Parkside Facts:
- 4 locations in the Upstate (Greenville, Simpsonville, Spartanburg)
- Total of 35 providers
- 62 clinical staff team members
- Approx 31,500 total patient population

Standard QI Process
- Needs Assessment
- Prioritize QI Initiatives
- Research and Development
- Communication
- Pilot Phase
- Feedback and Tweaks
- Go Live
- Monitoring and Reporting

Process in Action – Fluoride Varnish
- Needs Assessment:
  - AAP Recommendation
  - Learned from QIIP Practice
- Research and Development:
  - Asked other QIIP practices about their workflow
  - Procedures vs. Mike
  - Researched billing codes and reimbursemnet
  - Decided on an age group to start with (0.18, 18 month kids)
  - Looked at our current WAVE workflow to determine how to integrate FV
  - Wrote a proposal that included all information and workflow plan

Process in Action – Fluoride Varnish
- Communication and Engagement:
  - Used various forms (oral and face-to-face)
  - Leadership: gains buy-in and get resistance with education
  - Clinical and Providers
  - Made/approved information for monthly meetings and daily clinical huddles
  - Billing and Front Desk: received a waiver in combat calls to billing
- Pilot Phase:
  - July 18-22 2018
  - 6 providers
  - 2 breaches before 2 were not age yet

Process in Action – Fluoride Varnish
- Feedback and Tweaks:
  - Obtained feedback on how pilot phase went from all departments
  - Pulled initial reports and shared with providers and clerical
  - Made necessary and recommended changes
  - Created a laminated form reminder for the chart
  - Handouts printed and distributed at 0.18 and 18 months at the 12-month visit
  - Ordered fluoride varnish for all locations because of disconnect feedback
- Go Live:
  - 8/22/18 for all locations

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Fluoride Varnish Patient Survey

- **Obtaining Patient Feedback**
  - Survey went out on September 1, 2017
  - Survey sent via email to all parents of 6-24 month-olds:
    - Give them a heads up that this is offered at Parkside
    - Get feedback from them on their experience or thoughts on receiving in the future.

Fluoride Varnish Patient Survey Results

- Overall Parkside Patients – Overall Varnish
  - 6 month analysis shared with providers and clinical on 10/17
  - 12 month analysis shared with providers and clinical on 12/17
  - 15 month analysis including individual provider results shared 1/2018
  - Year end 2018 shared January 2019

Factors Affecting Overall Percentage

- Some patients already have dentists and decline treatment
  - It currently doesn’t teach who has a dentist
- Parents are often unaware of what their insurance covers and feel that a potential $25 out of pocket cost is not feasible for them if not covered
- Some babies only have 1-2 teeth and parents don’t feel it is necessary
- Over 30% of well children encountered declined treatment or were never asked about it and chart left undocumented
  - Final recall letters were written
  - Clinical forgot to put out supplies, document, and give handout
  - Providers forget to document and give treatment
- Attributed to increased patient load especially during sick season
- We realize we are not perfect and there is always room for improvement

QIDA Data – Fluoride Varnish Application

- Monitoring and Reporting
  - Share QIDA data on our Facebook social media site as an example
  - We are asking people how we are doing
- Look at the QIDA data to encourage us on the right path, but realize it may or may not generically reflect our data for Parkside in showing how we are truly doing with this measure.

Provider QI Scorecard

- Sent to each provider quarterly
- Shows how they compare monthly to the Parkside average
Keys to Success

- Communication
  - Team member communications
  - Across departments
  - Families
- Leadership buy-in and trust
- Flexibility
- Extensive research prior to implementation
  - With other practices (QMP Collaborative)
  - Guidelines and Best Practices
- Continued monitoring by QI team