Establishing a Dental Home in a Timely Manner: Improving the Dental Referral of Pediatric Patients

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**BACKGROUNDB**

Routine dental care has been shown to:
- Decrease morbidity and mortality
- Lower overall cost of care\(^1,2\)

**PROJECT AIM & DESIGN**

**Global Aim**

Improve patient adherence to AAPD/ADA/AAP guidelines for establishing a dental home
(by the end of the 1st year or within 6 months of the first tooth eruption)

**Specific Aim**

Improve the percentage of patients referred through the BOHP from ECU Pediatric OPC to ECU SoDM who establish a dental home to 75% within 1 year.

** Measures**

**Outcome:** % of referred patients that schedule a visit with ECU SoDM

**Process:** Turnaround time (days) between referral and SoDM contact with patient

**Balancing:** Appointment wait time (days)

**Data Collection**

- Quantitative research
- Prospective chart review (EPIC and AXIUM)
- [Retrospective for baseline]
- Exempt Study IRB Approved

**CHANGES MADE**

**Process Flow Map**

- Identified areas of improvement:
  1. Resident knowledge of form
  2. Lengthy, inefficient form
  3. Different electronic health records
  4. Unable to reach patient
     a) Wrong number
     b) No voicemail
  5. Lack of patient buy-in/education

**PDSA Cycle**

- Revised form + Spanish version
- Shorter
- Less free text
- Additional phone number’s
- Added special concerns

**DATA COLLECTION**

- Pending Stakeholder Feedback
  - Residents: an EHR based form (dot phrase) would be easier
  - Dental staff: no qualitative change in ability to contact patients, consider giving patients clinic # to call on their own time

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