Preventing the Dental Workforce for Emerging Roles

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ABSTRACT

Coordinated healthcare, defined by the Agency for Healthcare Research and Quality, is the deliberate organization of patient care by way of sharing information among the entire healthcare system as a means to accomplish the right care, right place, and time for the patient (Agency for Healthcare Research and Quality, 2018). Uncoordinated care on a broad level causes provider and patient dissatisfaction, poor quality of care, and higher costs. While literature is extant for medical care, very little literature exists within the profession of dentistry. Quality studies using validated theoretical models are ripe for exploration in dentistry. One large accountable dental practice has designed a coordinator-based role within the organization called the Dental Care Advocate, replacing the traditional receptionist role. This role is designed to coordinate the care of the patient, and strengthen care recommendations provided by the licensed care providers, instigating a need to discern: What do we know about the satisfaction and effectiveness of the Dental Care Advocate and their integration into the dental care team? Study findings will be useful as a basis for quality improvement strategies for the dental organization.

BACKGROUND

Dentistry has an opportunity to learn from the studies of emerging roles in healthcare that connect, navigate, and coordinate patient care. A gap exists in the literature regarding definitions applied to the practice of dentistry that offer a wider lens of measurement to assess the impact of the Dental Care Advocate role called the dental care advocate. Curricula, training, and coordination of patient care as evidenced by electronic health record data?

RESEARCH DESIGN

Medical and Dental Workforce
- Changes and prevention
- Lack of care coordination

Dentistry – Convergences and differences in medicine and dentistry

Care Advocate: Emerging role of coordinators in dentistry

Does the Dental Care Advocate role in dentistry increase value and workforce satisfaction?

What?
Structural systems
Interactions

Process

Relational interventions

What?

Relational coordination
- Shared goals
- Shared knowledge
- Mutual respect

How?

Qualitative Study for Values Corporate Ethnographical Study: The Dental Care Advocate in a dental care team

Quality Outcomes & Experiences

Quantitative Studies for Value & Satisfaction
- Dental Care Advocates are satisfied in their role
- Does the Dental Care Advocate positively impact care coordination as evidenced by EHR data?

KEY LITERATURE FRAMING THE PROJECT

- The Theoretical frame uses the relational coordination theory, asserting the framework can influence quality and efficiency outcomes.
- Using “Corporate Ethnography” by examining the lives of the Dental Care Advocates working in an established dental team (Brigitte, 2016).
- The Oxford Handbook of Positive Organizational Scholarship to broaden the theory beyond core workers to other participants such as the Dental Care Advocate (Cameron & Spreitzer, 2012).
- Preparing the dental workforce for emerging roles across the care continuum (COPE Health Solutions, 2018)
- The Quadruple Aim (Bodenheimer & Sinsky, 2014)

METHODS & DATA

- Chapter 3: Quantitative study measuring employee engagement data (employee satisfaction) of Dental Care Advocates over the years 2016-2018.
- Chapter 4: Corporate ethnographical (qualitative) study via semi-structured interviews using relational coordination questions given to Dental Care Advocates.
- Chapter 5: Quantitative study measuring the impact of care coordination via the Dental Care Advocates’ notes in the electronic health record (EHR) over 12 months.

ADDITIONAL QUESTIONS TO CONSIDER

- What are the components of this study (design, methods, findings, etc.) that advance the inter-professional paradigm, given the study is inter-professional within dentistry scholarship?
- How are the theory, methodology, and methods of this study generalizable and meaningful beyond one organization’s quality improvement process and patient safety strategic plan?

REFERENCES


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