

 <p style="text-align: center;">DIVISION OF ADULT INSTITUTIONS</p> <p style="text-align: center;">POLICY AND PROCEDURES</p>	DAI Policy #: 500.40.21	Page 1 of 6
	Original Effective Date: 08/09/05	New Effective Date: 09/01/16
	Supersedes: 500.40.21	Dated: 08/15/15
	Administrator's Approval: Jim Schwochert, Administrator	
Required Posting or Restricted:		
<input type="checkbox"/> Inmate <input checked="" type="checkbox"/> All Staff <input type="checkbox"/> Restricted		
Chapter: 500 Health Services		
Subject: Dental Performance Data and Dashboard Management		

POLICY

The Division of Adult Institutions shall ensure performance data and reports are maintained by each dental unit on a daily basis. Daily data and monthly reports shall be electronically maintained in the SharePoint Dental Wait List.

REFERENCES

Standards for Health Services in Prisons – National Commission on Correctional Health Care, 2014, P-A-04 – Administrative Meetings and Reports
SharePoint Dental Wait List Documentation
DAI Policy 500.40.02 – Triage of Dental Service Requests and Prioritizing Appointments

DEFINITIONS, ACRONYMS, AND FORMS

BHS – Bureau of Health Services

Completed – A specific treatment requested by an inmate patient on a DSR has been completed; e.g., #3 MOD/A. It does not mean all of their dental needs are completed, nor does it mean multiple requests on a single DSR are completed.

DAI – Division of Adult Institutions

Dashboard – Statewide monthly report for each triage category (U, E-R, R-R, P-R and H-CHR) showing the number on the wait list and the length of the wait time at each DSU. Each category has a wait time goal. The Dashboard alerts those DSUs that have not met goal to manage their wait list in order to meet the goal. It functions as a quality improvement tool.

DOC-3392 – Dental Service Request (DSR) and Copayment Disbursement Authorization

HSU – Health Services Unit

OOA – Office Operations Associate

Perfdata – Performance data

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PROCEDURE

I. About Dental Performance Data

- A. The DAI/BHS Dental Objective is to treat DSRs for dental services. Dental performance data numerically measures the degree to which each dental unit has met the stated dental objective.
- B. Dental services fall into several treatment categories which include:
1. Urgent.
 2. Essential-Routine.
 3. Routine-Routine.
 4. Prosthetic-Routine.
 5. Hygiene-Initial Requests.
 6. Hygiene-Chronic.
 7. Hygiene-Recall.
- C. The performance measure is the relationship of the number of requests received to the number of requests treated in the form of a percentage:

$$\text{Percent treated} = \frac{\# \text{ treated}}{\# \text{ on wait list} + \# \text{ received} - \# \text{ released/refused/transferred}}$$

- D. Performance Measure Example: The performance data shows that "X" Dental Unit has treated 100% of its urgent requests, 72% of its routine-routine requests and 80% of its hygiene-chronic requests.

II. Operational Terms and Definitions

- A. In order for the data collected to have any statistical value, it is essential that all database users are using the identical definitions for all the database's terms. These are called operational definitions and terms.
- B. An operational definition is unique for use in the performance database, so all database users are using the same definitions for the same terms in the same manner to collect the data. The Dental Performance data operational definitions are:
1. Essential-Routine (E-R) – Routine dental problems that if left unaddressed will likely become problematic, symptomatic or urgent within eight weeks. An inmate patient placed on antibiotics and/or pain medications is considered essential.
 2. Hygiene-Chronic (H-CHR) – Inmate patients with certain chronic medical conditions requiring more frequent dental monitoring and whose recall frequency is established as less than once per year. Conditions eligible for chronic hygiene include:
 - a. Diabetic (insulin dependent).
 - b. Seizures (active with Phenytoin only).
 - c. Renal Disease (active on Dialysis).
 - d. Physical disability for oral care (paraplegic, etc.).

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3. Hygiene-Recall (H-R) – Inmate patients who have already received hygiene services in this incarceration and are automatically rescheduled when their next hygiene service is due. In most cases this is annually.
4. Hygiene-Initial Requests (H-IR) – Inmate patients who have never received hygiene services during this incarceration, and are requesting hygiene care.
5. No Show (NS) – An inmate patient who failed to show for a scheduled appointment.
6. Prosthetic-Routine (P-R) – Denture services.
7. Refuse – Inmate patient refused to proceed with a treatment and has been asked to sign for the refusal.
8. Release – Inmate was released from the DOC.
9. Routine-Routine (R-R) – Asymptomatic dental care needs.
10. Transferred – Inmate was transferred from one DOC facility to another.
11. Treated – A single and specific treatment started but not completed in the first appointment and requires additional appointments to complete it; e.g., denture and root canal appointments until completed”
12. Urgent (U) – Dental conditions which if not completed in a timely manner (within 24 hours of receipt of request) could result in undue pain and suffering.
13. Wait Time – The amount of time elapsed from the oldest DSR on a triage category’s wait list (Urgent, Routine or Hygiene lists) to today’s date; e.g., Oldest DSR received on 06/01/2015 and today is 08/01/2015. Wait time is eight weeks.

III. Uses for Dental Performance Data

- A. To quantify how the dental objective is being met at any DSU.
- B. To document wait list numbers and wait time.
- C. To identify operational problems and suggest operational solutions.
- D. To quantify and justify the need for additional staffing or other resources.
- E. To function as a quality improvement tool.

IV. Completing Dental Performance Data

- A. See the SharePoint Dental Wait List Documentation for specifics on entering perpdata.
- B. On the last workday of the month, the number on each of the wait lists is recorded from the Sharepoint database and submitted to the Dental OOA.

V. Troubleshooting Performance Data

- A. DSRs may come in any format and all DSRs must be added to the daily total of “DSRs Received:”
 1. DSR.

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2. Note from an inmate in/on any format.
 3. Officer phone call.
 4. HSU referral, etc.
- B. An inmate patient may be on any wait list for which a request has been received and may be on more than one list.
1. Example: If an inmate patient sends in an urgent request, and is already on the routine list, the inmate patient is placed on the urgent list but also remains on the routine list.
 2. If both requests are for the same problem, then the urgent problem is appointed and the routine request is taken off the routine wait list. (“Moved to another list” in SharePoint).
- C. All extractions and restorative treatment shall be completed and the inmate patient must be eligible in order to be placed onto the prosthetic list.
- D. An Urgent inmate patient is seen today and given antibiotics and pain medications as indicated. The visit is considered “completed” for the urgent need. However, the inmate patient must now be placed on the Essential wait list and rescheduled for the extraction one week later.
- E. An inmate patient receiving a denture, root canal or multiple-visit hygiene procedure will remain on the wait list (“treated”, but not “completed”) until the last appointment. When it is entered as “completed” in SharePoint, the name will automatically be removed from that wait list.
- F. Inmate patients who refuse a hygiene appointment are marked in perfddata as “refused” they are removed from the hygiene wait list. The inmate patient will need to submit another DSR if the inmate patient wants to be seen for a hygiene and will be placed at the bottom of the initial hygiene request list.
- G. DSR requests for “information only” are not entered into SharePoint or perfddata.
- H. Hygiene exams and x-rays are done as part of the hygiene DSR.
1. There is no DSR for a hygiene exam.
 2. Whenever a hygiene exam is done, it will show on the DDS’s Production Sheet but nothing will be entered into Perfddata until the hygienist “completes” the hygiene appointment.
- I. If troubleshooting does not address the problem, check the FAQs on page 25 of the SharePoint Dental Wait List Documentation. If that fails to address the problem, call the Dental Program Assistant for help.

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VI. Managing Wait Lists to the Dashboard Goals

- A. The Dental Objective is to “treat the requests (DSRs)”. Performance data captures the percentage of DSRs treated as well as the number and wait time of those on the wait list in each triage category.
- B. Dashboard reports highlight the important numbers that should always be in view as you drive your daily work. It is similar to watching the speedometer on the dashboard as you drive. If the numbers are not meeting the goal, you make the adjustments necessary to get back on track, avoid a speeding ticket, or meet the Dental Objective.
- C. Wait list wait time shall be monitored daily.
1. If the date the DSR was received is outside of the goal, get that person appointed and completed as soon as possible.
 2. If there are other clinical considerations that prevent this from happening, the dentist shall apply the prioritizing criteria outlined in DAI Policy 500.40.02.

D. Dashboard Goals:

WAIT LIST	GOAL
Urgent	24 hours (working days) from receipt of DSR (72 hours (working days) for facilities without full-time dentist)
Essential-Routine	8 Weeks
Routine-Routine	40 Weeks
Prosthetic-Routine	52 Weeks (from completion of pre-prosthetic treatment)
Hyg-Initial Request	52 Weeks
Hyg-Recall	8 Weeks
Hyg-Chronic	8 Weeks

Bureau of Health Services: _____ **Date Signed:** _____
James Greer, BHS Director

_____ **Date Signed:** _____
Ryan Holzmacher, MD, Medical Director

_____ **Date Signed:** _____
Mary Muse, Nursing Director

_____ **Date Signed:** _____
Dr. Man Lee, Dental Director

Administrator’s Approval: _____ **Date Signed:** _____
James Schwochert, DAI Administrator

DIVISION OF ADULT INSTITUTIONS FACILITY IMPLEMENTATION PROCEDURES

Facility: Name		
Original Effective Date:	DAI Policy Number: 500.40.21	Page 6 of 6
New Effective Date: 00/00/00	Supersedes Number:	Dated:
Chapter: 500 Health Services		
Subject: Dental Performance Data and Dashboard Management		
Will Implement <input type="checkbox"/> As written <input type="checkbox"/> With below procedures for facility implementation		
Warden's/Center Superintendent's Approval:		

REFERENCES

DEFINITIONS, ACRONYMS, AND FORMS

FACILITY PROCEDURE

- I.
 - A.
 - B.
 - 1.
 - 2.
 - a.
 - b.
 - c.
 - 3.
 - C.

II.

III.

RESPONSIBILITY

I. Staff

II. Inmate

III. Other