

Dental Services at Gateway

A Quality Improvement Project
Te Puaruruahu, Starship
Auckland Regional Dental Service

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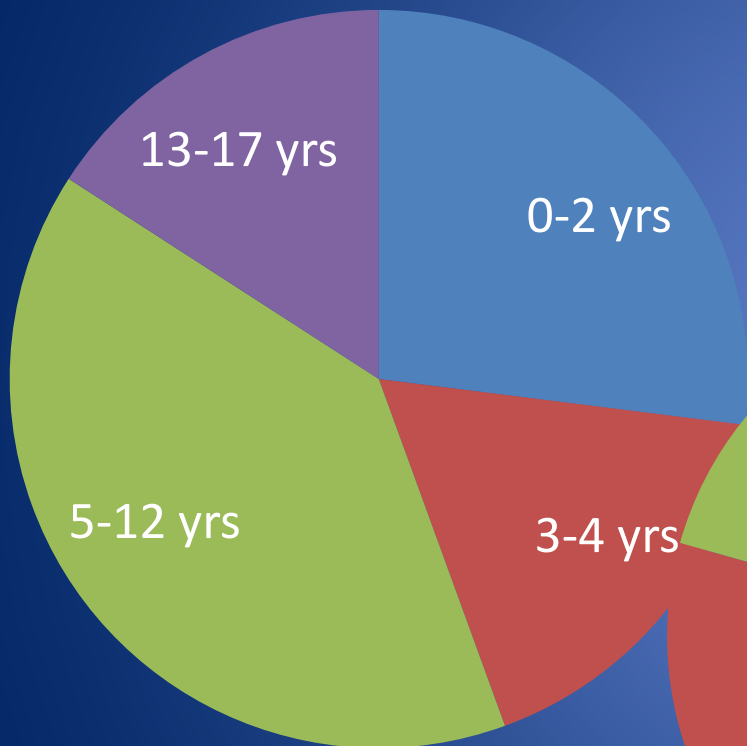
Gateway Assessments

- Ministry of Social Development programme
- Children and young people with Oranga Tamariki support
- Detailed health and education assessment to identify needs and plan support
- Approx. 250 per year at ADHB
- Referrals from Social Workers

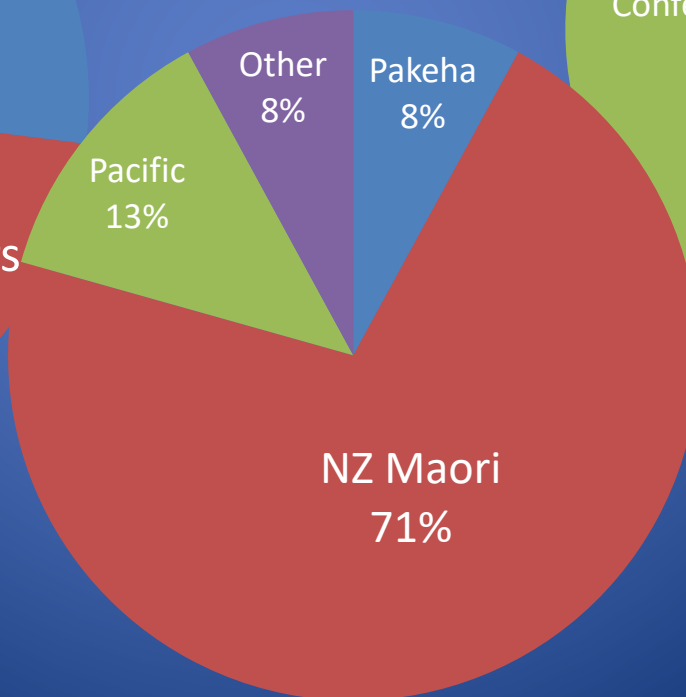
ADHB Gateway population



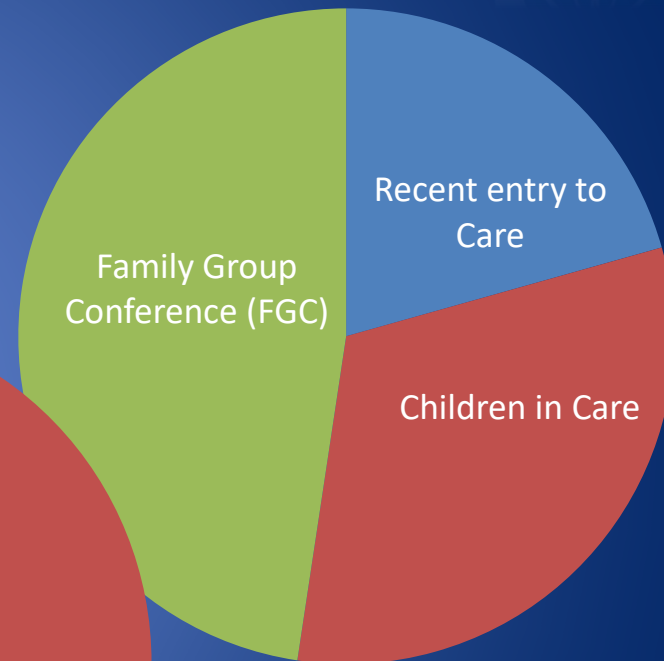
Ages:



Ethnicity:



Eligibility:



Referral from
Oranga Tamariki

Gathering of
Information

Clinic
Appointment

MDT meeting held-
Inter-Service
Agreement agreed on

Inter-service
Agreement & full
report distributed
& implemented

3-6 month review



Information Gathering

- Immunisation records
- Plunket records
- Dental records
- ACC
- NZHIS (all health records)
- School/ECE/Ohomairangi Trust
- Oranga Tamariki
- GP records
- Parents/Caregiver complete SDQ / Ages & Stages
- Parents health records
- Te Puaruruhau records (for any non accidental injuries/sexual assaults/neglect assessments etc they have been seen at Te Puaruruhau for)
- Mental Health Services
- Starship Community Service
- Newborn hearing screen
- MoE
- Clinical Services (Psychological/Trauma assessments and intervention)
- Police
- Family Start
- Before School check (B4SC)



The Problem

- At 3-6 months review, often the children had not been taken to the dental service despite need being identified
- We were noticing poor oral health with children with severe decay and dental pain.



Our Problem

- Embryonic knowledge of Quality Improvement
- No funding for this project
- Not a formal project
- No easy data collection possible
- But we were keen!

What We Did

- Frontline staff noticed the problem
- Phoned colleagues from Auckland Regional Dental Service
- Arranged for a baseline audit

Baseline Data

- 3 months of referrals. Who had received dental care in 6 months after the Gateway Assessment?
- 70% of children and young people presenting to Te Puaruruhau for Gateway Assessments were not up to date with dental assessments
- 22% too young for dental assessment
- 8% up to date
- Despite this need being identified, only 1 child went on to receive dental care within 3 months.

Improved Processes

- Process map
- Improved administrative processes
- Started with providing appointment time to be communicated at the Gateway Assessment
- Moved to ARDS commenced negotiating appointment times at the most accessible clinic with the whanau / caregiver & social worker

Relationships and Networks

- Developed relationships and networks between ARDS and Oranga Tamariki
- ARDS embraced by the Te Puaruruhau team
- Easily accessible contact person within ARDS

Whanau Centred Approach

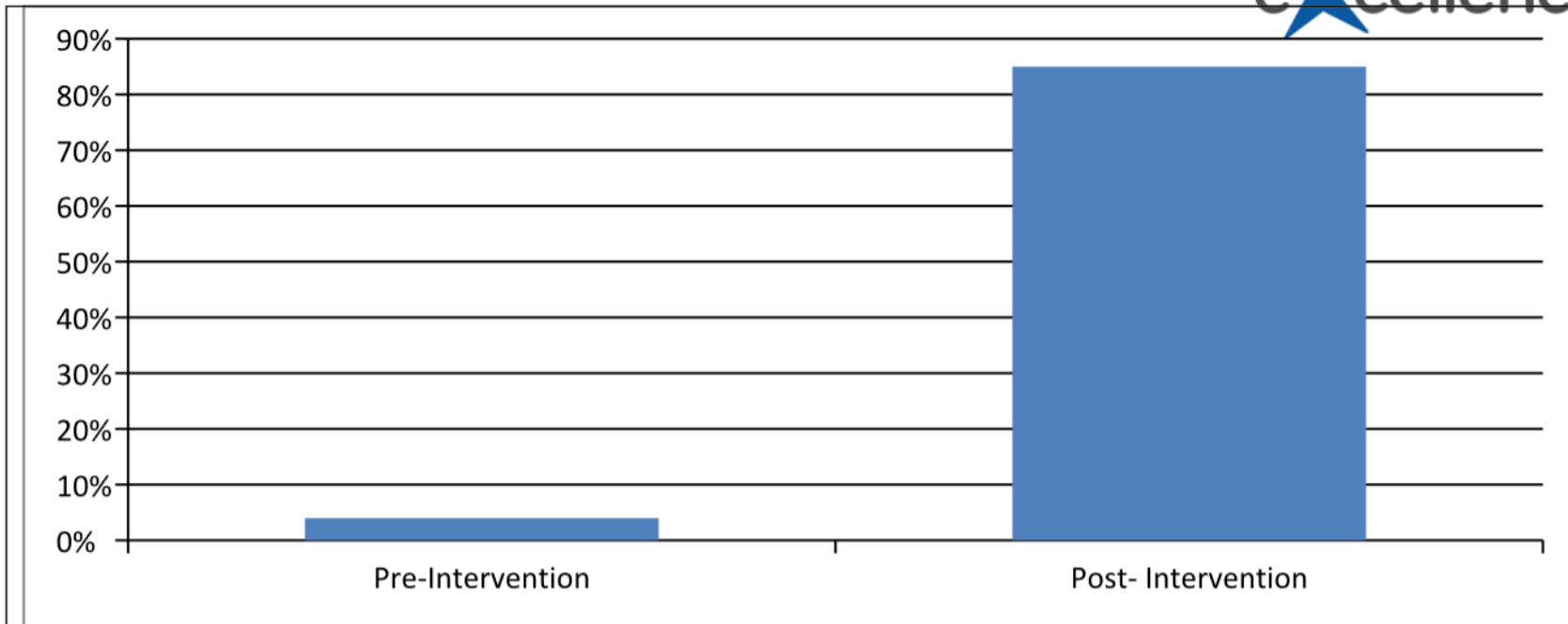
- Tailored innovative solutions
 - most convenient clinic
 - accessing school dental vans
 - joint appointments with siblings
 - request social worker support with transport
 - ARDS or private provider for adolescents

Framework and Narrative

- It is health's responsibility to facilitate health services
- Gateway children deserve to have their needs met by the health system

First Data Outcomes

Auckland DHB Health Excellence Awards 2017



Next Steps



- Demonstrating success led to increased recognition and support
- ARDS committed to providing a dental therapist and dental educator to attend each Gateway appointment
- Funding from Starship Foundation to provide free toothpaste + brush to every child supported positive dental experiences for the families

Recent Audit

- Gateway Assessment Jan-March 2019
- 56 % Māori, 18% NZE, 24% Pacific
- 14 adolescents
 - 9 warm handover to private providers
 - 5 seen at ARDS
- 5 did not require appointment, 2 not yet due

Outcomes

- Of the remainder
 - 35 due for appointments at ARDS
 - 34 attended appointments
 - All Māori tamariki attended appointments with ARDS

Next Steps

- Spread to other DHB's- have not yet made this work
- Need to raise profile within organisations
- Whānau asked us if we could address other needs
 - immunisations
 - audiology testing
 - next step is vision testing



Lessons: Outcome Measures

- Manual counting is time-consuming and clumsy but is much better than nothing
- Do enough to tell the story, as often as you need to
- Evolved from:
 - “Need Identified”
 - to “Engaged with ARDS”
 - to “Completed treatment” - child centred

Lessons

- Knowledge of Quality Improvement is helpful for frontline staff
- Focus needs to be wider than just process improvement
- Success leads to success, so celebrate success!
- Leadership style matters

Conclusion

- Hard to reach is NOT impossible to reach.
- With persistence and commitment Gateway children can successfully be engaged with health services.



Thank You and Acknowledgments

- Children of staff members who kindly posed for photographs for the Gateway Social Story
- ARDS team and Te Puaruruhau team