

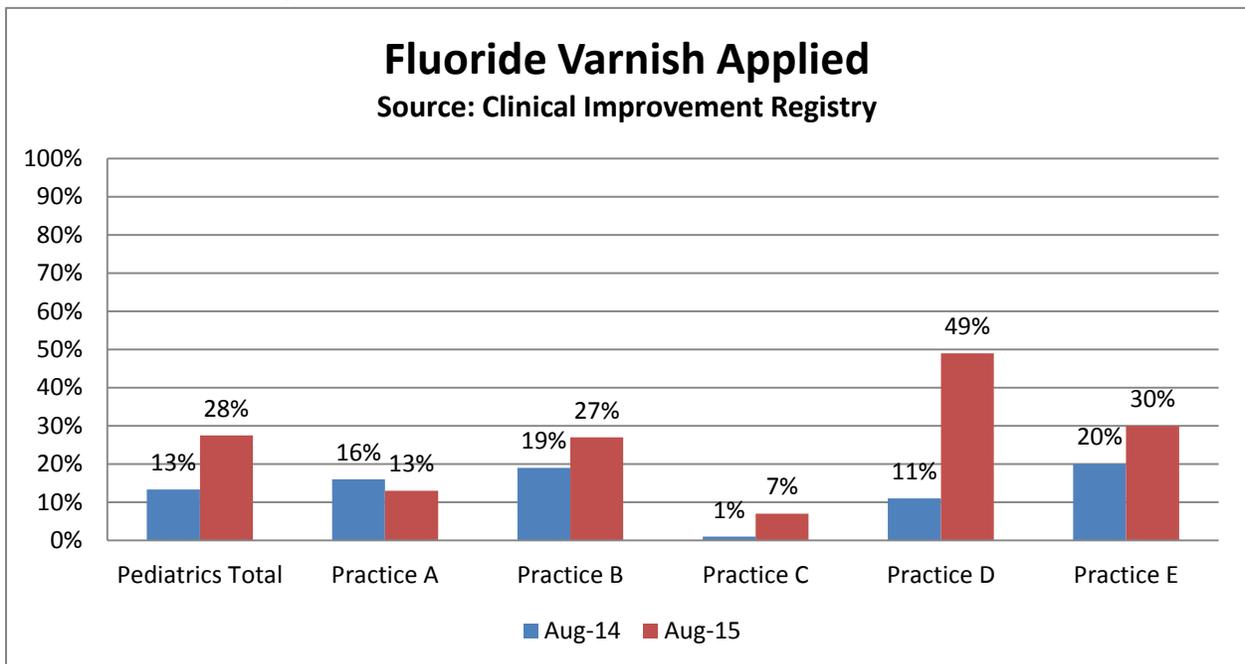
Quality Improvement through Transparent Data: Pediatric Oral Health Care

From The First Tooth in Maine decided to increase focus on quality improvement by collaborating with the MaineHealth Accountable Care Organization (MHACO), to have a Pediatric Practice Support Specialist offer dedicated support to trained practices.

FTFT developed a transparent data summary report from the Electronic Health Record. Providers were first introduced to the transparent report at a provider meeting in late summer of 2014. One pediatric provider, Jonathan Fanburg, was concerned regarding the data and requested a dedicated quality improvement practice visit to observe staff and identify opportunities to unify workflows. Through observation, he was confident that FTFT staff could identify possibly barriers, such as documentation or EHR interface issues.

After reviewing both clinical and documentation workflows, including specific patient examples, it was evident that the low percentages related to the fluoride varnish application measure were directly related to an EHR reporting issue. After remapping and performing a backload into the reports, they were able to account for over 3,000 additional patients, across all of practices using the EHR.

Compared to the 2014 data, performance on the fluoride varnish measure as a system increased 15%. While most of the MMP Pediatric practices increased on this measure, the greatest increase was seen at MMP South Portland Pediatrics (Practice D), whose “fluoride varnish applied” percentage points increased an astounding 38%.



By inviting the FTFT team into the practice to observe workflow and provide real-time technical assistance, FTFT was able to identify and resolve a major barrier related to performance data as well as trouble shoot smaller issues with medical assistants, nurses and providers. Reliable data in healthcare

can be a powerful quality improvement tool. It can drive change as well as identify questions and resolve issues there have gone undetected.

The results:

"The From the First Tooth team's observation of our practice resulted in a tremendous boom in our effectiveness with applying fluoride varnish and our practice statistics. We were able to see inconsistencies within our practice that none of us could see from each of our separate exam rooms. The visit also resulted in corrections in data errors that allowed our numbers to represent our true performance. Similar site visits should occur at other practices."

- Jonathan Fanburg, MD, MPH, Maine Medical Partners