

Quality Improvement Strategy for Oral Health in Children of Michigan Medicaid Managed Care

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Background

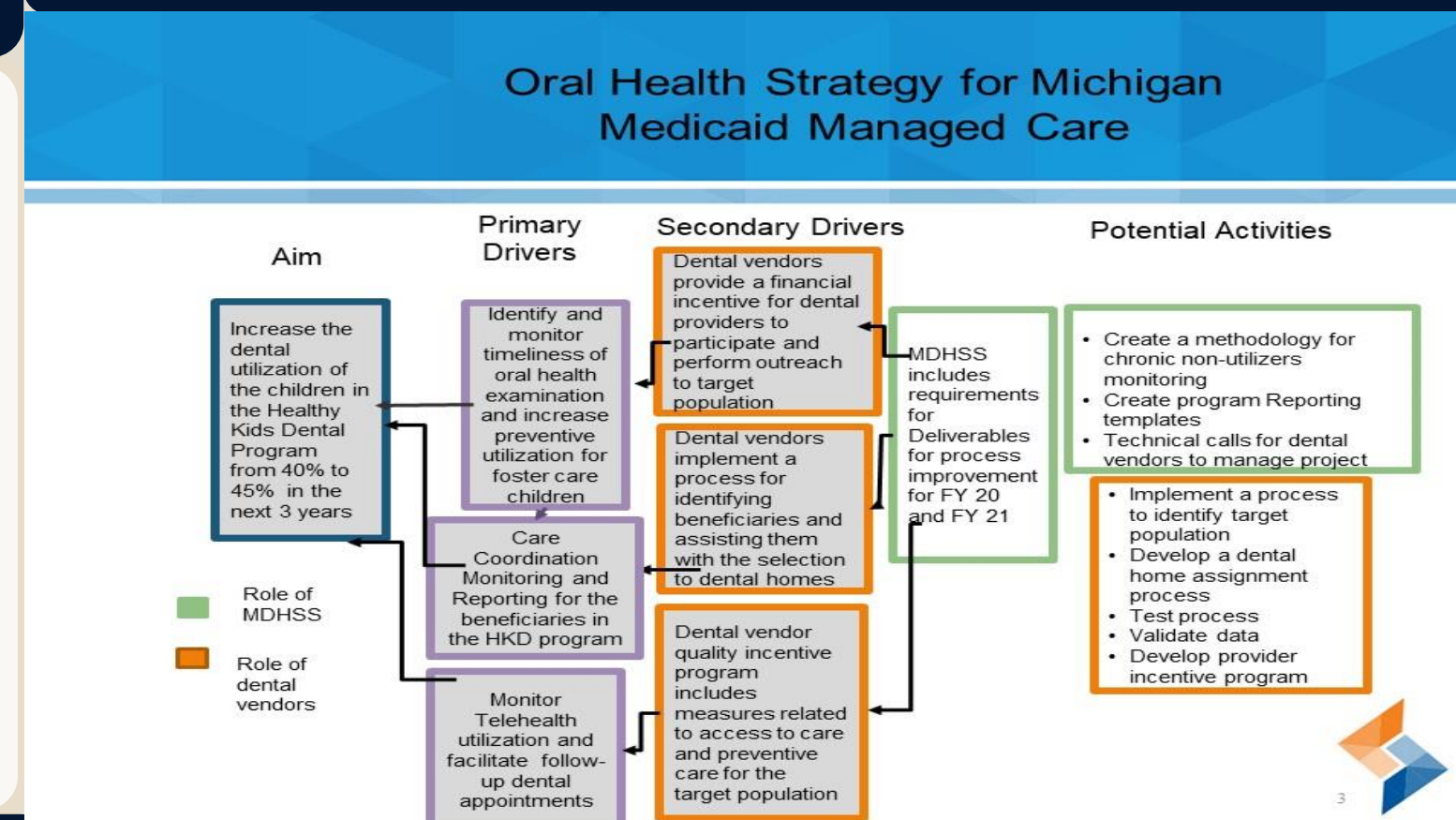
Background: Effective October 1, 2018, Michigan Medicaid offered members two Dental Health Plans (DHP) for the Healthy Kids Dental (HKD) program and had new quality goals and requirements for better oral health preventive outcomes; physical and oral health coordination; oral health education; stakeholder collaboration; and population health management for factors such as socio-economic status, race, education, etc., This poster discusses the oral health strategy for the HKD program.

Methods: Quality improvement concepts such as capitation withhold, performance bonus and value-based program are used.

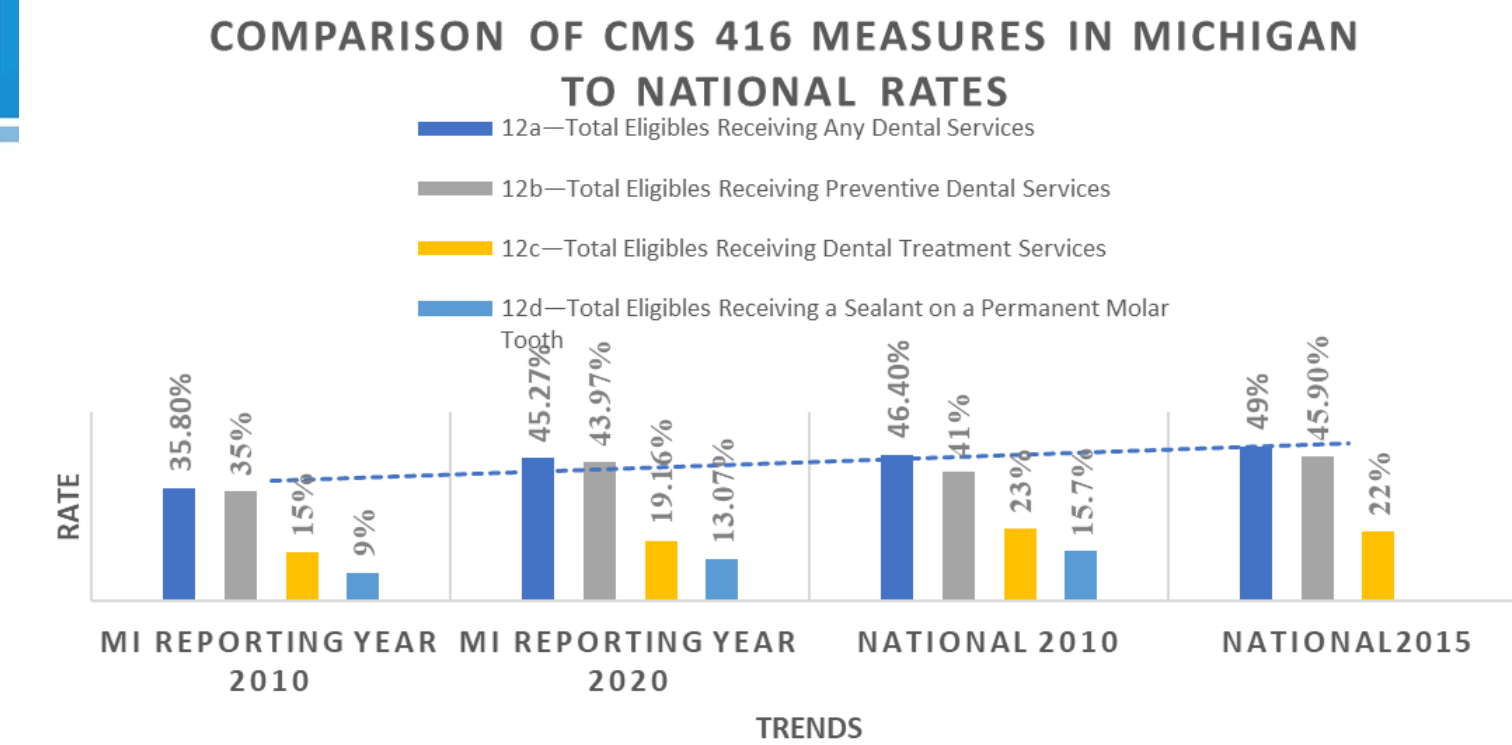
Results: We present the concept of Quality improvement strategy for Michigan Medicaid Managed Care Oral Health Program to monitor and measure performance metrics and implement performance improvement projects. This presentation focusses on monitoring, measuring performance metrics and benchmarks and targeted interventions.

Discussion: Quality Improvement Strategy tools are often used in Medicaid Managed Care but still a new concept in Dentistry. Michigan with its long history of collaboration with their managed care plans, these monitoring and compliance tools and processes were developed in close partnership with their Managed Care Plans.

Driver Diagram for Healthy Kids Dental



Performance Metrics for Dental Utilization



HKD Program Contract Requirements Compliance

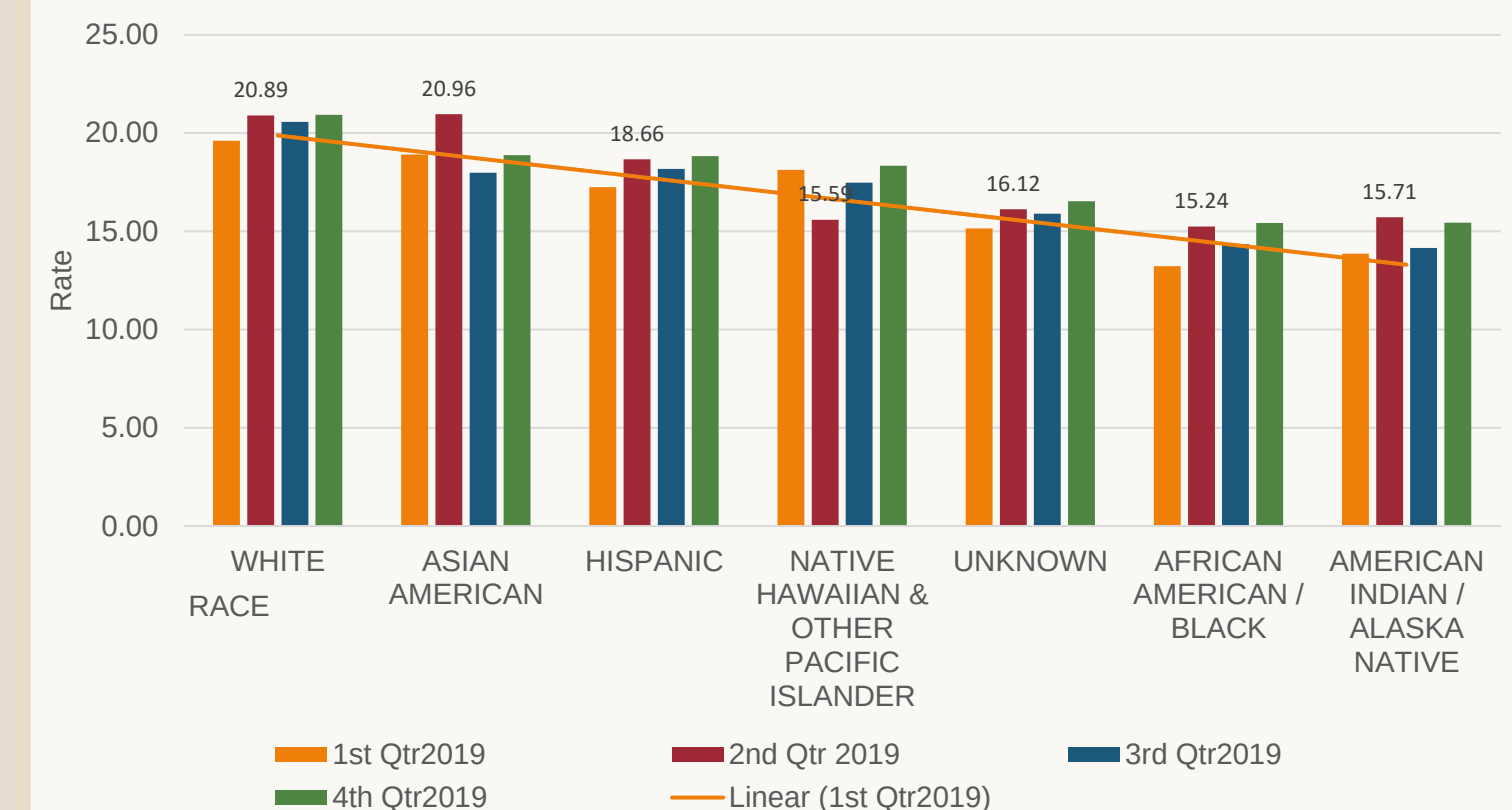
Standard	Compliance Score for the Program
Administrative	100%
Provider	100%
Member	96%
Quality/Utilization	100%
Data Reporting	94%
Program Integrity	99%

HKD Child Dental Survey Analysis for Consumer Satisfaction – Baseline benchmarks for comparison

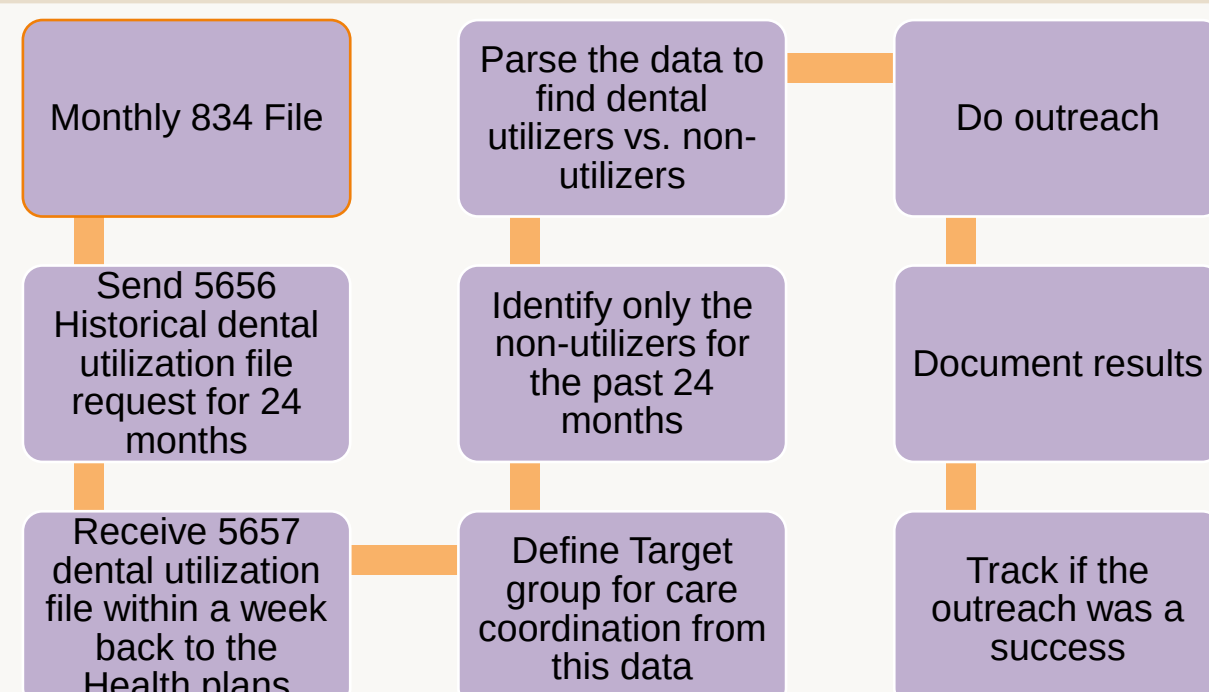
	HKD Program
Global Ratings	
Rating of Regular Dentist	71.3%
Rating of All Dental Care	73.9%
Rating of Finding a Dentist	52.6%*
Rating of Dental Plan	70.9%
Composite Measures	
Care from Dentists and Staff	94.5%
Access to Dental Care	73.5%
Dental Plan Information and Services	86.0%
Individual Item Measures	
Care from Regular Dentist	94.4%
Would Recommend Regular Dentist	94.4%
Would Recommend Dental Plan	95.6%

* Indicates fewer than 100 responses. Caution should be exercised when evaluating the results.

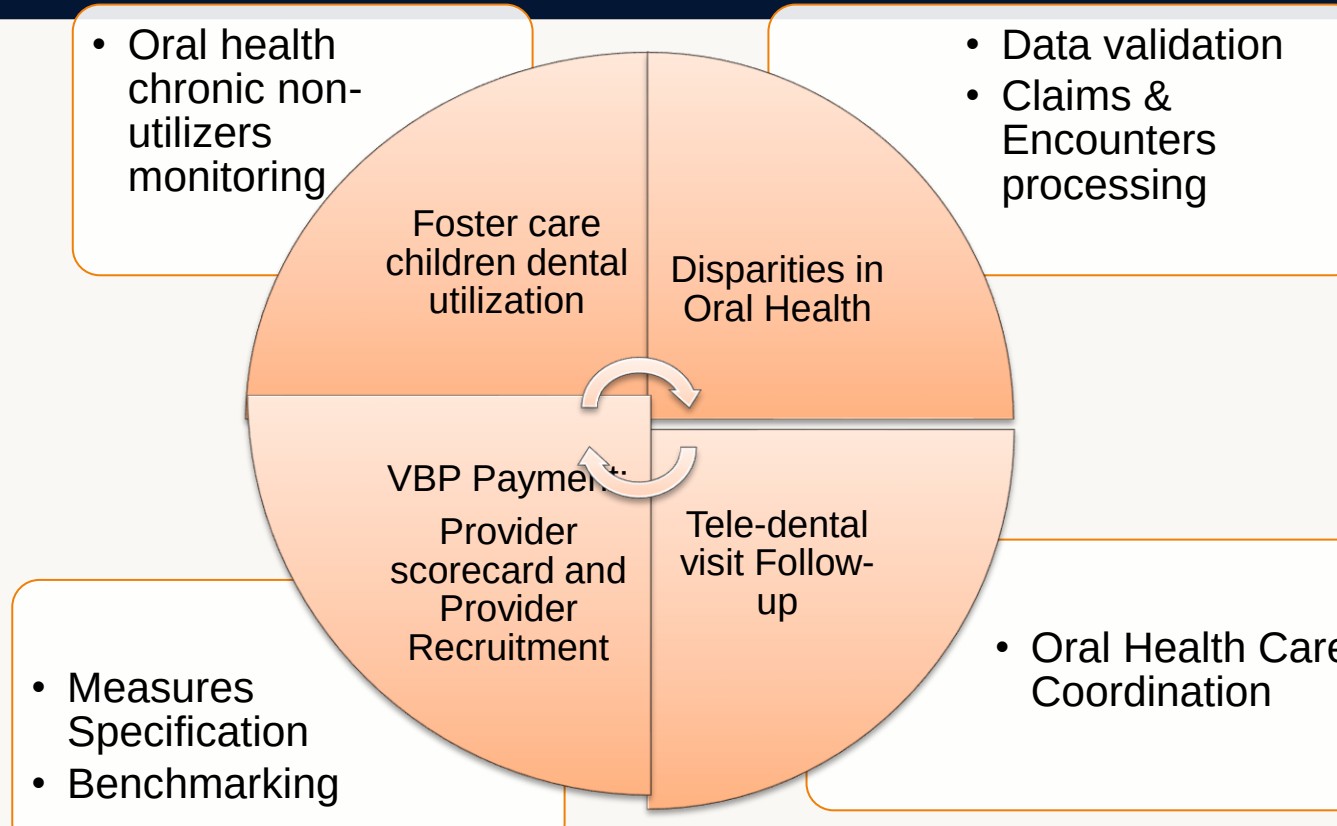
CMS 416 - Any Dental Service: Quarterly Monitoring of Disparity in Utilization by Race



Non-Utilization Monitoring



Priority Areas for Quality Improvement



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