CODA Standards & Patient Centered Care

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Western University Dental Center

Categories: Pediatric Dentists, Endodontists [Edit]

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By Appointment Only: Yes

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The Good, the Bad, & the Ugly
The good...
- Like my dental student
- Friendly service
- Thorough
- Affordable

Bad & ugly...
- Long appointments
- Billing / insurance errors
- Impersonal service
Goal

- Use CODA standards to improve your program
- Standard 5 (Patient Care Services)
- 5-1, 5-2, 5-3
First step?

Patient Centered Care
2013 Standard 5-1

5-1 Published policy addressing **meaning and commitment to PCC** distributed to student / faculty / staff / patient.

http://www.ada.org/115.aspx#predoctoral
What is Patient Centered Care?

- Caring 😊
- Collaboration 😊
- Coordination 😞
- Communication 😞
- Convenience 😞
“Educational Environment” - core principles …essential to quality (pg. 11)

#1- Comprehensive, Patient-Centered Care

Patient centered approach …norm for teaching & patient care
...CAN have these characteristics

1. Patient preferences, social, economic, emotional, physical and cognitive circumstances considered.

2. Teamwork and cost-effective use of well-trained auxiliaries.


4. General dentists as role models in treatment and referral.

IOM “Dental Education at the Crossroads” J. Dent. Ed. Jan. 1995 (59);1
Patient-Centered Care

- “…what is best for the patient is central focus of an organized system of care.”

- “…in contrast to a system set up to educate students.”

What’s your definition?

I like it.

What is it?

Patient-Centered Care
Define it in a measurable way...
2013 Standard 5-3

QA

5-3 System of CQI for patient care program

Added: Ongoing review and analysis of compliance with standards of care
Intent:

- ...create and maintain databases for monitoring and improving patient care and serving as a resource for research and evidence-based practice
Two key CQI Questions:

- How are we doing?
- Can we do it better?

Institute of Healthcare Improvement model of CQI

- What are we trying to accomplish?
- How will we know a change is an improvement?
- What changes will create improvement?

Act → Plan → Check → Do
IHI model of CQI

What are we trying to accomplish?

How will we know a change is an improvement?

What changes will create improvement?

- All active pts. will have excellent periodontal health.
IHI model of CQI

What are we trying to accomplish?

How will we know a change is an improvement?

What changes will create improvement?

- Population avg. PSR ≤ 1
- 100% have recall date
- 80% recall compliance
IHI model of CQI

What are we trying to accomplish?

Change student / faculty / staff / patient attitudes toward periodontal disease (attempts?)

Education

Modify periodontal protocols

How will we know a change is an improvement?

What changes will create improvement?
Plan and Do...

- Compile pre change EHR data (PSR / recall)
- Student faculty staff education
- Patient education
- Software force recall date entry
Check and Act...

- Compile post change data
- Correction to recall module in software
- Faculty incentives → health of group patients
- Grade model change

Act ➔ Plan ➔ Do ➔ Check ➔ Act
Measure Patient Centered Care

- Caring 😊
- Collaboration 😊
- Coordination 😞
- Communication 😞
- Convenience 😞
5-2 Patient care must be evidenced-based, integrating best research evidence AND patient values.

Intent...use evidence to evaluate new technology and products and to GUIDE diagnosis and treatment decisions.
2-21  **NEW** – Graduates must be competent to **access, critically appraise, apply, and communicate** scientific and lay literature as it relates to providing evidence-based patient care.

**Intent:** ...education should introduce students to basic principles of how research conducted, evaluated, applied and explained to patients
How do I fulfill 5-2?

- Curriculum Integration Team (WUC DM)
- Curriculum or Instrument Committee
- Integrate into student curriculum
- J Dent Ed February 2013 – EBD focused

The Dental Center @ Western University
Summary

- 5-1 – PCC
- 5-2 – EBD
- 5-3 – CQI
- Opportunity not a problem
- Do something that works for you
- Prove that you did it
Reference for Slide 19:

**Oral Infections** by Bruch, Jean M.; Treister, Nathaniel S.

**Book:** Clinical Oral Medicine and Pathology  
**Book DOI:** 10.1007/978-1-60327-520-0  
**Chapter:** 7  
**Chapter DOI:** 10.1007/978-1-60327-520-0_7  
**Published:** 2009-01-01  
**Institution(s):** Massachusetts Eye and Ear Infirmary, Brigham and Women’s Hospital

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