



# A tooth in time saves nine

## REDESIGNING THE DENTURE JOURNEY

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### Case for change

74%

Patients are waiting greater than NSW Health recommended waiting time of 3 months for a clinical assessment

Further deterioration of the tissues of the mouth during their wait results in poorer patient experience and outcomes



Many patients are missing multiple teeth which causes discomfort and impacts ability to eat

Reduces social interaction and impacts employment prospects



### Issues

Variation in the way a patient gains access to denture services



Patient understanding and expectations



Quality control of denture provision



Care coordination



### Solutions



Early initial clinical assessment

10 minute clinical 'triage' appointment to place on correct priority treatment waiting list

Commenced: July 2018



Local Guideline for Denture Provision

Written guideline for denture provision including criteria for exceptional circumstances

Due: March 2019



Integrated Consult

Team of hygienists and dentists work simultaneously at initial treatment consultation to increase efficiency

Due: July 2019



Agreed Treatment Plan

Written confirmation of treatment sequence, timing and likely outcome to engage patients in treatment planning and to manage expectations

Due: March 2019



Private Provider Memorandum of Understanding

Outline mutual responsibilities and expectations

Due: April 2019

### Method



|   |   |   |
|---|---|---|
| Patient surveys (n=104)                             | Data analysis   | Staff focus groups (n=5)                    |
| Patient interviews (n=5)                            | Staff interviews (n=16)                                       | Private provider survey (n=12)              |
| Patient file audits for remakes (n=193)             | Root cause analysis sessions (n=2)                            | Staff experience surveys (n=54)             |
| Incident Information Management System (IIMS) audit | Staff issues prioritisation and process map validation (n=61) | Staff issues identification workshop (n=58) |

### Goal

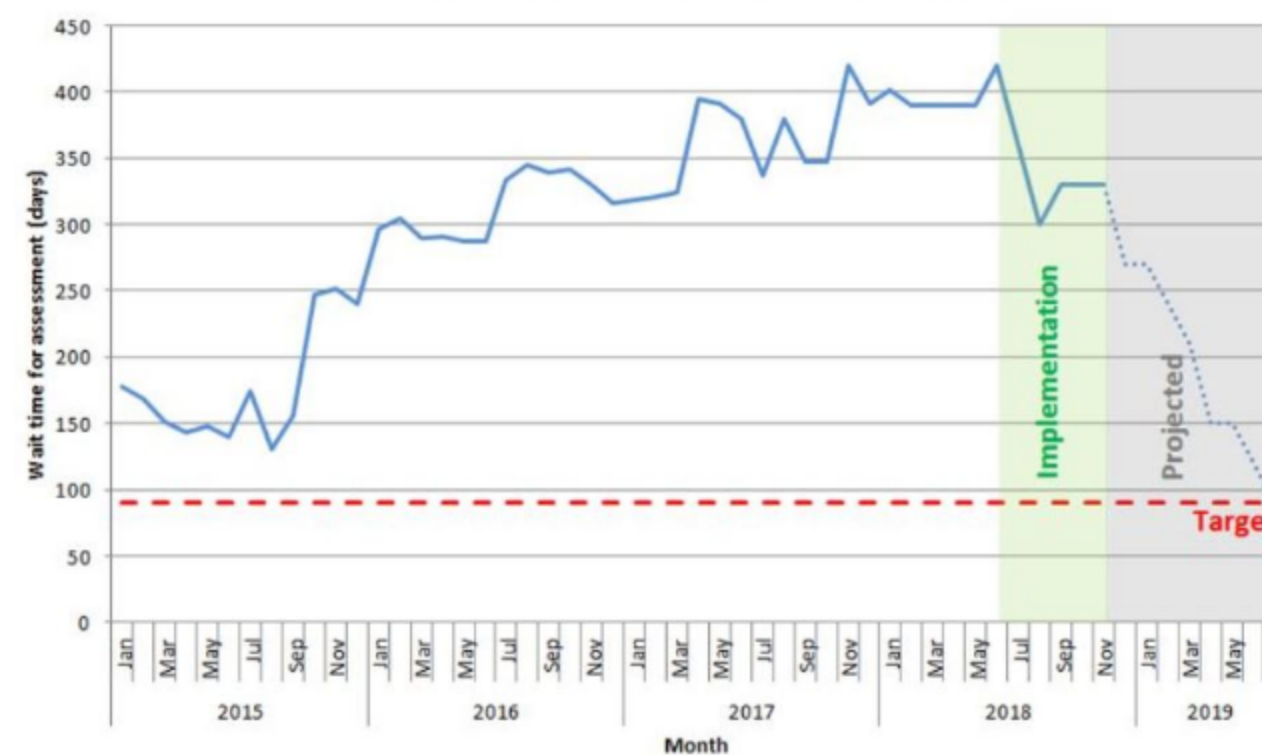
To provide timely, equitable and efficient access to denture services for eligible Central Coast patients

### Objectives

1. Reduce median denture assessment wait time from 14 months to 3 months by July 2019
2. Improve the quality of denture provision as evidenced by a reduction in the rate of denture remakes from 9% to 4% by December 2019
3. Increase overall positive staff experience from 35% to 72% by July 2019

### Preliminary results

Patient Waiting Time from Jan 2015 to Jul 2019



Over a 4 month period, 226 patients were seen over 18 sessions for an initial assessment. We have calculated the capacity to assess the remaining patients outside of benchmark. We project they will be seen over the next 6 months, and will reach NSW health benchmark by July 2019.

Helpful for carers



Help to know where I am at



She was able to follow the plan as I explained it. Made it so easy!

### Sustaining change

Patient Reported Experience Measures to ensure positive feedback is maintained above 95%

Monitoring of denture related complaints, denture remake rates and Dental Weighted Activity Units

Staff surveys to assess overall positive staff experience

Managing and supporting performance by:

- Audit to ensure solutions are correctly implemented
- Annual Professional and Development Review
- Staff education and training

### Conclusion

The Accelerated Implementation Methodology (AIM) has proven that consultation with key stakeholders and engaging them throughout the diagnostic and solution process is vital. This model has the potential to be scalable to the Oral Health Services at other Local Health Districts.

### Acknowledgements

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