**



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Health Plan Collaborative Committee Members

- HealthPartners:

- Patty Graham, Sr. Quality Consultant
- David W. Klein, DDS, Assistant Dental Director
- Michelle Searcy, Manager, Dental Contracting
- Jeff Ogden, Vice President, Dental Plans

- Hennepin Health

- Annette Baumann, RN, Quality Department Manager
- Naqwai Davis, Senior Health Care Quality Improvement Specialist

- Medica

- Kathleen Albrecht, LISW, Manager, Regulatory Oversight & Improvement
- Sheila Heskin, LICSW, Clinical Improvement Lead

- PrimeWest Health

- Jordan Klimek, Quality Coordinator
- Leah Anderson, Dental Services Coordinator

- South Country Health Alliance

- Heather Goodwin, Senior Health Services Manager
- Michele Grose, Dental Program Manager

- UCare

- Jamie Galbreath, Quality Improvement Associate Director
- Emily Eckhoff, Quality Improvement Specialist
- Margaret Crawford, Quality Improvement Specialist

MN Department of Human Services Partners

- Gretchen Ulbee, Manager, Special Needs Purchasing
- Deborah Maruska, Special Needs Purchasing
- Jared Gruepner, Dental Clinics Program Manager
- Dr. Linda Maytan, DHS Dental Policy Director

Project Goals

- Help SNBC Members find a regular dentist (Dental Home)
- Increase the number of SNBC members that have dental check ups at least one time per year.
- Decrease the use of the emergency room for dental problems that could be taken care of in an outpatient dental office.

Project Learnings – Year 1

- MCO Collaborative is currently in year 2 of the project
 - Having representation from Managed Care staff with diverse areas of expertise has been critical
- This is a complex issue
 - Many factors impact SNBC members utilization of dental care
- Open communication with DHS partners about process, learnings and next steps

Case Management Intervention

- Resources developed
 - Dental Outreach Letter (for CMs to send to members as appropriate)
 - Oral Care Tip Sheet (for CMs to review and give members)
 - CM Information Guide (to give CMs for information about members related to dental)
- Case Manager (CM) training - November, 2018
 - ❖ Agenda to include: oral health information; information for members with dentures; best practices when reaching out to members to discuss oral health

Case Manager Survey Results

- Survey was fielded in Q1 2018 with 229 CM/Care Coordinators providing feedback.
- Identify barriers, best practices and trends in working with members to access dental care.

CM Survey Results

- Length of time to obtain a dental appointment
 - 51.55% indicate within 2 months
 - Length of time varies based on geographic location; Greater Minnesota more challenging
 - Member prior experience with a dental clinic also has impact
- Barriers identified; lack of providers open to new patients; benefit set not covering needed work; wait times, transportation

CM Survey Results

- Training Needs
 - Oral Health Care – how oral health impacts overall health
 - How to get appointments- more information about dental providers who serve special needs members
 - Information for members with dentures
 - How to help/support members with dental anxiety and fears

Special Needs Mentoring Expert Panel

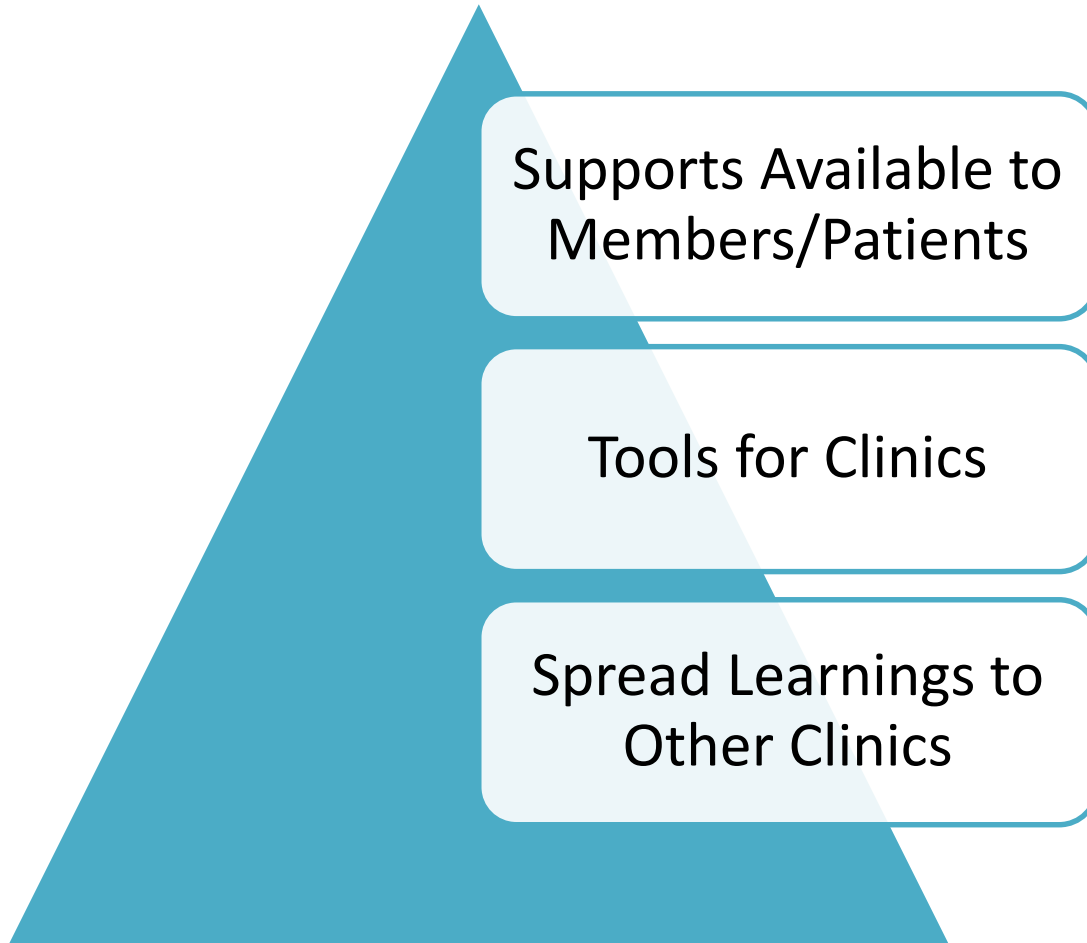
1st Meeting
held 10/2017

Evaluation of
Successful
Models

Key Informant
Interviews

Toolkit of
Learnings

Special Needs Mentoring Collaboration with DCT Clinics



Strategies for Providers

Before Appointment

Coordination and preparation to understand patient needs

At the appointment

Build positive rapport with patients

Clinical

Focus on Preventative Procedures

Referral

For patients requiring greater level of care

Reschedule

Supportive Services

History

- Medical history
- Oral health education
- Informed consent
- Discuss treatment plan

Behavior Modification

- Interpretation
- Recognize behavior

Support

- Assist with restroom
- Patient transfer

Next Steps

- Provider Survey – Q4 2018
 - Finalizing survey with DHS input and approval
 - Follow up questions based on year 1 learnings