

## Dental Pain Protocol Project Evaluation

<b>Protocol (Clinical Algorithm and Referral Mechanism) Launched (DHS)</b>	
<i>Question 1</i>	<i>Metric</i>
Has the protocol (clinical algorithm and referral mechanism) to address non-traumatic dental pain in emergency settings been adapted, accepted and launched in new communities?	<p>The pilot program is launched and has ALL the essential indicators in place:</p> <ul style="list-style-type: none"> <li>• Commitment from the participating health care organizations (HCOs), including a point person identified</li> <li>• Participating HCOs are willing and committed to provide indicator data</li> <li>• All participating HCOs have jointly agreed on a clinical algorithm</li> <li>• Local dental providers (e.g. public and private) are willing to provide dental care to those referred from emergency settings</li> <li>• Referral mechanism is developed and agreed upon by participating dental providers and identified care coordinator(s)</li> <li>• Care coordination is implemented and referral data collected</li> </ul>

<b>Education and Training (DHS)</b>		
<i>Question 2</i>	<i>Metric</i>	<i>Data source</i>
Did the dental pain management webinar assist in the education of ED/UCC staff on the dental pain protocol?	<ul style="list-style-type: none"> <li>• # of ED/UCC staff viewed webinar</li> <li>• % participant's view of helpfulness of webinar</li> </ul>	<ul style="list-style-type: none"> <li>• Count of webinar views</li> <li>• Post-training survey</li> </ul>
Will hands-on training improve the knowledge of and encourage the use of the dental pain protocol?	<ul style="list-style-type: none"> <li>• # of providers participating in training</li> <li>• % providers who increased knowledge</li> <li>• % providers who found training content helpful</li> <li>• % providers who indicated intent to use strategies in protocol</li> </ul>	<ul style="list-style-type: none"> <li>• Training attendance</li> <li>• Post-training survey</li> </ul>

Referral metrics		
<i>Question 3</i>	<i>Metric</i>	<i>Data source</i>
To what extent have dental patients (MA and uninsured) reporting to ED/UCC been referred to affordable and accessible dental care options?	<ul style="list-style-type: none"> <li>• # calls received by community care coordinators</li> <li>• # referrals made to community-based dental care</li> <li>• % of initial appointments attended by patients (set by CDCC)</li> </ul>	Referral tracking sheet from United Way and Northlakes

Medication metrics		
<i>Question 4</i>	<i>Metric</i>	<i>Data source</i>
Has there been a reduction in the number of opioids prescribed for non-traumatic dental pain for patients reporting to the ED/UCC?	# visits to ED/UCC for NTDP associated with an opioid Rx	Cumberland and Amery data systems (ED and UCC)
Has there been a change in the number of local anesthetics given for non-traumatic dental pain for patients reporting to the ED/UCC?	# visits to ED/UCC for NTDP whereby local anesthetics were given	Cumberland and Amery data systems (ED and UCC)

Program Outcomes		
<i>Question</i>	<i>Metric</i>	<i>Data source</i>
5. Has there been a change in the number of repeat visits by those who have recently reported to ED/UCC?	# patients with repeat visits to ED for non-traumatic dental pain	Cumberland and Amery data systems (ED and UCC)
6. Has there been a change in the number	# visits to ED/UCC	Cumberland and Amery

July 7, 2021

of visits to the ED/UCC for non-traumatic dental pain?	with primary diagnosis for non-traumatic dental pain	data systems (ED and UCC)
--	--	---------------------------