


Parkside Pediatrics
THE QI PROCESS - FLUORIDE VARNISH


Parkside Facts:

- 4 locations in the Upstate (Greenville, Simpsonville, Spartanburg)
- Total of 25 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

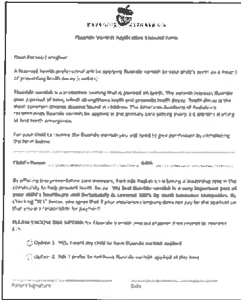


Process in Action – Fluoride Varnish

- **Needs Assessment:**
 - AAP Recommendation
 - Learned from QITP Practices
- **Research and Development:**
 - Asked other QITP practices about their workflow
 - Providers vs. MAs
 - Researched billing codes and reimbursements
 - Decided on an age group to start with (12, 18, 24 month-olds)
 - Looked at our current WCC workflow to determine how to integrate FV
 - Wrote a proposal that included all information and workflow plan

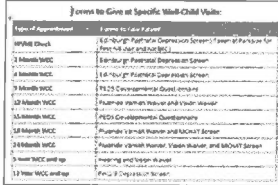
Process in Action – Fluoride Varnish

- **Communication and Engagement:**
 - Used Various forms (email and face-to-face)
 - Leadership – gain buy-in and get assistance with education
 - Clinical and Providers
 - Attended/provided information for monthly meetings and daily clinical huddles
 - Billing and Front Desk created a waiver to combat calls to billing)
- **Pilot Phase:**
 - July 18-22 2016
 - 6 providers
 - 2 locations (other 2 were not open 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 clinical
 - Made necessary and recommended changes:
 - Created a laminated form reminder for the PD
 - Handouts printed and distributed at 9 month visit rather than at the 12 month visit
 - Ordered white varnish for all locations because of discoloration feedback
- **Go-Live:**
 - 8/22/16 for all locations



Item #	Item Name	Item Description
1	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
2	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
3	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
4	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
5	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
6	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
7	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
8	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
9	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
10	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
11	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
12	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
13	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
14	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
15	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
16	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
17	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
18	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
19	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
20	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
21	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
22	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
23	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
24	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)
25	100% Fluoride Varnish	100% Fluoride Varnish (Fluoride Varnish)

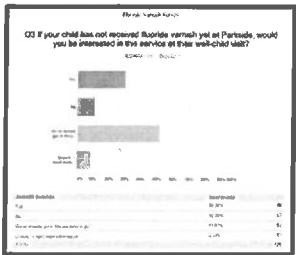
Fluoride Varnish Patient Survey



Oral care is crucial for good health!
 Healthy oral care helps your child's overall health. It can help prevent tooth decay, gum disease, and other oral health problems. At Parkside Pediatrics, we offer fluoride varnish to help protect your child's teeth and keep them healthy and happy. We would love to hear your thoughts on receiving this service at Parkside. Please take a few minutes to complete this survey and help us improve our service.

- **Obtaining Patient Feedback:**
- Survey went out on September 1, 2017
- Survey sent via email to all parents of 6-24 month-olds to:
 - 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



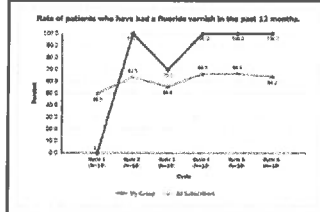
Q4 At Parkside, we feel that fluoride varnish application is very important. Do you have any feedback you would like to share regarding a past fluoride varnish application or about a future application?

Response: 11 / Answer: 11

Feedback	Count
1. Yes, I would like to see this service offered at Parkside.	11
2. Yes, I would like to see this service offered at Parkside.	11
3. Yes, I would like to see this service offered at Parkside.	11
4. Yes, I would like to see this service offered at Parkside.	11
5. Yes, I would like to see this service offered at Parkside.	11
6. Yes, I would like to see this service offered at Parkside.	11
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15. Yes, I would like to see this service offered at Parkside.	11
16. Yes, I would like to see this service offered at Parkside.	11
17. Yes, I would like to see this service offered at Parkside.	11
18. Yes, I would like to see this service offered at Parkside.	11
19. Yes, I would like to see this service offered at Parkside.	11
20. Yes, I would like to see this service offered at Parkside.	11
21. Yes, I would like to see this service offered at Parkside.	11
22. Yes, I would like to see this service offered at Parkside.	11
23. Yes, I would like to see this service offered at Parkside.	11
24. Yes, I would like to see this service offered at Parkside.	11
25. Yes, I would like to see this service offered at Parkside.	11
26. Yes, I would like to see this service offered at Parkside.	11
27. Yes, I would like to see this service offered at Parkside.	11
28. Yes, I would like to see this service offered at Parkside.	11
29. Yes, I would like to see this service offered at Parkside.	11
30. Yes, I would like to see this service offered at Parkside.	11
31. Yes, I would like to see this service offered at Parkside.	11
32. Yes, I would like to see this service offered at Parkside.	11
33. Yes, I would like to see this service offered at Parkside.	11
34. Yes, I would like to see this service offered at Parkside.	11
35. Yes, I would like to see this service offered at Parkside.	11
36. Yes, I would like to see this service offered at Parkside.	11
37. Yes, I would like to see this service offered at Parkside.	11
38. Yes, I would like to see this service offered at Parkside.	11
39. Yes, I would like to see this service offered at Parkside.	11
40. Yes, I would like to see this service offered at Parkside.	11
41. Yes, I would like to see this service offered at Parkside.	11
42. Yes, I would like to see this service offered at Parkside.	11
43. Yes, I would like to see this service offered at Parkside.	11
44. Yes, I would like to see this service offered at Parkside.	11
45. Yes, I would like to see this service offered at Parkside.	11
46. Yes, I would like to see this service offered at Parkside.	11
47. Yes, I would like to see this service offered at Parkside.	11
48. Yes, I would like to see this service offered at Parkside.	11
49. Yes, I would like to see this service offered at Parkside.	11
50. Yes, I would like to see this service offered at Parkside.	11

*Total of 1 Questions on Survey

QIDA Data – Fluoride Varnish Application



Rate of patients who have had a fluoride varnish in the past 12 months.

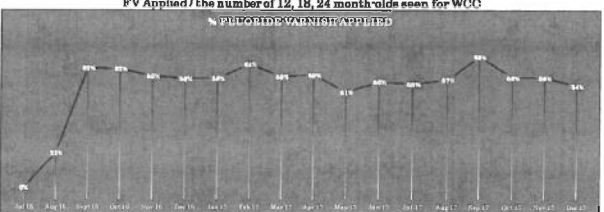
Month	Rate (%)
Nov-17	45.5
Dec-17	81.1
Jan-18	84.4
Feb-18	80.9
Mar-18	86.1
Apr-18	86.1
May-18	86.2
Jun-18	86.2
Jul-18	86.2
Aug-18	86.2
Sep-18	86.2
Oct-18	86.2
Nov-18	86.2

- **Monitoring and Reporting:**
 - Share QIDA data on our Workplace social media site so all of Parkside can see how we are doing
 - Look at the QIDA data to ensure we are on the right path, but realize it may or may not accurately reflect overall data for Parkside in showing how we are truly doing with this measure.

Overall Parkside Data – Fluoride Varnish

- 6 month analysis shared with providers and clinical on 2/7/17
- 12 month analysis shared with providers and clinical on 8/16/17
- 15 month analysis including individual provider results shared 10/6/17
- Year end 2017 shared January 2018

FV Applied / the number of 12, 18, 24 month-olds seen for WCC



% FLUORIDE VARNISH APPLIED

Factors Affecting Overall Percentage

- Some patients already have dentists and decline treatment
 - We currently don't track who has a dental home.
- 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 3000+ well child encounters declined treatment or were never asked about it and chart left undocumented
 - Front desk forgot to give waivers
 - Clinical forgot to put out supplies, document, and give handouts
 - Providers forgot 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

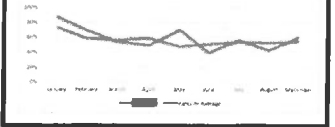
Provider QI Scorecard

- Sent to each provider quarterly
- Shows how they compare monthly to the Parkside Average

Fluoride Varnish Analysis 2017

Month	Count	Rate (%)
January	7	87.5
February	7	87.5
March	6	85.7
April	6	85.7
May	6	85.7
June	6	85.7
July	6	85.7
August	6	85.7
September	6	85.7
October	6	85.7
November	6	85.7
December	6	85.7

Fluoride Varnish Analysis 2017



Keys to Success

- Communication
 - Team members/locations
 - Across departments
 - Families
- Leadership buy-in and trust
- Flexibility
- Extensive research prior to implementation
 - With other practices (QIP Collaboration)
 - Guidelines and Best Practices
- Continued monitoring by QI team

