TEAM BASED CARE: Part of the Solution

MDFDI Leadership Training
Karl Self, DDS, MBA
Dental Team Composition

1950

~ 34% DDS had **no** staff

2010

DT students began clinical education
Dental Team Composition

### Staff per Dentist

<table>
<thead>
<tr>
<th>Year</th>
<th>DH</th>
<th>DA</th>
<th>EFDA</th>
</tr>
</thead>
<tbody>
<tr>
<td>1990</td>
<td>3.4</td>
<td>78%</td>
<td></td>
</tr>
<tr>
<td>2000</td>
<td>4.2</td>
<td>86%</td>
<td></td>
</tr>
<tr>
<td>2013</td>
<td>4.7</td>
<td></td>
<td>20%</td>
</tr>
</tbody>
</table>

### ADA 2013

- DH: 78%
- DA: 86%
- EFDA: 20%

### Visits per Dentist

- 1950: 0
- 2010: 1200

- 86% Increase
Team Based Care

• The provision of health services by at least two health providers who work collaboratively with patients to accomplish shared goals.

• Utilizing all providers and staff to their maximum capacity

• Intra-professional team/Intra-professional care
Team Based Care Research

• “The effective use of expanded function allied dental personnel has the potential to substantially expand the capacity of general dental practices to treat more patients”
  – A 40 percent level of delegation increases net income per hour by 22 percent

Expanded Functions

• Many states allow “expanded functions”
  – At least 13 states allow DAs or DHs to place restorations

• Extensive Research on quality and efficiency
  – Especially in the 1970s & 1980s

• Long history of use in the military and IHS
Team Based Education: Motivation

• Univ of MN educates 3 student types
  – 1888 dental students
  – 1920 dental hygiene students
  – 2006 DDS and DH students combine to form Comprehensive Care Groups
  – 2009 dental therapy students

• Dental therapist were conceived as a part of a team from the beginning.
MN Dental Therapist: Employment Stats

- 72 Licensed Dental Therapists (Feb 2017)
  – 35 of those are certified ADTs

Practice Settings and Locations

- Private practice: 46%
- Non-profit clinic: 22%
- Large group clinic: 9%
- FQHC: 11%
- Hospital: 6%
- Educational Institution: 6%
- Twin Cities: 56%
- Greater MN: 44%
Team Based Education: First Attempt

• “Designers of the Future” group met in 2010.

• Mission of Workgroup
  Develop a process to educate the oral health team to deliver care to all Minnesotans in a way that optimizes the skills of every member in an economically viable model.
Team Based Education Grant

(Team Clinic Grant Activities)

• Identify best practices in utilizing expanded functions hygienists and dental therapists

• Teach all student groups a new team-based care delivery model

• Pilot the implementation of the new model in our Comprehensive Care Clinics
Team Based Clinic Pilot

Student Rotations

• 1 DDS4
  – (2 weeks)

• 2-3 DH
  – (no rotation)

• 1 DT
  – (as available)

• Morning Huddle
• Multiple patients per student
• Emergency patients
• No shows
• No idle time!
## Initial Team Pilot Outcome Data

<table>
<thead>
<tr>
<th>Student Type</th>
<th>Increase in Pt Visits</th>
<th>Increase in Production (Dollars Generated)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dental</td>
<td>43%</td>
<td>27%</td>
</tr>
<tr>
<td>Hygiene</td>
<td>19%</td>
<td>30%</td>
</tr>
<tr>
<td>Therapy</td>
<td>27%</td>
<td>23%</td>
</tr>
</tbody>
</table>

Percent Increase is per Team Member
Compares Team Care Clinic to average Traditional Group Clinics
**Expanded Team Education**

### Expanded Team Clinic

<table>
<thead>
<tr>
<th>Student Rotations</th>
<th>Didactic Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 DDS4 (4 weeks)</td>
<td>Additional Team Content</td>
</tr>
<tr>
<td>2 DDS3 (4 weeks)</td>
<td>• Scopes of Practice</td>
</tr>
<tr>
<td>4 DH (2 weeks)</td>
<td>• Collaborative Agreements</td>
</tr>
<tr>
<td>1 DT (2 weeks)</td>
<td>• Clinical Practice Model</td>
</tr>
<tr>
<td></td>
<td>Comparisons</td>
</tr>
</tbody>
</table>

**University of Minnesota**

School of Dentistry

Driven to Discover
Expanded Team Outcome Data

- Number of Unique Pts: +19%
- Total Number of Visits: +13%
Team Based Clinic Feedback

• “I really like working in a team setting.... I like that family group concept. And in my resume right now I’m Team-care centered, that’s pretty much what I’m looking for.”

• “... I have learned how we can all work together at our highest level of scope of practice. I now know how to operate at a private practice in a team setting.”
Team Care in Community Practice

Team Care key benefits

• Increased patient volume/ access to care

• Allow dentist to schedule more complex procedures

• Strong team communication

• Improved patient and staff experience
Team Care in Community Practice

Team Care key benefits
• Increased patient volume/ access to care
• Allow dentist to schedule more complex procedures
• Strong team communication
• Improved patient and staff experience

Team Care key challenges
• Personality differences & resistance to change
• Schedule management
• Lower reimbursement rates for MA patients
• Time for team-building activities
Value of Team Based Care

“As delegation increases, practices see more patients and generate higher gross billings and net incomes.”

“..., dental schools need to provide graduates a solid program of didactic courses and clinical experiences on the use and management of allied dental personnel of all types.”

Value of Team Based Care

Provider Well Being

Better Care

Improve Health

Lower Costs
QUESTIONS?