

MaineHealth

## MaineHealth Knowledge Connection

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Operational Excellence

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### A Provider-driven Approach to Preventative Oral Care in Nursing Home Facilities

Molly Anderson  
*Maine Medical Center*

Brandon McCrossin  
*Maine Medical Center*


Kary Franchetti  
*Maine Medical Center*

Ruth Hanselman  
*Maine Medical Center*

Suneela Nayak  
*Maine Medical Center*

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**Authors**

Molly Anderson, Brandon McCrossin, Kary Franchetti, Ruth Hanselman, Suneela Nayak, Stephen Tyzik, and Amy Sparks

**Project: A Provider-driven Approach to Preventative Oral care in Nursing Home Facilities**  
**Last Updated: 7.11.2019**

**Executive Sponsor: Kary Franchetti**  
**Facilitators: Molly Anderson, Brandon McCrossin, Ruth Hanselman**



**Team Members: Nursing Home Providers**

**Problem/Impact Statement:**

Maine has the highest percentage of older citizens in the nation, prompting a high-demand for nursing home care. In nursing home settings, oral health care is not routinely provided due to financial challenges, other health concerns, and mobility/transportation issues. Oral care is essential part of preventative medicine, as it minimizes risk for pneumonia, dental infection, thrush, and others infections.

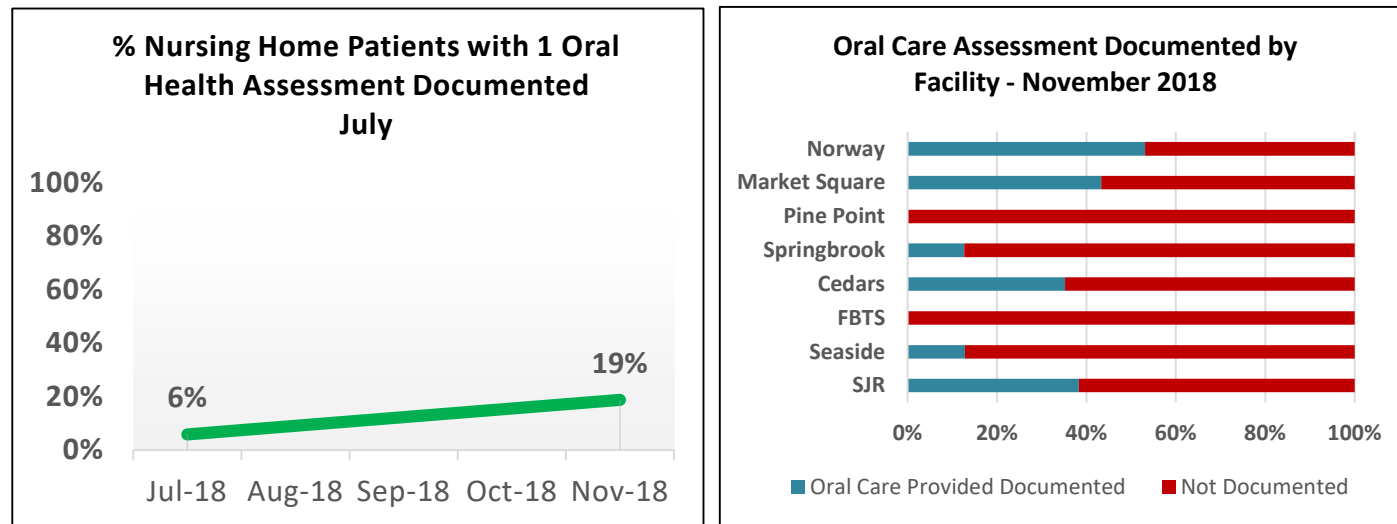
**Scope:**

In scope: 8 MaineHealth owned or contracted nursing home facilities, patients and providers  
 Out of scope: Maine nursing home facilities, Assisted living facilities

**Goal/Objective:**

**Reduce variation in Oral Care between nursing home patients: 100% of Nursing Home Patients will have 1 oral healthcare documented in Epic, with the long-term goal of 2 per year**

**Baseline Metrics/Current State:**



**Root Cause Analysis:**

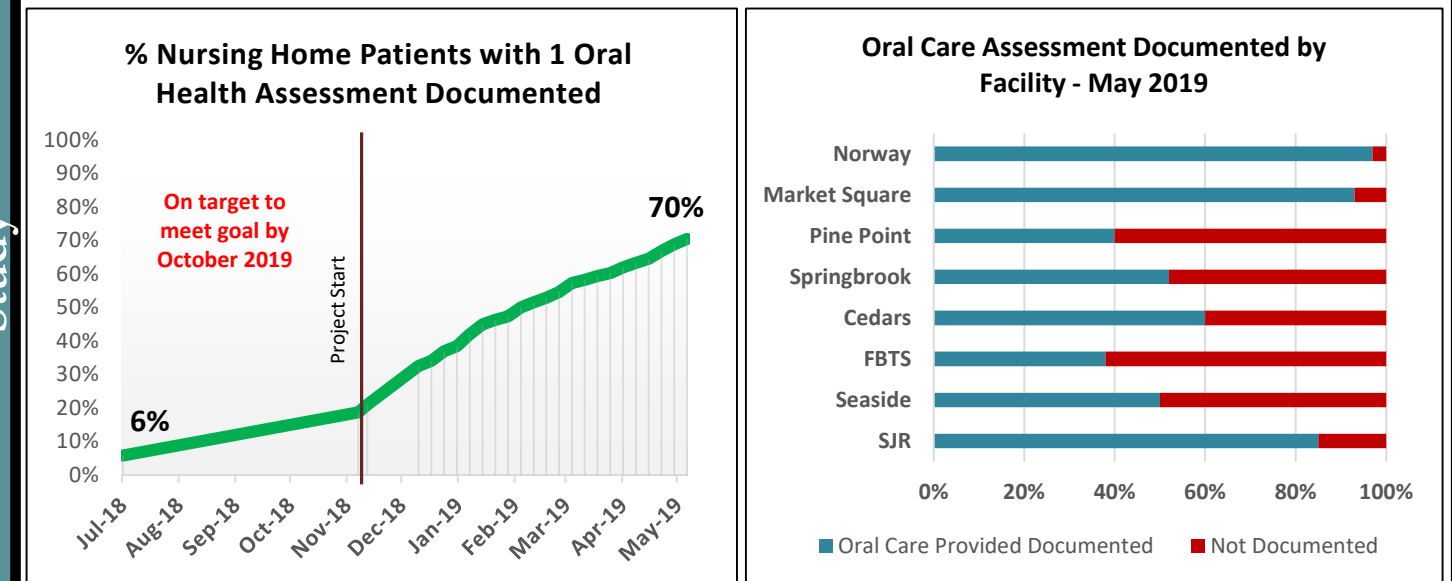
Why do patients not receive oral care during routine care?
Providers do not consistently provide it. Why?
Providers are unaware that a patient is due for oral care during their visit. Why?
It is not integrated into provider workflow. Why?
Providers are not prompted to provider oral care in Epic. Why?
<b>No flowsheet exists that includes oral care as part of routine visits.</b>

**Oral care has not traditionally been part of nursing home provider practice, but given the mobility, transportation, and health challenges for this populations, integrating oral care into routine care is the best solution. The opportunity for improvement is how to support providers to adopt this change in practice across all sites.**

**Countermeasures**

Countermeasure	Date	Status
Project to create flowsheet for oral exams as part of routine visits	July 2018	Complete
Measured KPI Goal: 75% of nursing home patients will have documented oral care in Epic	June 2019	Complete
Report on oral exams distributed monthly to providers from the nursing home director	Nov. 2018	Ongoing
Integrate oral healthcare into provider quality meetings	Nov. 2018	Complete
Automated reminder to conduct oral exam in Epic	Nov. 2018	Ongoing

**Outcomes**



**Next Steps**

- Integrate a second oral healthcare assessment into standard practice
- Implement goals at individual facilities to reduce variation in oral health assessments between facilities
- Examine number of cases pneumonia relative to patients receiving oral care, to determine if oral care is aligned with patient outcomes
- Increase vaccination rate, as another strategy to prevent pneumonia

Plan

Do

Study

Act