

Value-Driven Care:

Oral Health Care System Alignment to Right-Size Equity

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Understanding “Value-Driven” Care

- **Irrespective of administrative model and current payment design**, practices can develop “value-driven” oral health care models that improve outcomes, lower costs, improve consumer and provider experience, and increase efficiencies.
- Both value-based care AND value-driven care **require a focus on the “Quadruple Aim”**





Elements of Value-Driven Care

Value-driven care can take many forms, including but not limited to:

- Being **prevention**-focused
- Supporting **personalized care** through risk assessment
- Utilizing efficient and cost-effective care delivery modalities, such as **minimally invasive care (MIC)** and **teledentistry**
- Pursuing **health care integration**
- Engaging in **motivational interviewing**
- Supporting **shared decision-making**
- Seeking **consumer experience and reported outcomes feedback** for continued value-alignment between consumer and provider



Implementing Value-Driven Care

How to Make the Shift



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Risk Assessment



- **Caries, Periodontal, and Social Risk**
 - The cornerstone to understanding patient population, their needs, and opportunities to create individualized care plans
- Risk stratified management = “the process of using the patient’s risk status to direct and improve care that **prevents acceleration to higher risk categories and higher associated costs.**”¹
- **ICD-10 codes** are essential for understanding risk
- Stratifying patients by risk gives providers **better predictability** re: anticipated cost of care

¹American Academy of Family Physicians



Addressing Upstream Factors

- Value-driven care requires **addressing upstream factors** (e.g., SDOH factors impacting access and outcomes)
 - NCCARE360 and other social support services can be leveraged
 - Care coordination / case management is an effective model





Provider-Patient Shared Decision-Making (SDM)

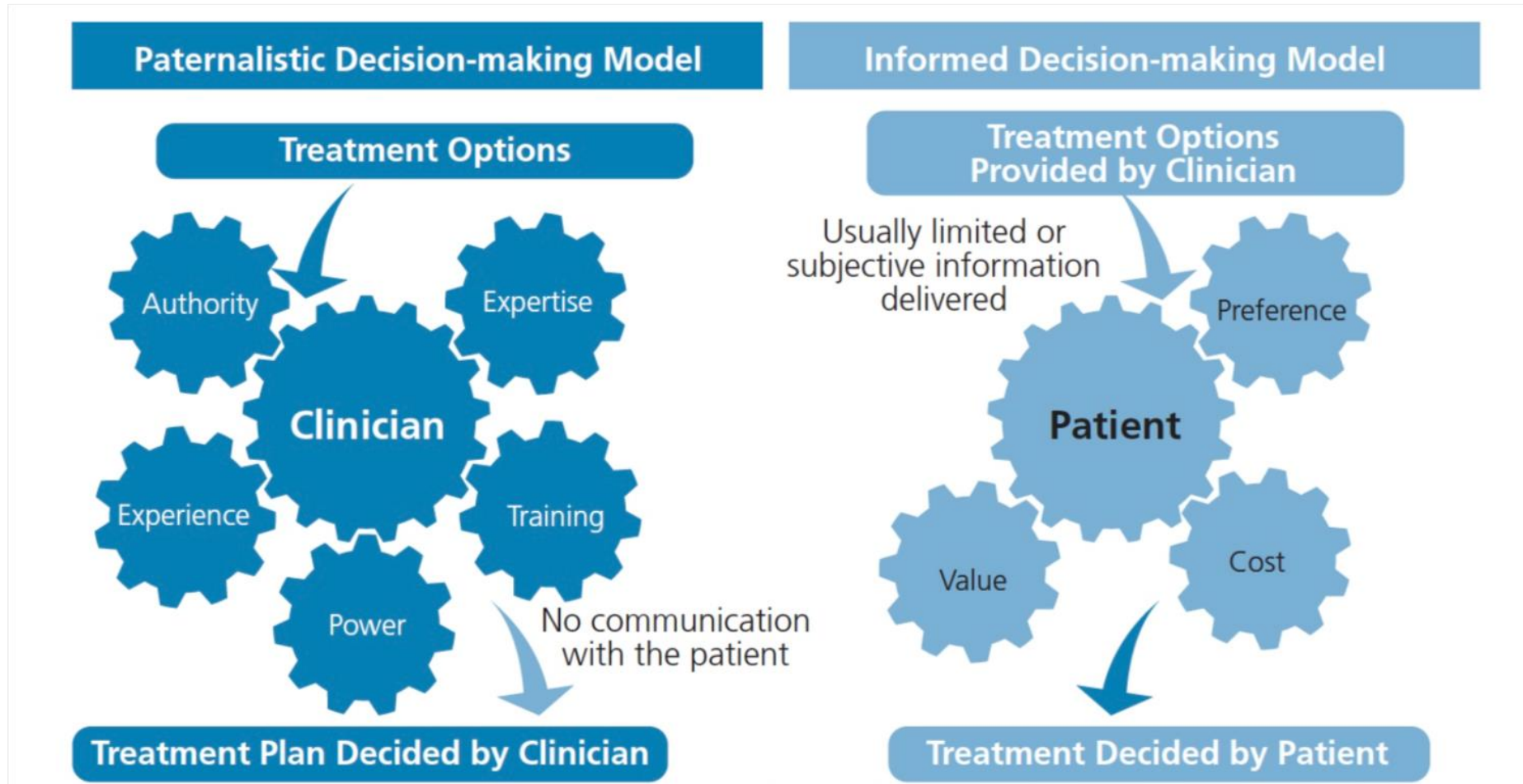
- Involving the patient in treatment planning can **improve outcomes and patient and provider experience**
 - Long-term, shared decision-making can also **reduce cost** due to improved patient compliance and a focus on prevention
- “Research indicates patients and clinicians agree that SDM **improves the quality of health care.**”¹
- **Motivational interviewing (MI)** is an effective method for integrating shared decision-making in clinical practice



¹Kasabreh, N., Dyer, N., & Wang, J. (2020, November 20). Shared Decision-Making in Evidence-Based Dentistry. In *Decisions in Dentistry*.

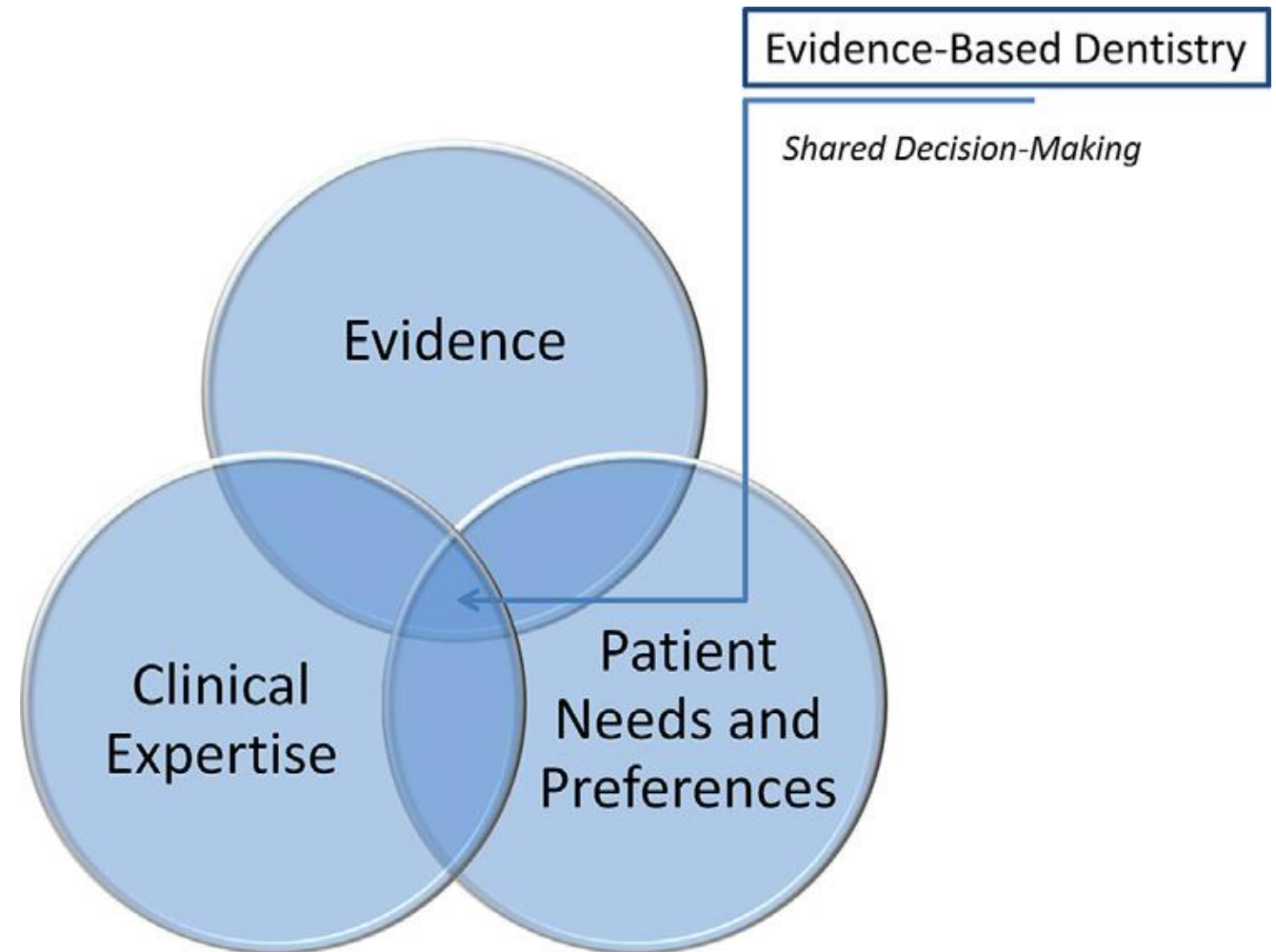


Shared Decision-Making: A Blend of Two Models





Shared Decision-Making in Oral Health Care



Tracy, S. (2014, January). From Bench-Top to Chair-Side: How Scientific Evidence is Incorporated Into Clinical Practice. *Dental Materials*, 30(1), 1-15.



Right-Sizing Equity Through Patient Experience & Reported Outcomes



- “[The] burgeoning VBP landscape makes it more important than ever to **put patients first and listen to their voices**. The best way to do this is by bringing patient experience measurement into the digital age with tools that are well-known, widely used, and readily adaptable in health care.”¹
- “Centering the patient voice in understanding their experience of care is **fundamental to both clinical outcomes and quality improvement**.”²

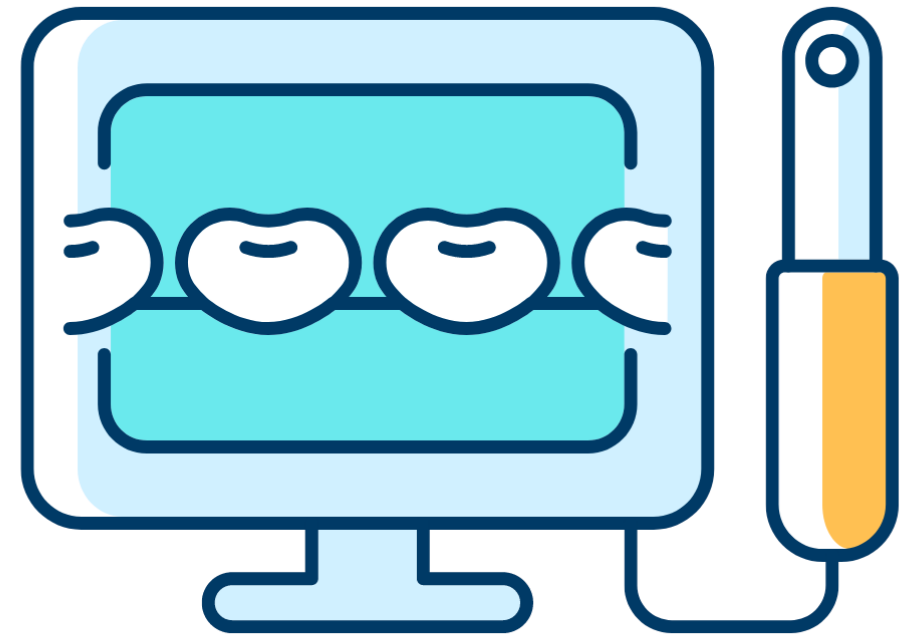
¹Scholle, S., O’Kane, M., & Cotton, P. (2020, December 7). As Value-Based Care and Telehealth Rise, Patient Experience Measurement Desperately Needs an Update for the Digital Age. In *Health Affairs*.

²Karimbux, N., John, M., Stern, A., Mazanec, M., D’Amour, A., Courtemanche, J., & Rabson, B. (2022, October 17). Measuring Patient Experience of Oral Health Care: A Call to Action. In *Journal of Evidence-Based Dental Practice*.



Teledentistry

- Teledentistry has the potential to significantly **improve outcomes and reduce costs** through:
 - Triage
 - Aftercare
 - Access (e.g., addressing geographic and SDOH-associated limitations)
- Teledentistry can further **reduce burden on the broader health care system** and lower costs (e.g., by diverting ED visits for non-traumatic dental problems)
- The cost of treating patients via teledentistry is **11% less annually** than dental patients seen in person¹



¹CareQuest Institute for Oral Health, *Teledentistry is an Effective Tool to Triage Patients and Save Money*, 2022



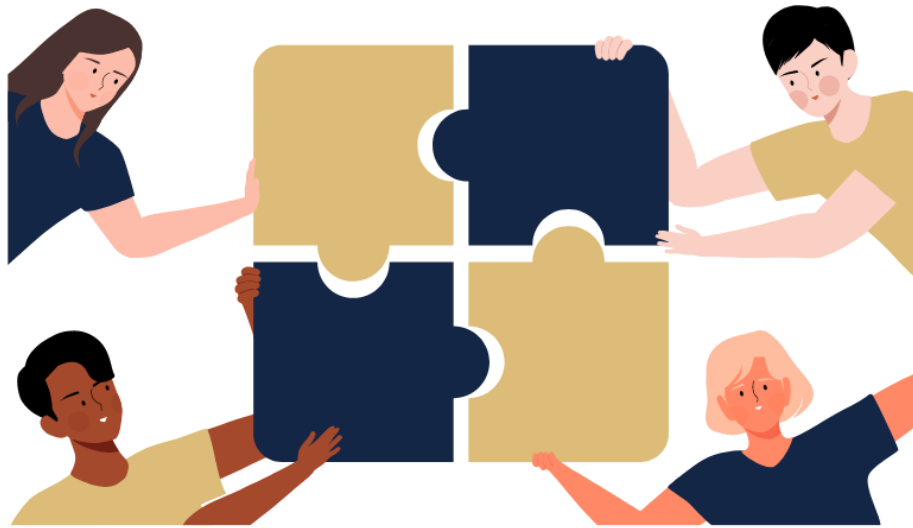
Minimally Invasive Care (MIC)

- **Advantages to the patient** include:
 - Greater control over their oral health by slowing progressive disease effects and creating more time for healthy behavior change
 - Preservation of natural tissues for improved long-term oral health
 - Reduction in pain, fear, and trauma
- **Advantages to the provider** include cost savings with:
 - Improved overhead management
 - Expanded service delivery
 - Decreased patient infection risk





Integration



- The shift toward value requires taking a **holistic view of the patient**
- Interprofessional collaboration is essential in treating the **“whole patient,”** improving outcomes and reducing cost
- “Closed loop” referral systems and dental-medical-behavioral health integration **can be implemented without a shared EHR,** with opportunities including:
 - Care coordination / case management
 - Comprehensive risk assessments
 - Teledentistry

Preparing for the Shift Ahead

Opportunities for Moving Forward



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How to Prepare for Value-Based Care

Keys from CHCS*

1. Start slowly, **move forward incrementally**, and make adjustments
2. **Explore pilots** to advance oral health care and VBP goals
3. **Build capacity** in dental practices to participate in VBP models
4. **Engage** external **partners and stakeholders**
5. **Incorporate VBC** models **into dental and dental hygiene program curricula**

**These principles have been incorporated into the ongoing COrHT Initiative in North Carolina*





The Bottom Line

“The long-term solution for implementation [of value-based care] includes **incorporating population health, aligning with vulnerable populations who require interprofessional collaborations, empowering the patient perspective, creating meaningful metrics, and buy-in at all levels.**”

Jivraj, A., Barrow, J., & Listl, S. (2022, January). Value-Based Oral Health Care: Implementation Lessons from Four Case Studies. In *Journal of Evidence-Based Dental Practice*.