

# Kaiser Permanente Dental Access & Performance Updates for **Clackamas County - BRC Meeting**

July, 2024

# 50 YEARS OF HEALTHY SMILES

**784**

dentists and staff

**287,000**

dental members

**21**

dental offices

**78k**

Care Gaps Close by  
dental in 2023

**74K**

dental members added in  
the last 10 years

**86%**

dental members have  
medical coverage

# Clackamas County

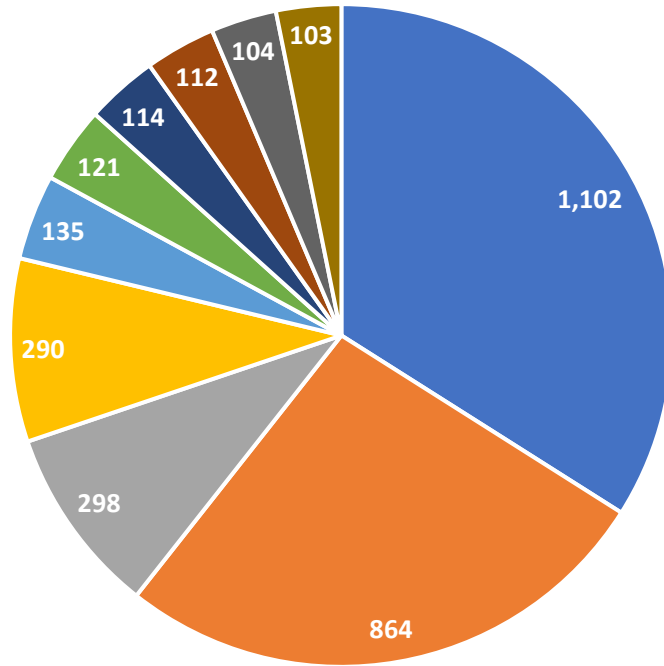
Making strategic investments to improve access and enhance our services

**Members seen within 10 business days as of June 19<sup>th</sup>**  
**Program Goals 2023: 55% ➡ 2024: 62% ➡ 2025: 75%**

Dental Office	Hygiene	Dentist	Google Rating: May	Google Rating: All Time
Oregon City	64.4%	54.7%	5.0	4.4
Clackamas	64.9%	43.9%	5.0	4.6
Glisan	72.4%	50.4%	5.0	4.8
Johnson Creek	59.7%	51.7%	No rating	4.5
Eastmoreland	70.9%	60.5%	5.0	4.9
Tigard	64.9%	55.4%	5.0	4.5
Rockwood	63.0%	63.8%	5.0	4.5
Grand Ave	77.6%	47.9%	5.0	4.6
Keizer Station	58.8%	61.2%	5.0	4.8
Cascade Park	68.8%	59.7%	5.0	4.5

**New - Short Notice Hygiene list reserved for Clackamas County Employees at Clackamas Dental, Oregon City and Johnson Creek Dental offices.**

# Number of Visits by Top 10 Offices



- Oregon City
- Clackamas
- Glisan
- Johnson Creek
- Eastmoreland
- Tigard
- Rockwood
- Grand Avenue
- Keizer Station
- Cascade Park

## Data:

- YE-2023 # of visits by top 10 offices
- Top 10 represents 87% of visits (3,243 of 3,747)

# Access and Service

Making strategic investments to improve access and enhance our services

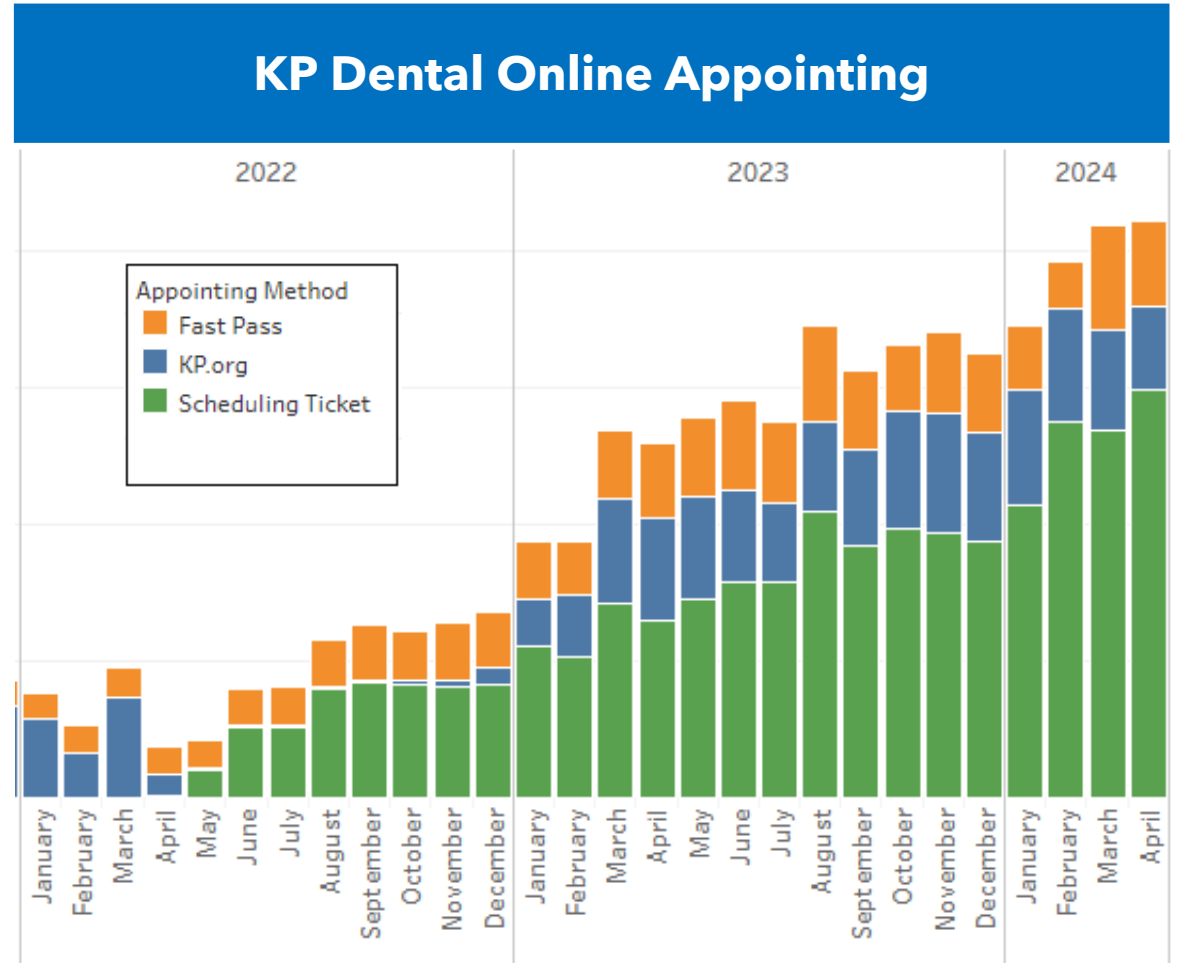
- ✓ 64% Hygiene and 50% Dentist visits are **seen within 10 business days** compared to 2024 target of 62%. 99% Emergency visits are **seen same-day or next day**
- ✓ Implemented **Dentist Direct Booking on 4/23/2024** for high-priority patients to be seen within 10 days based on treatment plan
- ✓ Modified **Waitlist Outreach Protocols on 5/14/2024** to two phone outreaches vs one, so members have a better chance of receiving a Fast Pass offer to schedule via this solution.
- ✓ Introduced **Hygiene Two-Week Appointing on 6/03/2024** to increase appointment availability within two weeks to meet patients demand
- ✓ Creating a pipeline for dental assistants, **Partnership with Portland Community College.**



# Superior Experiences, Higher Engagement & Healthier Outcomes

Our online tools offer members an integrated digital experience to manage dental care anytime, anywhere.

**4,000** of  
all monthly dental  
visits or 12% are  
initiated online,  
**target 20% by  
YE 2024**



# DENTAL CARE MADE EASY

**95%** of our members would recommend us to family and friends\*

\*According to the Press Ganey survey for January 2023-December 2023.



## FAST PASS

Text or email messages to notify members who have a scheduled appointment and on a wait list when a sooner appointment is available including same-day appointment.



## KIOSKS, EXPRESS CHECK-IN AND eARRIVAL

Use of Kiosks for Dental at all co-located offices; expansion of 24-hour advanced check-in and **contactless check-in through smartphones using interactive text messaging.**



## DENTAL ONLY ACCESS ON KP.ORG

Dental only members able to register on kp.org and enjoy a customized digital experience.



## ONLINE DENTAL APPOINTING

Scheduling Tickets initiated by existing members treatment plan, make most dental appointments available online and on the mobile app. This includes **Hygiene, General Dentist, Endodontic, Pediatric and Orthodontic services.** Patient-initiated New Member and Emergency appointments are available to book online via kp.org.



## VIRTUAL DENTISTRY

Connect to dental care, anytime, anywhere at no additional member copay. Available 24/7 telephone advice, emails through kp.org for nonurgent issues, and video appointments.



**Thank you for the  
opportunity to serve you**