

# Dental Residency Program's Role in the Patient Centered Health Home



## The Yakima Valley Farm Workers Clinic Experience

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# Defining Elements of PCMH\*

- Comprehensive Care
- Patient Centered
- Coordinated Care
- Accessible Services

\*US Department of Health and Human Services

# PCMH and Dentistry = PCHH

1. Access: medical to dental; dental to medical; WIC access
2. Increased procedure range
3. Huddles
4. Tx plans and treatment option presentations
5. Quality of care
6. Risk improvement

# What Holds Dental Back From True Integration?

- Dental capacity issues due to the unequal size of the medical and dental department: Access for medical patients into dental
- Increased range of services
- Dental/Administrative leadership
- Medical/ Dental connection

# How Do Residencies Add to PCHH

- Increased encounters and productivity
- Funding to support growth (if you own the residency)
- Outside expertise: increase quality
- Increased range of services
- Need to recruit a new type of provider
- Increased ability to recruit
- Medical consults
- Residents want the experience of working out of multiple operatories- improved ability to efficiently schedule = increased access

# PCHH Integration and Residencies

- Children: pediatric residency
- Adults (pregnant women, diabetics emergencies: AEGD residency
- Community: Dental Public Health Residency

# Pediatric Residencies

- Increased children's access
- Increased specialty access
- Access for medically and developmentally compromised children
- Risk assessment development
- General anesthesia services

# Pediatric Dental Productivity

Clinic	# Pediatric Dentists	# of Residents	Encounters 2013
Children's Village	2	1	4,958 = 2,479/ DDS
Viewcrest	2	4	11,553 = 5,776/ DDS
Total	4	5	16,511 = 4,127/ DDS



# Public Health Dental Residency

- Help in integration of health services
- Connecting with outside health organizations
- Increased dedicated time to any project (i.e. quality metrics, designing PDSAs etc.)
- Design and conduct population based studies
- Evaluate and monitor dental care delivery systems
- Select interventions and strategies to improve oral health

# Advanced Education in General Dentistry (AEGD) Residency

- Increased access for adults
- Increased Access for medically compromised adults
- Wider range of procedures = better ability to serve the patient
- Increased ability to recruit experienced dentists

# CODA Accreditation and PCHH

- Residents must see adults
- Must see medically compromised patients
- Pregnant women and one-year old access
- Quality of care focus
- Need for dentists to be more engaged in the dental program than just getting their numbers in
- Focus on tx completion

# Long Term Provider Recruitment Issues

- Staff turnover- cost
- Project where you want to be in the future
- Create a new niche for recruiting
- Develop provider skills
- Additional equipment possibilities (own your own)
- Wider procedure lists = higher retention
- Residents will fill your own CHC staff openings- year long 'working interview'

# Operations

- Planning for a residency is a clinical and operational project
- Staffing
- Operatory availability
- Office space
- Front office staffing
- Equipment needs (sterilization, instruments, equipment, supplies)
- Video-conferencing equipment and support

# Financial Resources

## **Northwest Dental Residency**

- Title 7 funding:  
\$250,000/ year
- Teaching Health Center  
funding: \$150,000/  
resident
- Resident generated  
production/ encounters

## **Lutheran Medical Center**

- GME funded program
- Residents salary and  
benefits paid for by LMC
- Resident generated  
production/ encounters

# Residents: maximizing encounters

+

Clinic	Dentist	DDS Encounters	Encounters with Resident
Yakima-: 2 residents	Dr. GH	3,027	4,200
	Dr. DB	3,043	3,377
Toppenish- 2 residents	Dr. SD	4,422	5,972
	Dr. SK	3,524	4,417
Grandview- 1 resident	Dr. TS	3,838	4,410
	Dr. SW	3,446	4,018
Spokane	Dr. Ma	3,502	4,970
	Dr. JW	3,688	4,857
<b>Woodburn- 0 residents</b>	<b>Dr. MM</b>	<b>4,326</b>	<b>4,326</b>

Dr. MM is YVFWC highest producer  
Dr. DB- first year at the clinic  
All dentists have 3 chairs and 3 DAs

# Residents- maximizing productivity

Clinic	DDS Gross dollar production	Resident	Average gross dollar/ DDS resident team
Yakima	\$1,529,580	\$334,932	\$932,256
Grandview	\$1,725,961	\$317,024	\$1,021,492
Toppenish	\$2,042,920	\$772,016	1,407,468
Spokane	\$1,786,112	\$559,861	\$1,172,986
<b>Woodburn: Dr. MM</b>	<b>\$1,068,981</b>	<b>No resident</b>	

Dr. MM is our highest producing dentist



# Medical/ Dental Connection

- Formalized referrals between medical and dental
- WIC referrals
- Incorporate and standardize protocols in both dental and medical: i.e. Narcotic prescriptions

# Productivity- Potential new model

- 3 chairs/ 3 DAs per DDS/ resident team
- Multiple chairs: new model- SS clinic

# Quality Monitoring

- Chart Audits
- Treatment Plan Completion reports
- Clinical photos
- Huddle % reports
- Consent completion reports

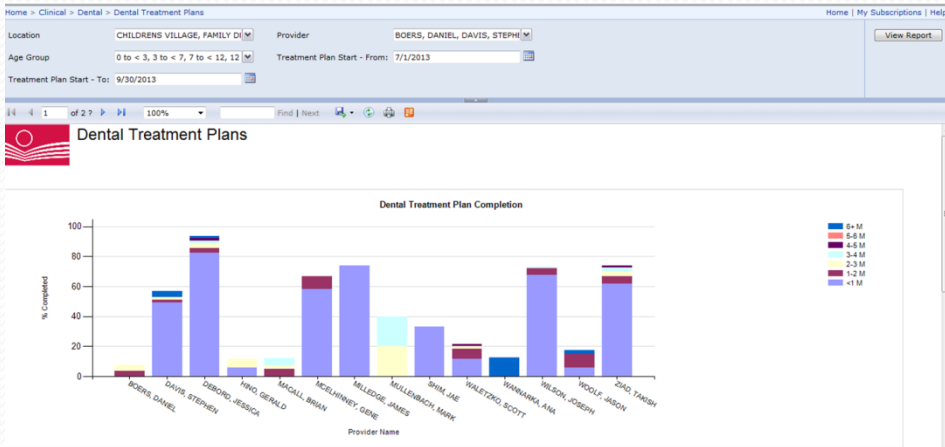
# Where Do Our Residents Go?

- 32% employed by Community Health Centers
- 61% worked in rural areas
- 89% worked with the underserved
- 54% worked in health professional Shortage areas
- 43% have patient pools composed of 51 to 100% Medicaid

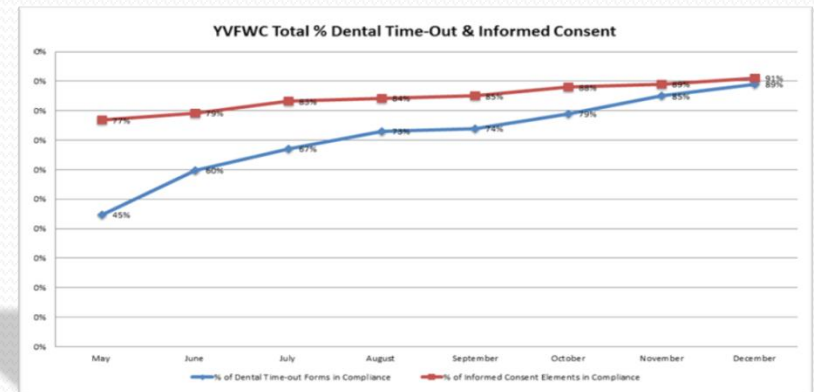
# Politics of Residencies

- Dentist driven access
- WA State Dental Association- Task Force on Public Policy
- Capital equipment and facility requests
- State-wide dental residency committee

# Quality Monitoring- Critical



Yakima Valley Farm Workers Clinic		DENTAL QA QUALITY CHART REVIEW SUMMARY																			
		2012 Quarter 4 (Oct - Dec)																			
Criteria	Order up & radiographic	Radiographic & app	Yakima copy and app	Pain Assessment	Clinical Judgment	Blood pressure protocol	Documentation in support of	Follow during protocol	Perforations documented	Medical history protocol	Age of referral	Perforations for info	Age of referral	Age of medications	Sedation protocol	Age emergency for line					
Dentist	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have	We have					
1644BH1111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
1825FW1211	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
2559BL0606	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
2670FK0707	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
3645FW0509	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
4916BN0112	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
4946FS0810	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
5676CO0611	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
6512FW0412	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
7501BL1111	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
7937FO0812	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
8394BM0210	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
8804BM0409	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
9509BM0708	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
9641FO0810	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
9795FW0311	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
9818FO0812	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0306F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0407G	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0410L	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0419S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0420F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R0502B	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1006F	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1119S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1119S	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1604D	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1913M	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R1913P	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
R2102C	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Ave:288	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Goal	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					
Difference	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0					





# CHC Considerations for Deciding on a Residency Program