SNBC Dental Access & Improvement Project
DHS Stakeholder Meeting
September 10, 2018
Health Plan Collaborative Committee
Members

• HealthPartners:
  – Patty Graham, Sr. Quality Consultant
  – David W. Klein, DDS, Assistant Dental Director
  – Michelle Scearcy, 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

Supports Available to Members/Patients

Tools for Clinics

Spread Learnings to Other 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