

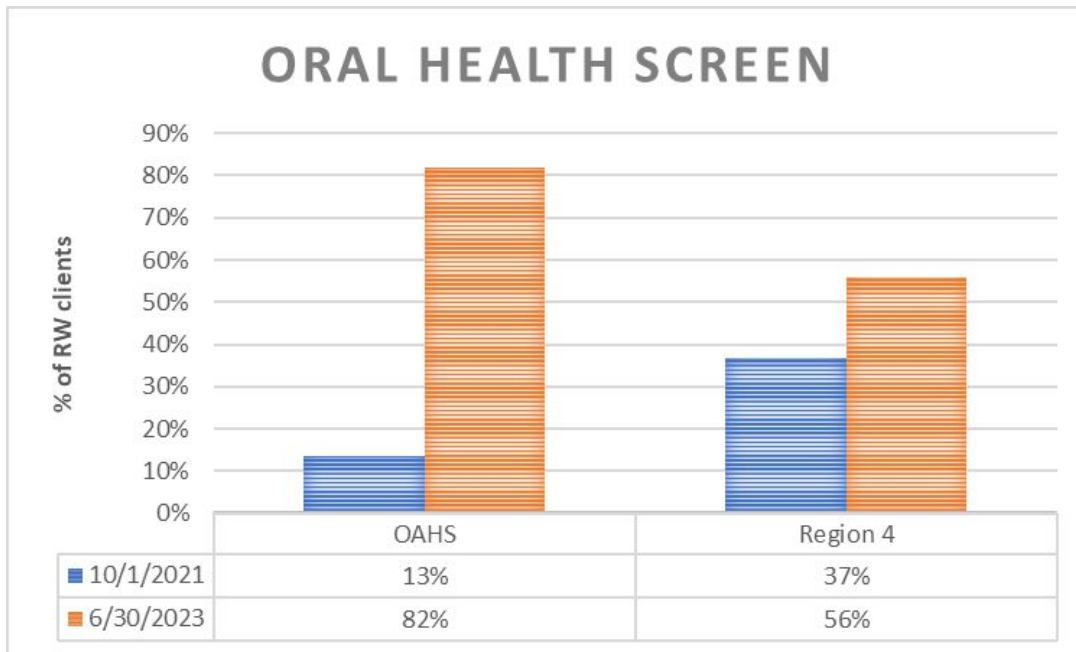
ORAL HEALTH SCREENING RW PART A



AGENDA

- Region 4 (Stamford/Norwalk) RW Oral Health Performance Measures
- PDSA Cycle
- Process Mapping/Ishikawa Driver
- Outcome
- Next Steps

PERFORMANCE MEASURE DATA



- Ryan White clients that received any Part A Service from 10/1/2021 to 6/30/2023
- Baseline Numerator/Denominator: 16/120: 13% (OAHs)
- Baseline Numerator/Denominator: 28/212: 37% (Region)

ORAL SCREENINGS PDSA REGION 4

PLAN

- Agencies meet monthly at continuum to discuss oral health screening progress
- Identify/Stratify clients in need of screening
- Collect/Enter data in CAREware
- OH Referrals
- Identify possible factors affecting client's screenings
- Increase rate to 75%

DO

- Agencies will discuss oral health screening and process to gather data
- Agencies will collect data from clients and enter it in CAREware
- Refer clients to OH
- Agencies will identify gap/factors in clients not receiving OH screenings
- Lead will run reports for improvement check

ACT

- Lead will provide clients monthly to agencies to f/u on clients
- F/U on clients that are a higher percentage of clients missing OH
- Follow up on identified gaps/hesitancy on OH screenings

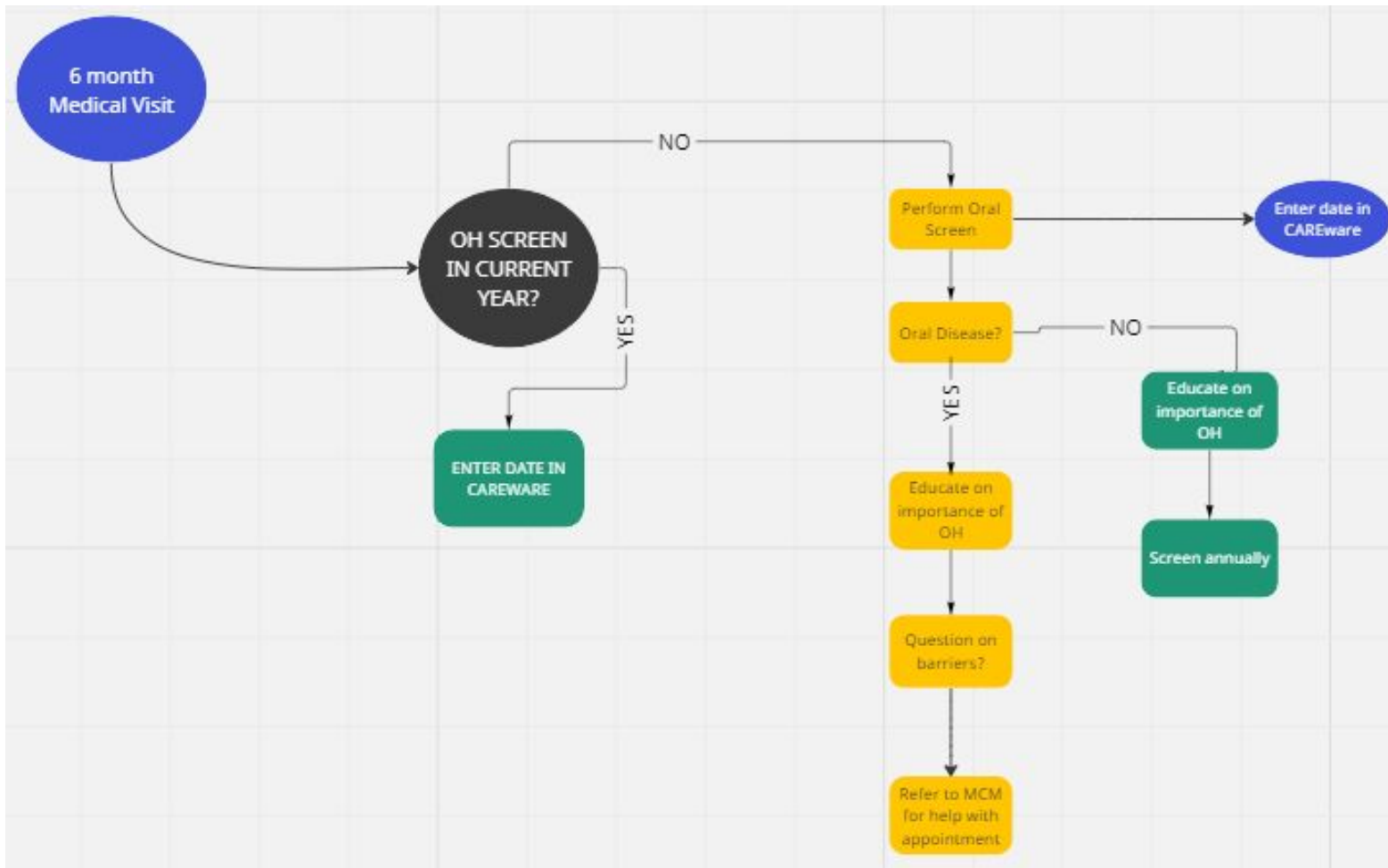
STUDY

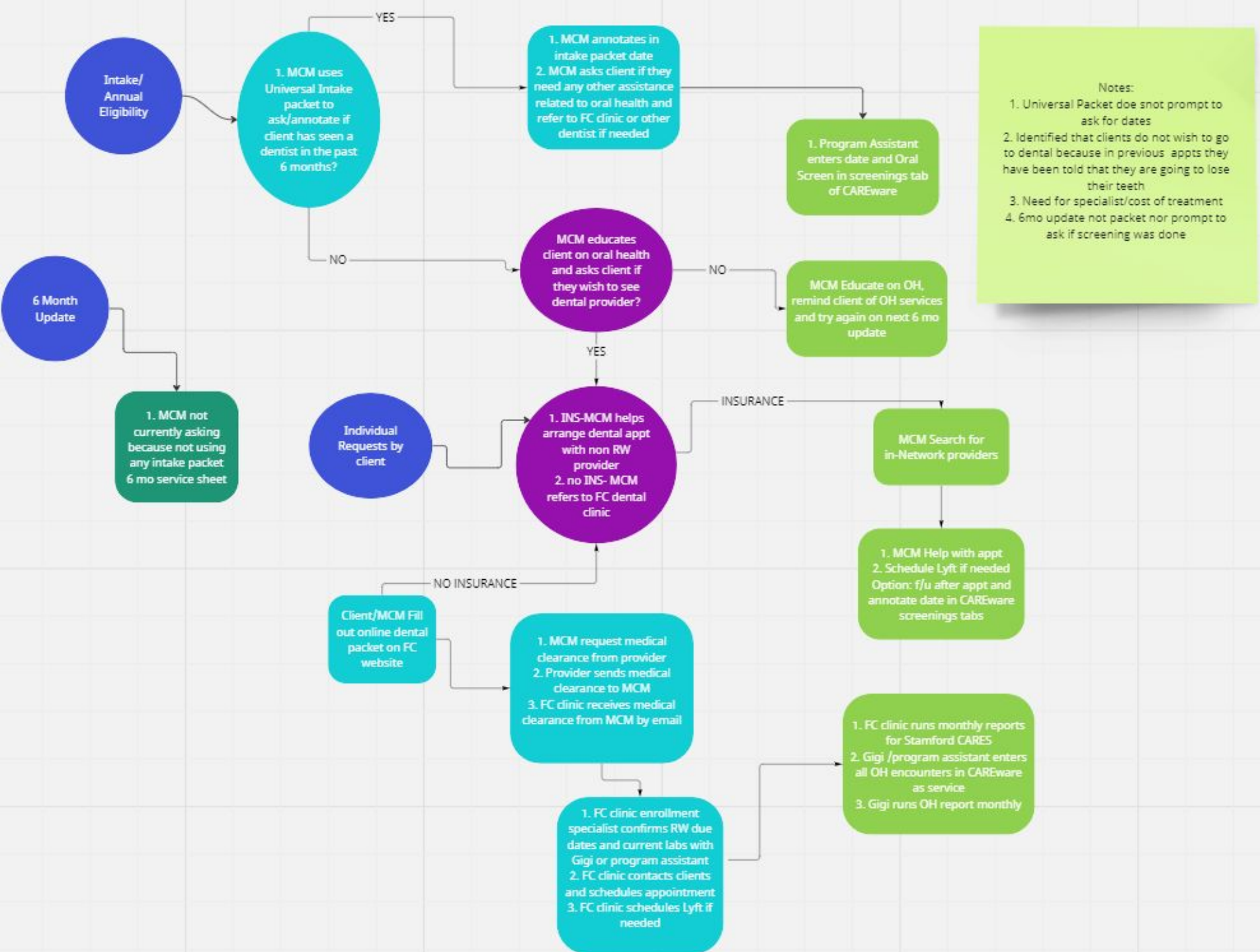
- Lead analyzes the demographics of clients missing OH screenings
- Lead will do monthly spot-check to monitor rates
- Lead Agency will report PDSA to COM for feedback

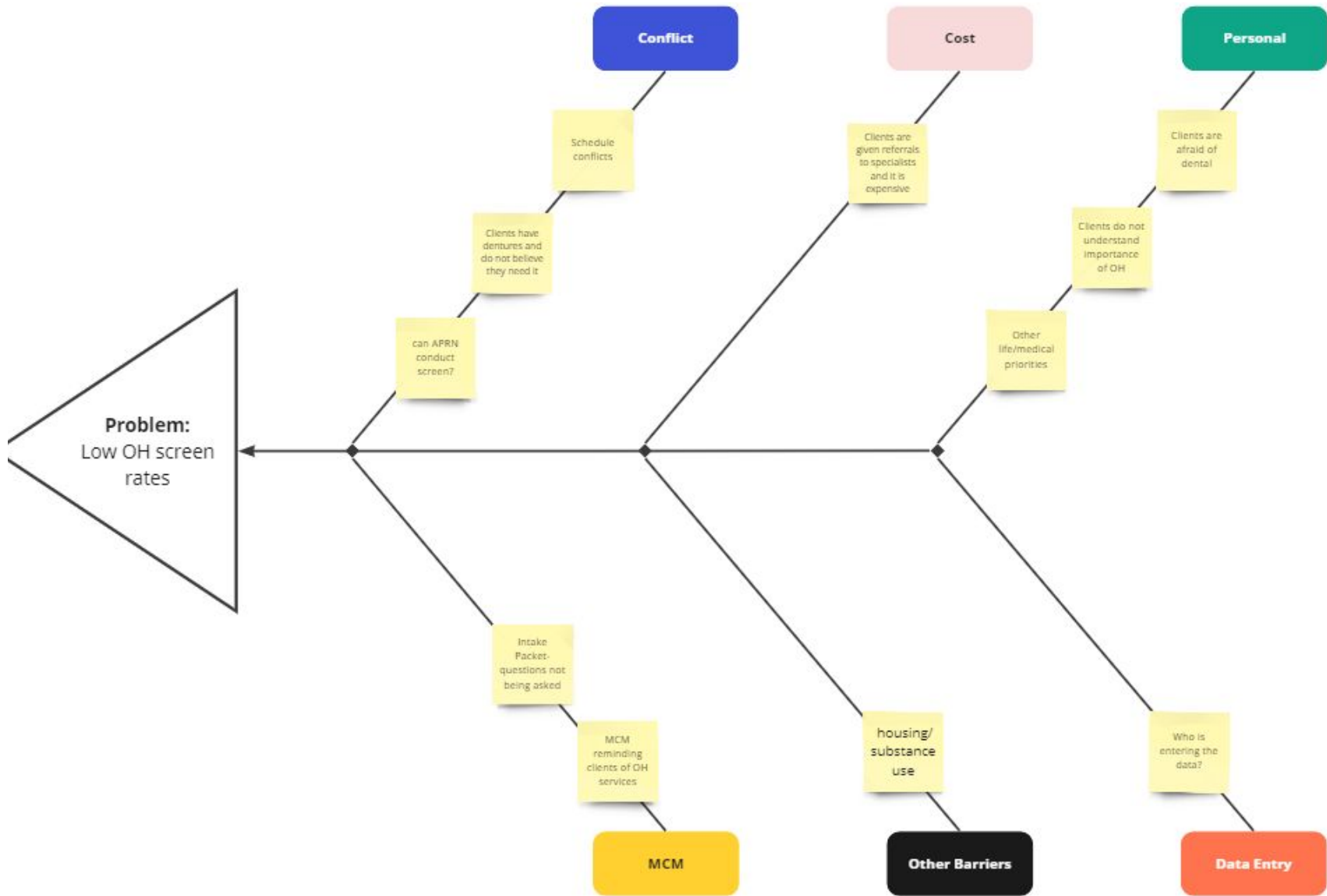
ORAL HEALTH PROCESS MAP

- Learn new tools (Process Mapping/Fishbone Diagram)
- Identified that each provider may have a separate process and there may be a need to create different process maps and either align for Region or improve each provider's process.

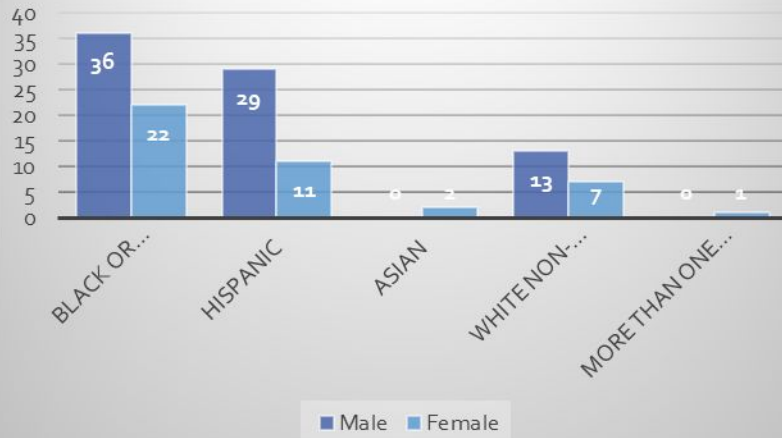




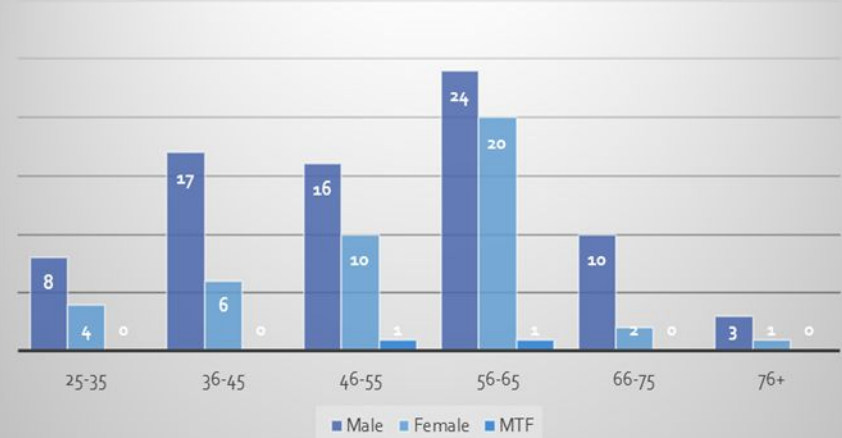




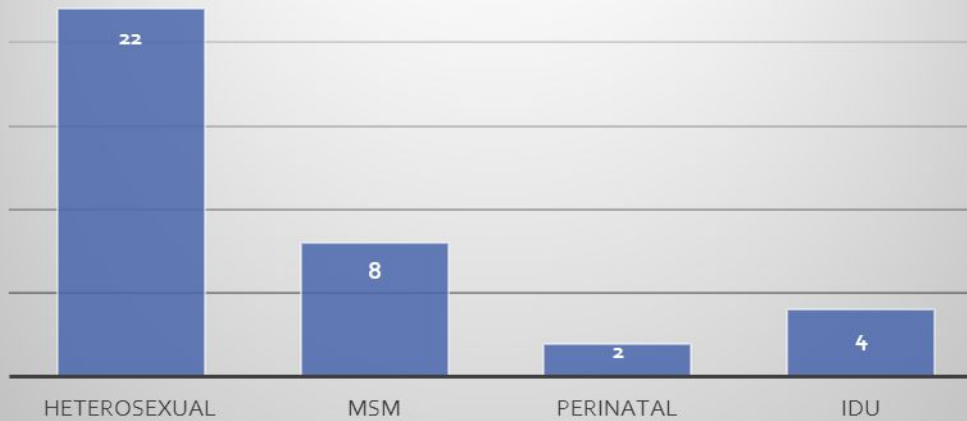
Ethnicity/Gender



Age/Gender

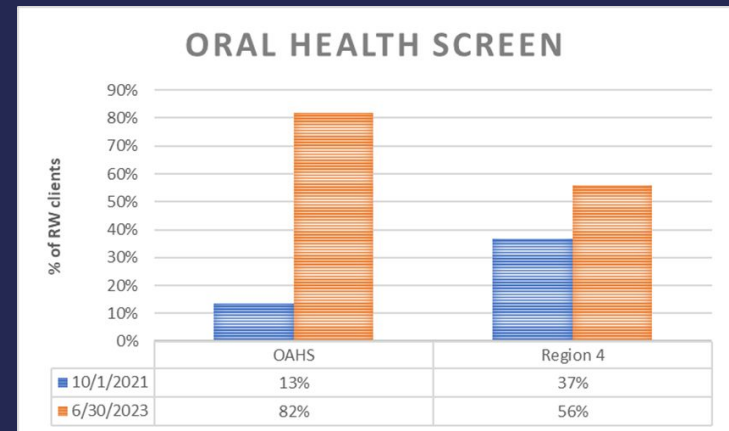


Black/AA Male HIV Risk



OUTCOME

- Identified that Data Integrity was the major issue in the region.
- After clarification was provided on what OH screen is, all providers were educated and supported so that all data was entered in a timely manner.
- Collaboration within Region/OH Education awareness
- Process improvement: Forms updated and OH is part of the physical process.
- Dental Fair
 - Increase number of clients screened
 - Offer OH services



NEXT STEPS



Update our PDSA cycle



Monitor Performance Measure



Stratification of clients that have yet to meet measure



Continue to identify any trends/barriers



Continue to provide awareness to clients on OH

QUESTIONS?