



RoMoNOH

ROCKY MOUNTAIN
NETWORK OF ORAL HEALTH

Community Health Center Site Monthly Field Note

General Information & Monthly Encounters

This section summarizes all encounters, including missed or canceled that occurred with the practice site.

Select the encounter type(s) that occurred this month with the practice site:

'No Encounters Occurred/Planned' is an exclusive answer, if this response is selected other responses will be unselected.

(Select all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Email Exchange(s) | <input type="checkbox"/> Virtual Meeting(s) |
| <input type="checkbox"/> Phone Conversation(s) - any call type | <input type="checkbox"/> Other Encounter Type(s) (Specify) |
| <input type="checkbox"/> In-Person Meeting(s) | <input type="checkbox"/> No Encounters Occurred/Planned (Specify) |

Specify 'Other Encounter Type(s)':

Approximate total length of time spent with the practice site for all encounters this month (exclude learning network in person session time):

- | | |
|--|---|
| <input type="radio"/> < 30 minutes | <input type="radio"/> 120 minutes (2 hours) |
| <input type="radio"/> 30 minutes | <input type="radio"/> 2.5 hours |
| <input type="radio"/> 60 minutes (1 hour) | <input type="radio"/> 3 hours |
| <input type="radio"/> 90 minutes (1.5 hours) | <input type="radio"/> More than 3 hours (Specify) |

Specify the approximate number of hours spent with the practice site this month:

(Enter approximate hours as a numeric value only)

Indicate the number of Email Exchanges that occurred with the practice site:

1

2

3

4

5+

Indicate the number of Phone Conversations that occurred with the practice site:

1

2

3

4

5+

Indicate the number of In-Person Meetings that occurred with the practice site:

1

2

3

4

5+

Indicate the number of Virtual Team Meetings that occurred with the practice site:

1

2

3

4

5+

Indicate the number of Other Encounter Types that occurred with the practice site:

1

2

3

4

5+

Provide further details why no interaction/encounters occurred with the practice site this month:

Select the participants involved in all encounters that occurred this month:

(Select all that apply)

Executive Leadership

Medical Provider - any type

Project Champion

Behavioral Health Professional

Dental Hygienist

Dentist

IT

Other Dental Department Staff

QI

Medical Assistants

Billing

Administrative Staff (e.g. front desk, scheduling, care coordinators, patient navigators, etc)

Accounting

Other (Specify)

Specify 'Others' involved in encounters this month:

Was there someone you wish you had attended but didn't?

Yes

No

Who didn't attend?

Why didn't they attend?

What will you do to get their attendance in the future?

For planned encounters that were missed or canceled: Indicate the total number of planned encounters that were missed/canceled this month:

Note question is defaulted to zero, and if applicable updated to reflect the # of encounters that were missed/canceled.

0

1

2

3

4

5+

Indicate why encounters were missed or canceled this month:

(Select all that apply)

Missed Due to Coach

Missed Due to Scheduling Challenges

Missed Due to Practice Site

Missed for Other Reasons (Specify)

Missed Due to Vacation

Specify 'Other Reason(s)' encounters were missed or canceled this month:

Select the coaching/facilitation tools, training, or support services that were provided this month: *(Select all that apply)*

Agenda

Metrics

Opportunity Tool

PDSA

Registry

Review of Benchmarks

Review of Change Package

Review of Practice Vision Statement

Social Style Adaption Techniques

Workflows

Other (Specify)

Specify 'Other' coaching/facilitation tools, training, or support services provided:



Project Objectives

– **#{e://Field/practice_site}** Monthly Field Note – **#{e://Field/task_assessment_period}**

Project Objectives

The following serves as a reminder of the overall goals each practice is striving to meet. Green are NOHI/HRSA monthly metrics, orange are the RoMoNOH CHC payment benchmarks, and purple are specific only to practices doing dental hygiene integration.

- 100% of CHCs have oral health registry built and populated with children 0-40 months by September 2021.
- 90% of providers participating in training organized by RoMoNOH will pass an oral health knowledge test at completion of eLearning.
- 90% of providers participating in training organized by RoMoNOH will deliver preventive oral health care services by completion of eLearning.

- 35% of parents/caregivers of children 0–40 months in Community Health Centers participating in RoMoNOH will establish an oral health self-management goal by September 2022.
- 50% of children in Community Health Centers participating in RoMoNOH will receive at least one preventive oral health service by September 2022.
- 50% of children 0–40 months in the CHC participating in RoMoNOH will receive at least 3 FV in their lifetime by August 2023.
- 75% of children 0–40 months in the CHCs participating in RoMoNOH who are identified at high risk for dental caries will be referred for dental services (preventive and/or restorative), as appropriate by August 2024
 - 50% of children 0–40 months at high risk for caries have dental referral by August 2022.
- 100% of CHCs participating in RoMoNOH submit on-time and accurate metrics by March 2021.
- 100% of CHCs participating in RoMoNOH successfully meet all milestones and operationalized integration processes by August 2024.
- 60 % of CHCs participating in RoMoNOH with embedded dental hygienists are seeing at least 5 integrated patients/day by August 2023.
- 80% of dental hygienists embedded in CHCs participating in RoMoNOH are providing a broad scope of services as state permits or is expected of the CHC by August 2023

Change Package Process Rating

A change package communicates key areas in which to focus in order to reach project goals. Change packages are made up of goals, objectives, drivers, and activities. It has been shown in other projects that if

drivers and their affiliated activities (best practices) are focused on then, then that leads to more likely attainment of objectives and goals. RoMoNOH has a change package and these field notes are organized to align with the drivers and activities of that change package.

Data Driven Improvement:

Registry & Metrics

Definition of success: Practice uses accurate data on a monthly basis to assess project progress towards goals and to drive project improvement.

Data will be reviewed by the practice and the coach monthly to guide continuous quality improvement.

CHCs are asked to submit their monthly metrics by the 15th of each month. When this is submitted it will be available for coaches to view in SPLIT. And, RoMoNOH will create and provide a graph of these metrics within three weeks for you and the practice to use. If the practice or coach wants to use the data prior to its being provided by RoMoNOH, please do so using alternative techniques we can share with you. If you want assistance please let us know.

For reference, the following are the activities that a team would want in place to demonstrate their engagement and support the success of this driver:

Activities
Identified primary data contact/s

Activities

Optimize EHR (for metrics, registry, risk assessment, dental referrals, and patient navigation)

Reference a data cycle guide

Input data correctly

Extract data correctly

Use data plotted for continuous quality improvement

Interpret data accurately

Did the team review their registry with you this past month?

Yes

No

If not, why?

Did the team review the metrics together with you this past month?

Yes

No

If not, why?

Did you and the team work on **Data Driven Improvement** in the past month?

Yes

No

Rate the practices's success at completing **Data Driven Improvement** driver as of today:

Not complete

Somewhat complete

Moderately complete

Almost complete

Complete

Data Driven Improvement:

Describe what activities the team/you worked on this month/comments:

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Engaged Leadership:

Definition of success: Leadership is providing support when leadership is needed in order for the practice to achieve project goals and benchmarks.

For reference, following are the activities that a leader would do to demonstrate their engagement and support the success of this driver:

Activities
Educate staff on “why” of project to build buy-in.
Revisit, lead and support revision of vision statement as needed.
Establish team/s to implement work.
Establish the roles & tasks for team members
Enable the team to make decisions.
Make a way for staff to have time for the project.
Help problem solve or break down a barrier to a challenging issue.

Activities

Hold teams accountable for creating documented standard work and workflows.

Do or hold teams accountable for updating job descriptions.

Lead in practice of evidence based dental care.

Did you and the team work on **Engaged Leadership** in the past month?

Yes

No

Rate the practice's success at completing the **Engaged Leadership** driver as of today:

Not complete



Somewhat complete



Moderately complete



Almost complete



Complete



Engaged Leadership:

Describe what activities the team/you worked on this month/comments:



Engaged Providers and Staff:

Definition of success: Multi-departmental perspectives are included in work and each department is contributing as needed to reach project goals and benchmarks.

For reference, following are the activities that providers and staff would do to demonstrate their engagement and support the success of the driver:

Activities
Each team member completes oral health eLearnings.
Each team member completes Smile for Life specifically as part of the Oral Health eLearnings.
Providers and staff are adequately involved in work teams, decision making, and quality improvement activities.

Did you and the team work on **Engaged Providers and Staff** this month?

Yes

No

Rate the practice's success at completing the **Engaged Providers and Staff** driver as of today:

Not complete

Somewhat complete

Moderately complete

Almost complete

Complete

Engaged Provider and Staff:

Describe what activities the team/you worked on this month/comments:

Devoted Time:

Definition of success: The project is achieving all benchmarks and goals and doing so on time.

For reference, following are the activities that the team would do to demonstrate their engagement and support the success of this driver:

Activities
Establish regular core team meetings.

Establish regular practice team meetings.

Providers and staff work in the project outside of meeting time sufficiently to make progress.

Did you and the team work on Devoted Time this month?

Yes

No

Rate the practice's success at completing the Devoted Time driver as of today:

Not complete

Somewhat
complete

Moderately
complete

Almost
complete

Complete

Devoted Time:

Describe what activities the team/you worked on this month/comments:



Team-Based Care, Role Assignment & Adoption

Definition of success: All roles are assigned and being implemented as planned by the team.

For reference, following are the activities that various members of the team would do to demonstrate their engagement and support the success of this driver. Each of the activities below should be assigned to someone at the practice, and a workflow for it should be developed and implemented (some only relate to hygiene model).

Activities
Project champion (not a hygienist or any dental clinic staff or providers) assigned & adopting role.
Dental hygienist (hygiene model) employed & adopting role.
Ask dental screening questions.
Prepare dental materials for medical room services (fluoride, brochures, screening tools, etc.)
Communicate tat patient oral health services are to be received during a specific medical visit (example: reminder "tooth" for medical provider).
Use medical office team huddles for oral health promotion & project communication (hygiene and non-hygiene models)
Identify potential RDH patients daily (hygiene model)
Notify hygienist that patient is available to be seen in medical room

(hygiene model).

Navigate patient through the practice for oral health services in dental hygiene room (hygiene model)

Scheduling of RDH patients (hygiene model)

Turn over the dental hygiene appointment (if applicable)

Make reminder phone calls for dental hygiene and non-hygiene models)

Close loop on referrals to specialist - the dentist (hygiene and non-hygiene models)

Did you and the team work together on **Team-Based Care, Role Assignment & Adoption** this month?

Yes

No

Rate the practice's success at completing the **Team-Based Care, Role Assignment and Adoption** driver as of today:

Not complete

Somewhat complete

Moderately complete

Almost complete

Complete

Team-Based Care, Role Assignment and Adoption:

Describe what activities the team/you worked on this month/comments:

--

Team-Based Care, Workflows:

Definition of success: Workflows have been established, are clear, effective, and being implemented as planned.

For reference, following are the activities that the team would do to demonstrate their engagement and support the success of this work:

Activities
Establish and maintain <u>effective</u> workflows, improving them on an ongoing basis.
Ensure established workflow is being followed, via observation when needed (done at various points throughout the project as needed).

Did you and the team work together on **Team-Based Care, Workflows** this month?

Yes

No

Rate the practice's success at completing the **Team-Based Care, Workflows** driver as of today:

Not complete



Somewhat complete



Moderately complete



Almost complete



Complete



Team-Based Care, Workflows:

Describe what activities the team/you worked on this month/comments:

Confidence in Practice Success

Select a confidence level that the practice will achieve the project goals listed above.

Extremely Confident
(no concerns)

Somewhat Confident
(minimal concerns)

Not Confident
(multiple concerns)

RoMoNOH Leadership Discussion Request

If you would like to speak with Dr. Braun, Cherith or other key RoMoNoH staff about this practice, please check here, and share a brief summary about the topic:

Yes

No

Topic summary:

Action Summary: Team

Identify up to three action items the team needs to work on for your next visit

Action Summary #1

What is the team's responsibility on these activities for next month?

DRIVER

ACTION

PERSON RESPONSIBLE

DUE DATE

Action Summary #2

What is the team's responsibility on these activities for next month?

DRIVER

ACTION

PERSON RESPONSIBLE

DUE DATE

Action Summary #3

What is the team's responsibility on these activities for next month?

DRIVER

ACTION

PERSON RESPONSIBLE

DUE DATE

Action Summary: Coach

Identify up to three action items you need to work on for your next visit

Action Summary #1

What are you, as coach, responsible for in regards to these activities (if any) over the next month?

DRIVER

Click to write the question text

ACTION

DUE DATE

Action Summary #2

What are you, as coach, responsible for in regards to these activities (if any) over the next month?

DRIVER

ACTION

DUE DATE

Action Summary #3

What are you, as coach, responsible for in regards to these activities (if any) over the next month?

DRIVER

Click to write the question text

ACTION

DUE DATE

Other Comments:

Description before submit

Thank you for your completing this survey.

If you want to submit your survey now hit 'Submit'.

Or, if you want to come back later for review before submitting, your answers have been saved and you can close this window.

Removed Questions

Provide a brief field note summary of the first encounter that occurred this month:

Provide a brief field note summary of the second encounter that occurred this month: if a second encounter did not occur with the practice site this month please enter 'NA'

Evaluate how engaged the clinicians (MD, DO, NP, PA) were during encounters this month:

Not at All Engaged Somewhat Engaged Very Engaged Unable to Assess

Evaluate how engaged the staff (e.g., RN, MA, Office Manager) were during encounters this month:

Not at All Engaged Somewhat Engaged Very Engaged Unable to Assess

Evaluate how well this Practice Site team or group seemed to work together during encounters this month:

Not at All Well Somewhat Well Mostly Well Very Well Unable to Assess (NA)

The selected confidence is less than (7) confident, please explain what needs to happen to increase the confidence level in this Practice Site's ability to make progress on important SIM Milestones:

Powered by Qualtrics

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