

**New Haven/Fairfield Counties Ryan White Part A Program Oral Health Standard of Care**

**Program Outcome:**

- 90% of clients will show improved /maintained oral health at 6 months and 12 months

**Indicators:**

- Number of clients diagnosed with HIV/AIDS-related and general oral pathology with resolved, improved or maintained oral health at most recent follow-up
- 85% of clients have 2 or more regular dental visits per year
- Document # of clients referred for dental care vs. # seen for service

**Service Unit(s):** Face-to-Face Oral Health Visit

<i>Standard of Care</i>	<i>Outcome Measure</i>	<i>Numerator</i>	<i>Denominator</i>	<i>Data Source</i>	<i>Goal/Benchmark</i>
<b>I. Structure</b>					
<b>1. ACCESS</b> Services offered to overcome barriers to access and utilization	<b>Process Outcomes:</b> 1. Minimum of two (2) dental visits per year per RWCA Title I patient	Two (2) dental visits per year per client (may include preventive and routine—EMERGENCY VISITS DO NOT COUNT)	Total # of Ryan White Title I HIV dental clients	<ul style="list-style-type: none"> <li>• Review policies and procedures for services and facility including all protocols for service and referral.</li> <li>• Review hours of operation, waiting time to schedule visits, time in waiting room prior to being seen by clinician, access to bus lines, multi-lingual office staffing, written instructions provided in patient’s language</li> </ul>	No barriers exist to access and utilization
<b>2. APPOINTMENT/ACCESS BY LEVEL OF CARE</b>  Policies and procedures indicate practice is run on an appointment system with accommodation made for emergencies. Policy includes process for minimal wait for first non-emergency visit and subsequent appointments and system for getting patients to return for recall appointments.	<b>Process Outcomes:</b> a. % of HIV dental patients waiting over 15 minutes for scheduled appointments. b. % of HIV dental patients able to schedule an appointment within 1 month of call c. % of HIV dental emergencies responded to on same day d. % HIV dental referrals made within 72 hours e. Documentation of follow-up for missed appointments by HIV dental care patients.	a. # of RWCA I Dental pts waiting over 15 minutes for scheduled appointment b. # of RWCA I Dental patients able to schedule appointment within 1 month of call c. # of RWCA I Dental patients with emergency responded to in 24 hours d. # of RWCA I dental referrals made within 72 hours e. # of RWCA I dental care missed appointments with documented follow-up (to contact patient)	a. Total # of Dental patients b. Total # of Dental patients requesting appointment c. Total # of Dental patients with emergency d. Total # of dental referrals e. Total # of dental care missed appointments	a. Review policies and procedures for services and facility including protocols for routine service, emergency care and referrals. b. Review scheduling system and appointment book. c. Document process in place for contacting patients who miss appointments	a. Appointment system is in place in 100% of contracted providers b. 100% of RWCA I dental patients able to schedule appointment within one month of request c. 75% of emergencies are handled in a timely, appropriate manner d. 85% of referrals handled in appropriate time e. 85% of documentation of follow-up is present
<b>II. Process</b>					
<b>3. TREATMENT—INITIAL VISIT:</b> a. Obtain full medical status information, including documentation of HIV status, is obtained from medical provider or patient	<b>Process Outcomes:</b> a. % of HIV dental patients with full documented medical information in chart b. % of HIV dental	a. # of RWCA I dental patients with full documentation in chart b. # of RWCA I dental patients receiving	a. 1) Total # of RWCA Dental I patients b. Total # of RWCA I dental	a. Documentation of medical history, including HIV status in chart and signed releases, medical contact information in chart b. Review patient files for documentation of findings that	a. 100% of dental providers provide oral health care within the context of the patient’s overall health status b. 100% of oral health patients receive a comprehensive Head

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<p>b. Initial visit includes:                      (a) extraoral head and neck exam; (b) complete intraoral exam (including evaluation for HIV associated oral lesions); c) carries risk assessment                      c. All HIV positive patients will receive a complete treatment plan that is updated at least semi-annually (twice a year) or as appropriate (<i>semi-annual defined as twice a year</i>)</p>	<p>patients receiving comprehensive Head &amp; Neck and intraoral exam of initial visit                      c. % of HIV dental patients receiving a complete treatment plan, per DEFINITION below  <b>DEFINITIONS</b>  <b>Impact Outcome:</b> Early prevention, diagnosis and treatment of oral disease, including HIV disease manifestations.</p>	<p>comprehensive Head &amp; Neck and intraoral exam at initial visits                      c. # of RWCA I dental patients with complete treatment plan updated twice a year</p>	<p>patients at initial visit                      c. 3) Total # of RWCA Title I dental patients</p>	<p>comprehensive Head &amp; Neck and intraoral exam, dental radiographs and risk assessments were conducted.                      c. Review patient files for treatment plan, updates, referrals, recall, consent for treatment form, release of information form, and other information</p>	<p>&amp; Neck and intraoral exam on their initial visits, unless this visit is for urgent or emergent care                      c. 100% of patients receive a complete treatment plan.</p>
<p><b>4. TREATMENT—SECOND VISIT:</b>                      Second visit includes oral disease prevention instruction and follow up care as indicated from initial visit.</p>	<p><b>Process Outcomes:</b>                      % of HIV dental patients receiving oral disease prevention instruction.  <b>Impact Outcomes:</b>                      Early prevention, diagnosis, &amp; treatment of oral disease, including HIV disease manifestations.</p>	<p># of RWCA I dental patients receiving oral disease prevention instructions</p>	<p>Total # of RWCA I dental patients at 2<sup>nd</sup> visit</p>	<p>Review files for documentation of instruction provided</p>	<p>100% of HIV dental patients will receive oral disease prevention instruction.</p>
<p><b>5. TREATMENT: ONGOING:</b>                      Patients are on a preventative maintenance schedule of oral health care  <i>(NOTE: this standard for disclosed patients, patients still have right to NOT disclose HIV status)</i></p>	<p><b>Process Outcomes:</b>                      # of HIV dental patients with 2 or more visits per yr  <b>Impact Outcome:</b>                      Maintenance of good oral health and reduction of oral disease.</p>	<p># of RWCA I dental patients with 2 or more visits per year</p>	<p>Total # of RWCA I dental patients</p>	<p>Charts indicate visits for routine care at least semi-annually (twice per year), or more frequently if indicated</p>	<p>60% of HIV dental care patients will be seen at least semi-annually or as indicated in treatment plan.</p>
<b>III. Outcome</b>					
<p><b>6. SPECIALTY CARE REFERRALS:</b>                      Any phase of treatment plan that is not within the scope of practice of the general provider is referred to a specialist as appropriate. A list of referral specialists must be maintained.</p>	<p><b>Process Outcomes:</b>                      a. % of HIV dental patients referred to provider(s) for specialty care.                      b. % of HIV dental patients referred for needed specialty care.</p>	<p>a. # of RWCA I dental patients referred to contracted specialty care provider                      b. # of RWCA I dental patients referred for specialty care (non-contracted provider)</p>	<p>a. Total # of RWCA I dental patients                      b. Total # of RWCA I dental patients</p>	<p>a. Review policies and procedures for services and facility including all protocols for service and referral.                      b. Review patient file for treatment plan, needed care, referral.                      c. Process (policy) established for receiving communication from specialists and this correspondence placed in the patient's chart</p>	<p>a. Referred 'from':                      100% of HIV dental patients that are referred from other providers will be seen, with documentation to the referral source of their care                      b. 100% of HIV dental care patients that are referred to specialists when indicated will be documented with reason for referral, and date of scheduled visit(s).</p>

**Dental/Oral Health**

Dental services include diagnostic, prophylactic and therapeutic services and/or procedures. The services must be provided by a state licensed and certified professional (i.e., oral surgeon, dentist, dental hygienist). Dental services must be provided in a state licensed health services setting.