

GERALD L. IGNACE INDIAN HEALTH CENTER DENTAL QUALITY IMPROVEMENT TEAM

The Gerald L. Ignace Indian Health Center (GLIHC) Dental Quality Improvement team achieved accreditation from the Accreditation Association for Ambulatory Healthcare (AAAHC) Patient Centered Dental Home. AAAHC patient-centered dental home (PCDH) accreditation emphasizes wellness through quality care, patient safety, and collaboration among health care providers, the patient, and the patient's family. The Dental Quality Improvement team achieved their PCDH recognition in May 2024 by creating a culture of excellence through improved business operations and positive patient experience while promoting safe, quality, cost effective patient care.

In January 2023, the Dental Quality Improvement team began meeting regularly to review the AAAHC PCDH standards and complete a self-assessment to identify tasks needed to meet full compliance. Supported by the Quality Manager/Improvement Coach, the team examined workflows, identified inefficiencies, and used EPIC OCHIN and CareMessage to drive improvements. The team developed an appointment wait list and used CareMessage to send patient appointment reminders and run daily reports to alert staff of cancelled appointments so slots could be filled with patients from a waitlist. The team discussed ways to improve communications with patients, create process maps, and participated in mock survey interviews to prepare for the accreditation survey.

The process resulted in an updated dental patient experience survey to capture patient feedback and the establishment of the following goals:

1. Reduce the number of missed dental appointments by 40-50%
2. Increase the activation rate of MyChart users from 23% to 29%, and
3. Increase the number of dental patients (ages six to 18 years old) at moderate risk for cavities who receive a sealant on the first and second molars by age five during a five-month study period.



Dental Team members:

- Magda Canevaro, DDS, Dental Director
- Jessica Wikel, Registered Dental Hygienist
- Robin Couillard, Patient Coordinator
- Tenifa Johnson, Front Desk Coordinator
- Camilla Perez, Front Desk Coordinator
- Kandy Kindness, Dental Assistant Coordinator
- Sarah Ghuman, Dental Assistant
- Kelly Robertson, Dental Assistant
- Maria Arroyo, Dental Assistant
- Elizabeth Flores, Receptionist Lead/Supervisor