

Kaiser Permanente: Integrated Value Based Care Model

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AIDPH January 25, 2019



Who we are



- Dental Service Agreement (DSA)
- Memorandum of Understanding (MOU) - Annual Contract
- Global Payment

KP Membership / Permanente Physician Groups / Permanente Dental Group

- **12,000,000 medical members**
- **278,000 Dental members** in NW (Oregon & SW Washington)
- **606,000 Medical members** in the NW region
- **90% Dental members** also have KP Medical coverage
- **8 autonomous KP regions** (Colorado, Hawaii, Georgia, Mid-Atlantic, Northern California, Southern California, Oregon and Washington)
- **8 autonomous Permanente physician groups**
- **1 autonomous Permanente dental group** (Pacific NW)

Multi-Specialty Group Practice



TOTAL Clinicians: 160

■ 120 GENERAL DENTISTS

■ 35 SPECIALISTS

■ Endo 5

■ OMFS 4

■ Ortho 8

■ Perio 6

■ Pedo 9

■ Pros 1

■ TMD 2

■ 5 Denturist

Ownership Model

42

- Associates

111

- Shareholders

9 YEARS

- Average Tenure

11 YEARS

- > 1 Year w/ PDA

PDA Philosophical Model of Care

Permanente Dentistry

Ethical, Evidence Based, Integrated with a relentless pursuit of quality and patient safety.

What is Permanente Dentistry?™

- Ethical treatment: Providing the right care for our patients.
- Evidence-based care: Using the best available peer reviewed literature to define our approach to care.
- Integrated treatment: Considering the total health of our patients, starting with their smile.
- Relentless pursuit of quality of care and patient safety.

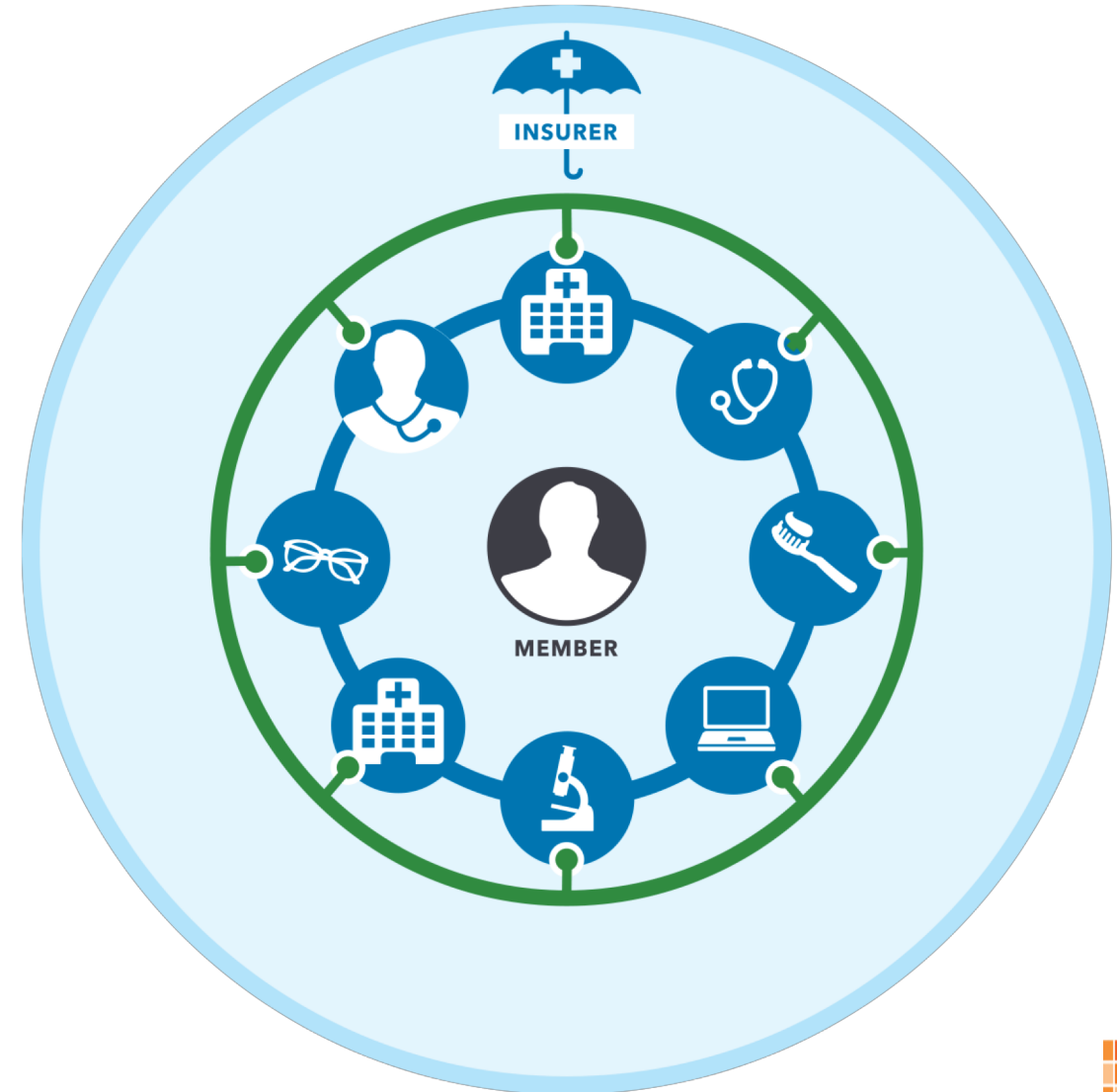


Care and Coverage

What Makes Kaiser Permanente Unique: *Vertical Integration*

Our Mission

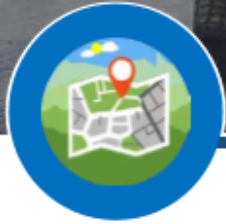
We exist to provide high-quality, affordable health care services and to improve the health of our members and the communities we serve.



BACKGROUND: DENTAL PROGRAM

INTEGRATED

CONVENIENT CARE



21 offices

Eugene, OR – Longview, WA

Coming Summer 2019

Salem Keizer Dental Office



160 dentists



General care

All Offices

Specialty care

Select Offices
Orthodontics, Endodontics,
Oral Surgery, Periodontics



Emergency and

urgent dental care
available 24 hours a day, 7
days a week



**Saturday
appointments**

available at select locations
for dental cleanings

Kaiser Dental Clinics within Health Centers



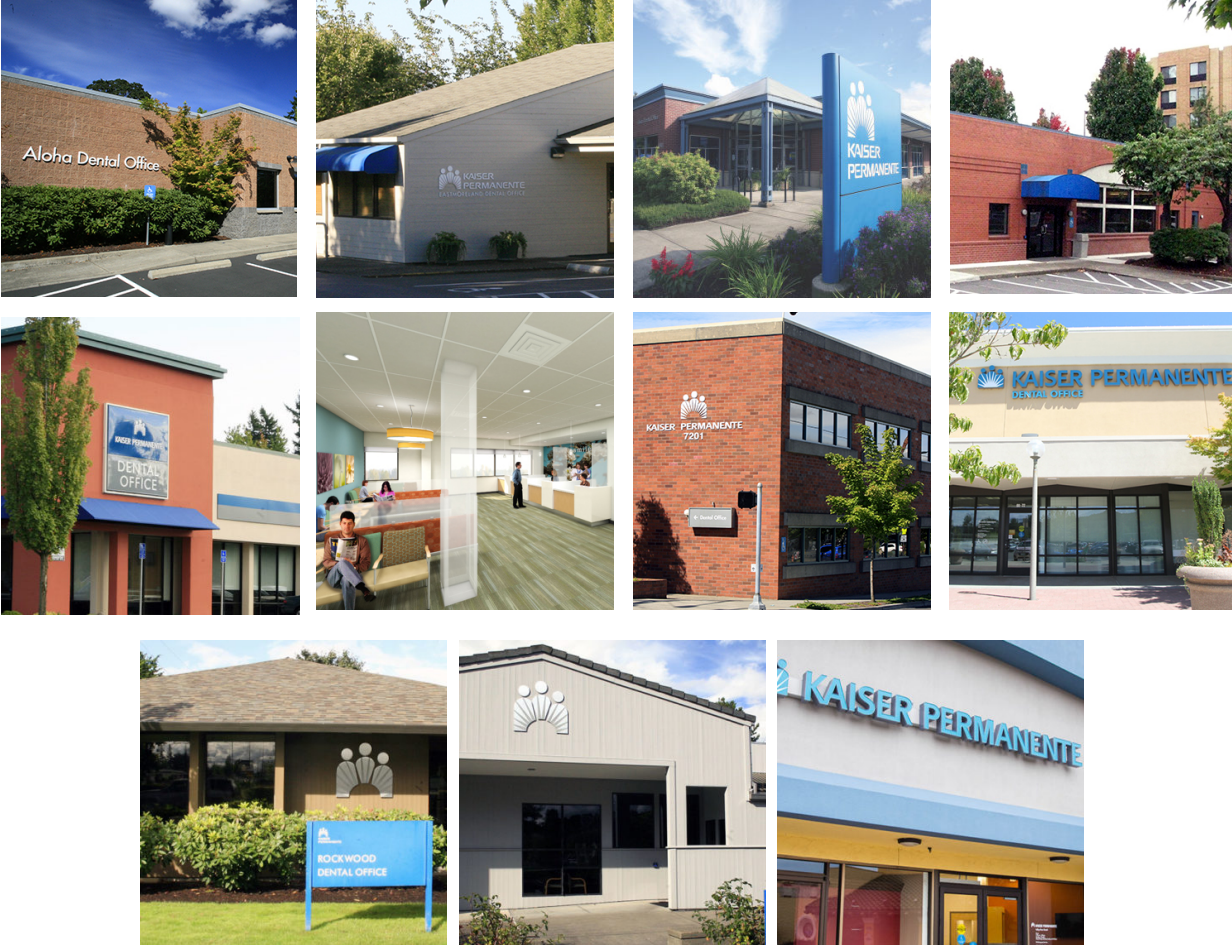
- Beaverton
- Salmon Creek
- Tanasbourne
- Longview

Kaiser Dental Office Adjacent to Medical Office



- Skyline
- N. Lancaster
- Cascade Park
- Clackamas

Stand-Alone Dental Offices



- Aloha
- Eastmoreland
- Glisan
- Grand
- Gresham
- Johnson Creek
- N. Interstate
- Oregon City
- Rockwood
- Tigard
- Valley River

School-Based Dental/Medical Office



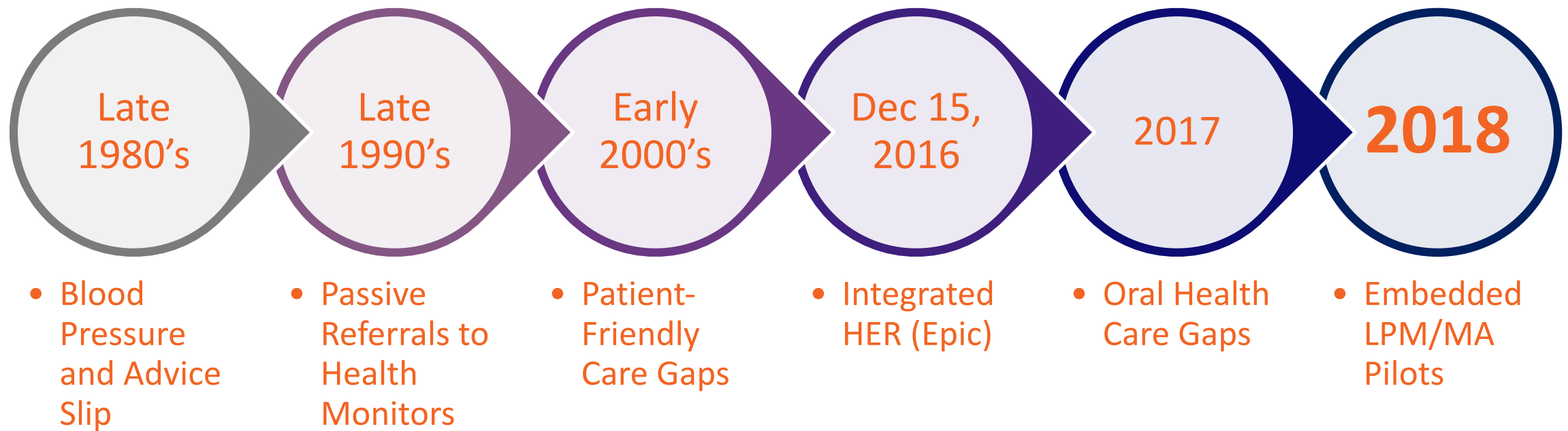
- Faubion
 - Portland Public Schools
 - Concordia University
 - Kaiser Permanente
- 3 to PhD

Physician Embedded in Dental Office



■ Cedar Hills

JOURNEY OF INTEGRATION



Blood Pressure Advice Slip

Blood Pressure Advice Slip

Date:	Your Blood Pressure today is:
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Systolic (Heart Pumping)-First Number		
Range, mmHG	Classification	Recommended Follow Up*
Less than 120	Normal	Recheck in 2 years
120-139	Prehypertension	Lifestyle modifications** and recheck annually
140-159	Stage 1 Hypertension	Medical consult within 2 months and Lifestyle modifications**
160-179	Stage 2 Hypertension	Medical consult within 1 month
180-209***		Medical consult within 1 week
Greater than 210		Seek medical care immediately
Diastolic (Heart Relaxed)-Second Number		
Range, mmHG	Classification	Recommended Follow Up*
Less than 80	Normal	Recheck in 2 years
80-89	Prehypertension	Lifestyle modifications** and recheck annually
90-99	Stage 1 Hypertension	Medical consult within 2 months and Lifestyle modifications**
100-109	Stage 2 Hypertension	Medical consult within 1 month
110-119***		Medical consult within 1 week
Greater than 120		Seek medical care immediately

*If systolic and diastolic categories are different, follow recommendations for shorter follow up.

Lifestyle modifications include: maintaining normal body weight, regular aerobic exercise, sodium reduction to 2.4gm/day, DASH eating plan (reduced saturated and total fat intake, coupled with increased intake of fruits, vegetables, and low-fat dairy products), tobacco cessation, and moderation of alcohol consumption. These recommendations are beneficial for all persons. More information available through **Health Education Services at 503-286-6816 for Portland; all other areas 866-301-3866.

***Consider immediate medical evaluation if medical risk factors present.

Based on National Institutes of Health report of the Joint National Committee (JNC VII) on Prevention, Detection, Evaluation and Treatment of High Blood Pressure, 2004

Tobacco Cessation Referrals

3 A'S OF TOBACCO CESSATION

ASK

ADVISE

ASSESS

Patient Support Tool



Patient Support Tool

USING ORAL HEALTH PROVIDERS AS
EXTENDERS OF PRIMARY CARE TO
IMPROVE HEALTH OUTCOMES

KAISER PERMANENTE

Name: DEMO1010481157
MRN: 010481157

Primary Care Physician: DEMO DOC1 (ABCDE)

Managing your health is important to us. This is a personalized summary of your health care needs. It is also a reminder of how important it is to keep up to date with medical tests and health screenings. Having regular tests and screening can help you avoid many health problems, and will help you and your health care team to better manage any existing problems.

Our records indicate you are due for the following:

Lab Tests - please bring this paper order with you to any Kaiser Permanente lab. Most medical offices provide laboratory services between 8 a.m. and 5 p.m. Monday through Friday

Test	About this test	Test code - for lab use
Blood tests		
Diabetes monitoring test (HbA1c)	This test measures average blood glucose levels. Generally lower levels are better, and for most patients a level under 7 is best.	A1C
Cholesterol Profile (Lipid Panel)	Adults with diabetes or atherosclerosis (hardening of the arteries) have fewer heart attacks and strokes if their LDL cholesterol level is less than 100.	FAS
Urine/stool tests		
Diabetes kidney function test (MicroAlb/Cr)	This test can detect protein in your urine which can be an early indication of diabetic kidney disease. Early treatment of this disease can prevent serious problems.	UMS

Due dates for tests and screenings may vary from person to person depending upon age, general health, and other factors as determined by your clinician.

Questions about this letter? Call us Monday through Friday, 8 a.m. to 6 p.m.
All areas 1-800-813-2000
TTY 1-800-735-2900

Language interpretation services 1-800-324-8010

You may also log on to kp.org to send a secure message to Membership Services.

Diabetic Care Gaps Closure Rate 2018

Kaiser Permanente Dental Diabetic Care Gap Closure Rate (MOU Measurement) December 2018

Program Summary

YTD Denominator: 8,542

YTD Closed: 5,346

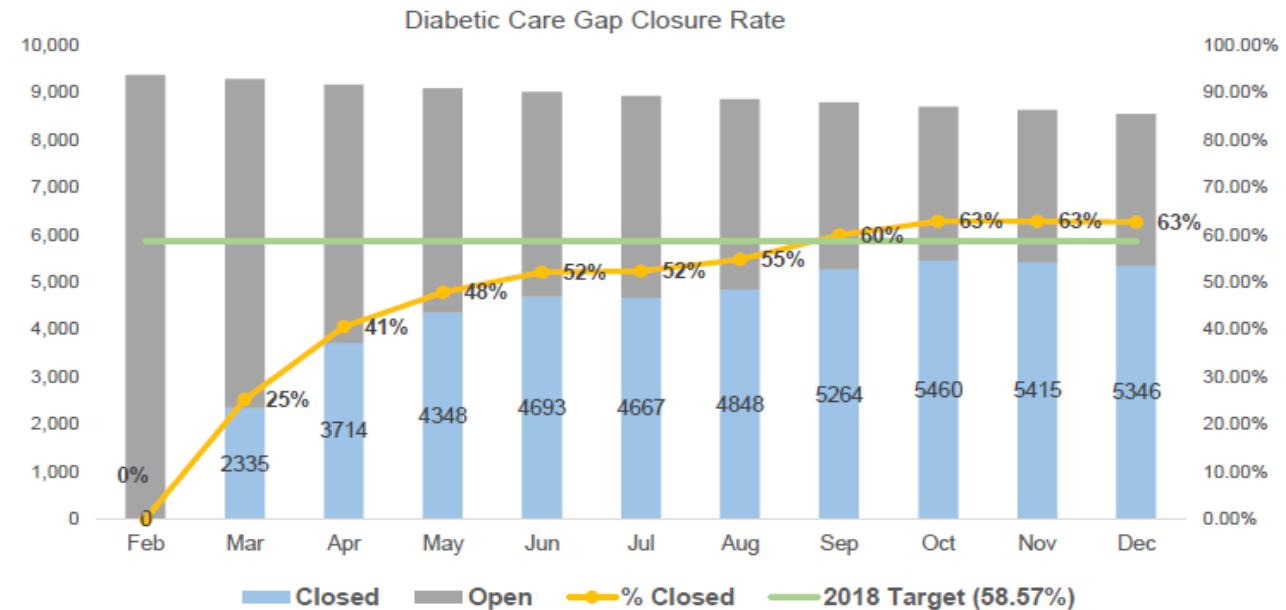
% Care Gap Closure 62.58%

Members w/ Dental visits vs. no Dental visit

	Denom	Closed	%closed
Had Dental Visit	4602	3131	68.0%
No Dental Visit	3962	2225	56.2%

*Dental Visit within current year.

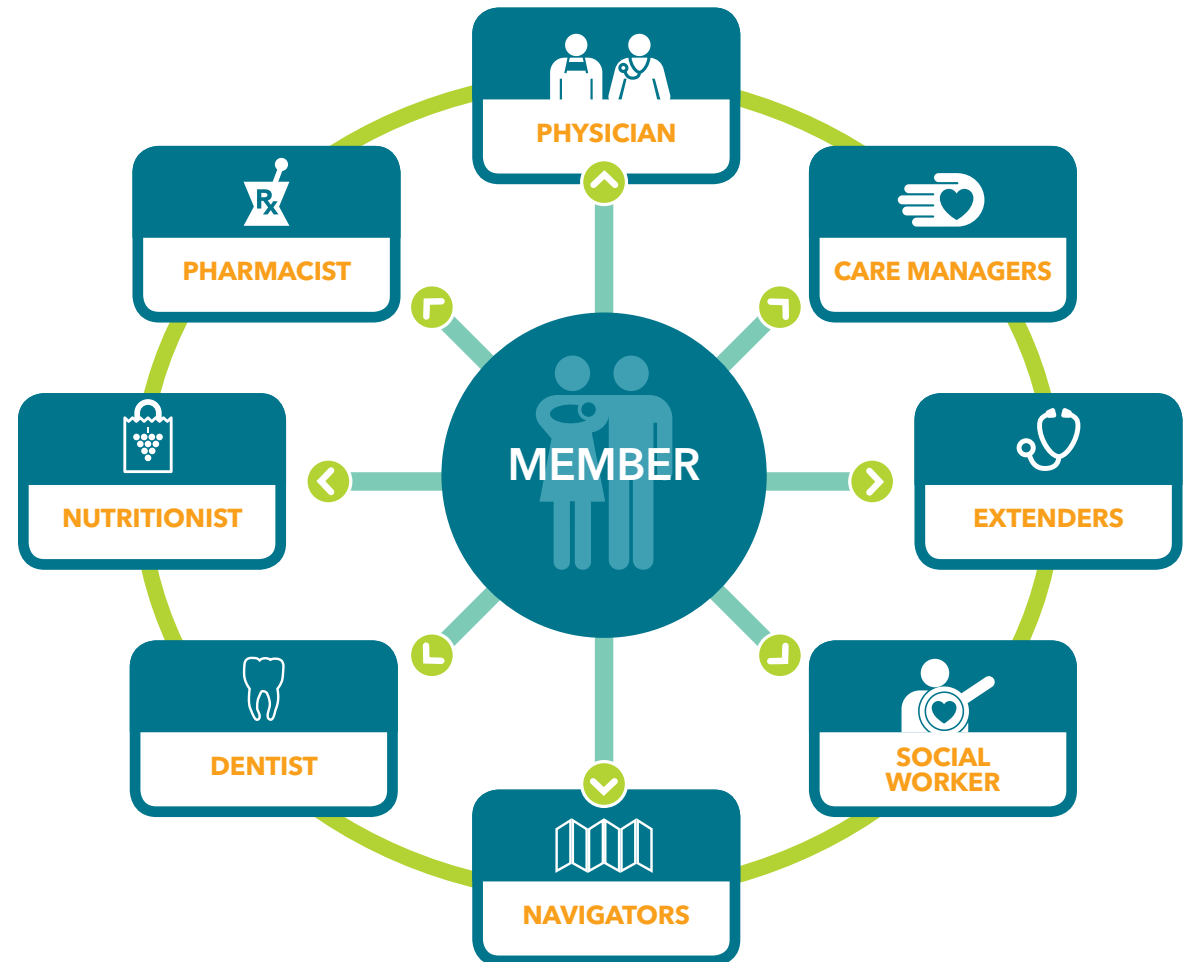
Percentage Closed by Clinic Panel



Fully Integrated Electronic Health Record




Dental providers are part of the care team and extenders of primary care




Best Practice Advisory Blood Pressure

BestPractice Advisory - Kpnw, Ethand2 Hmo

Important (1) 

ABNORMAL VITALS RECORDED
Adult with systolic BP 140+, diastolic BP 90+, and/or HR below 60 or 100+.


 **ACTION:**
Verbally counsel patient.
Give Blood Pressure/Pulse Advice Slip.
Document discussion with patient regarding follow-up.

Filed Vitals:

	11/27/18 1440
BP:	210/110
Pulse:	56

Acknowledge Reason

Acknowledged and Action Taken

 **Accept** **Dismiss**

Reimagining Care Teams

Collaborating and talking across divides: Sharing responsibility for our members' total health



Cedar Hills Dental and Medical Office - 2016






Cedar Hills Dental and Medical Office Stats

- 2018 Snapshot -

- Members who visit the Cedar Hills Dental and Medical Office have a higher rate of addressing their preventive care gaps than members at other co-located offices.
 - 110% more likely to receive child flu immunization
 - 81% more likely to receive the child HPV vaccination
 - 114% more likely to receive an adult physical
 - 160% more likely to receive a cervical cancer screening

MDI Pilots

		Model 1 Salmon Creek Co-located Medical & Dental Office	Model 2 Beaverton Co-located Medical & Dental Office	Model 3 Glisan Stand Alone Dental Office
 People	Enhanced Care Coordination by Dental Team	✓		
	Embedded LPN		✓	✓
 Process	Facilitated on-site care gap closure	✓		
	Completed on-site care gap closure		✓	✓
	Proactive fishing for care gap closure opportunities		✓	✓
	On-site referrals/coordination for chronic diseases	✓	✓	
	Off-site referrals for chronic diseases			✓
 Infrastructure/Place	Health connect Optimization	✓	✓	✓
	Modified Med Prep Area			✓
	Coordination with Lab	✓	✓	

Flu Shots in Dental

Pilot focused on
Medicare Patients

194 Shots in
dental after flu
clinic



24% of the members receiving flu shots were above the age of 65



Service:
171 members didn't have an appointment and came to dental for the flu shot


Member Comments:
"My child had a dental cleaning today and we both took advantage of the flu shot clinic. Super convenient!!"

"This is a great service. Now I don't have to go to Sunnyside"

Flu Vaccine Implementation in Dental Offices 2018 (CLD,OYD,GRD,TBD)

10/8- 10/19
70% Staffed Shifts






Audience Captured

At-Risk Population

135
Members who have not had a vaccine for **at least** two seasons (since 2016)

97 Vaccines given to Medicare members




Feedback Received

Convenience

18% were not planning on getting vaccinated this season

97% of member feedback mentioned convenience of service



Care Gaps Closed

Quality

39- 52% of flu care gap opportunities were Staged throughout the month (1,510)

A total of **744** Flu Care Gaps were resolved across CLD, OYD, GRD, and TBD offices

Oral Health Care Gaps

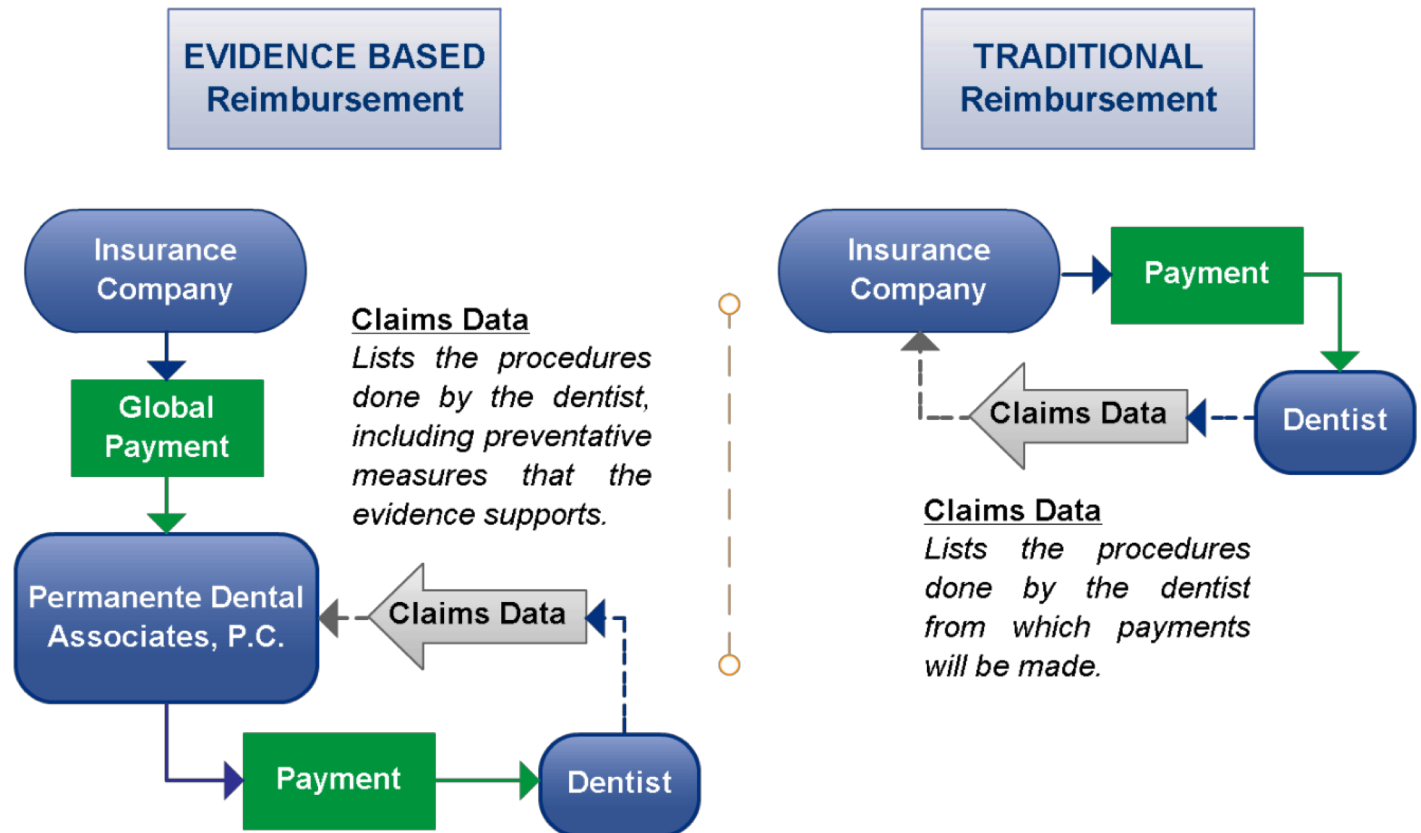
- Introduced oral healthcare gaps pilot 2017
 - Diabetics without periodontal treatment in last 15 months
 - >12 month old children that have not had their first visit to pediatric dentist



VALUE BASED COMPENSATION

Value Based Compensation

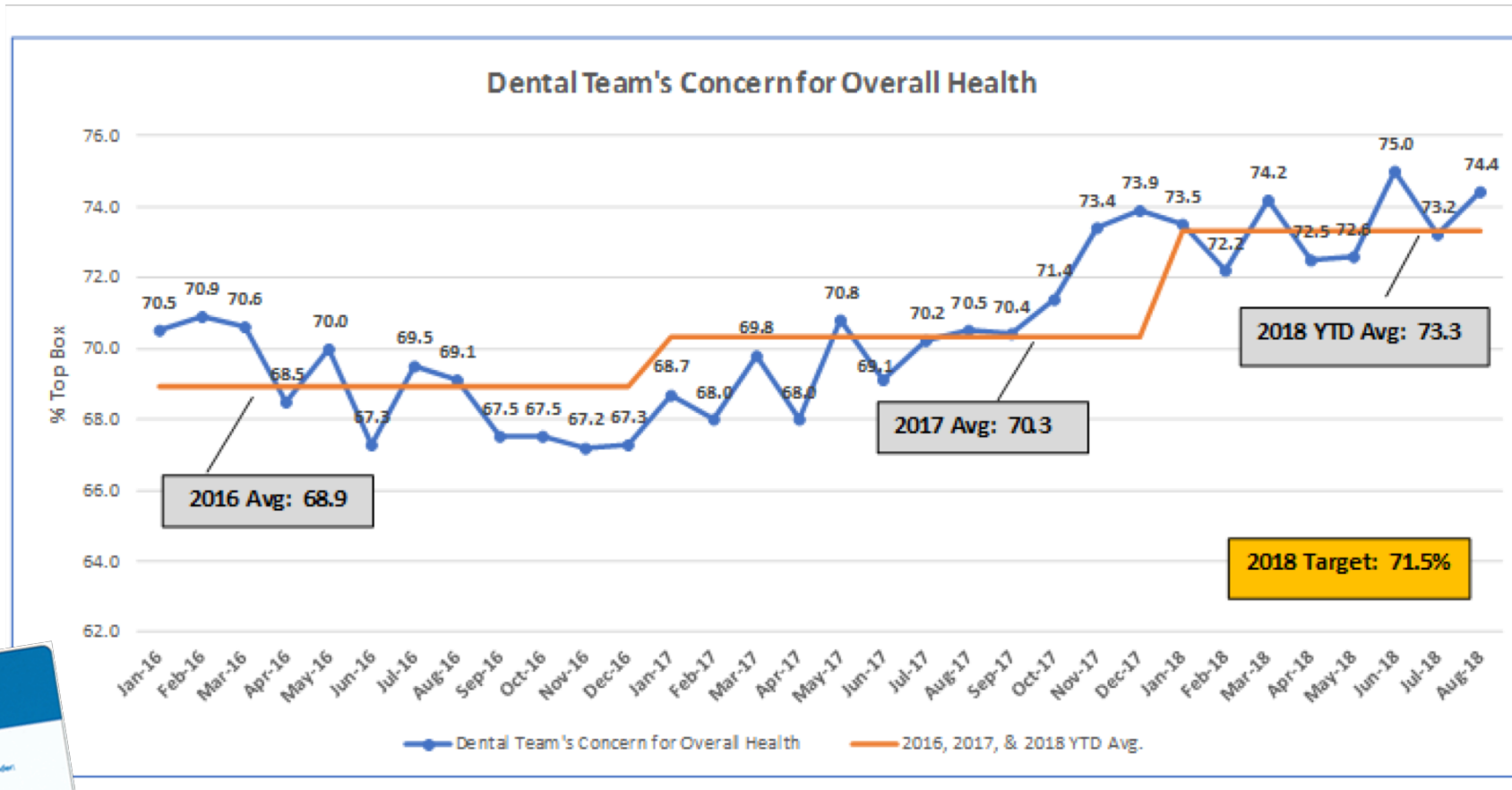
- Per Member / Per Month (PM/PM) Global Payment



Value-Based Compensation Model

- Financial recognition focuses on the overall dental office individual performance.
 - **Patient Experience**
 - **Integrated Care**

“Dental Team’s Concern for Overall Health”



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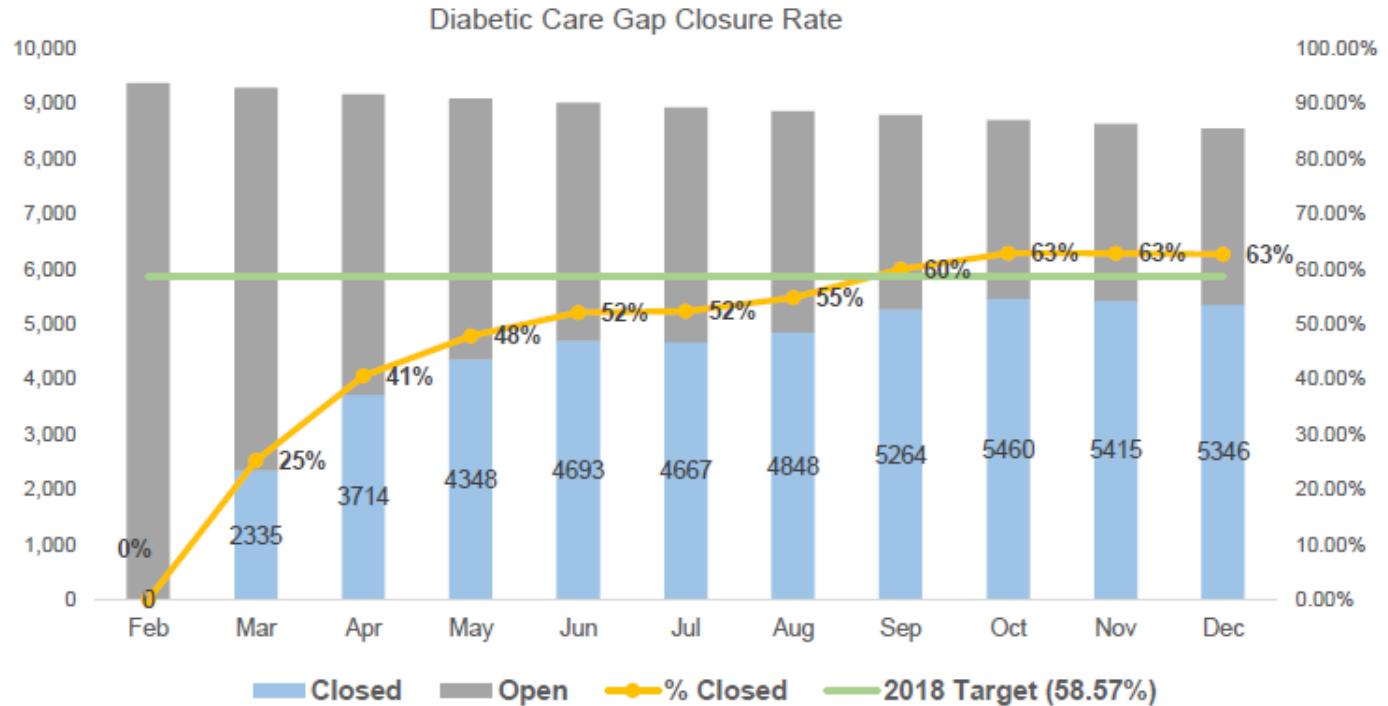
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IN SUMMARY...

MDI VISION

Provide an integrated medical and dental experience that is a new standard for high-quality, convenient and affordable health care.

Experienced by:

- *Our members have their **total health** needs addressed when they visit Kaiser Permanente*
- *Members receive **coordinated care** and **greater value** when they choose us for medical and dental coverage*
- *Meeting the needs of members is easier because **bridges** have been built between departments*
- *Medical and dental **share responsibility** for the member's total health*

Essential Elements of our Integrated Care Model

Shared Total Health Philosophy

Shared Population: Medical and Dental

Co-located Facilities

Shared Informatics Platform

Global Payment