QI: Intraoral Camera

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Outline

1. Problem and Aim of Project

2. Root Cause Analysis

3. Driver Diagram

4. Process Map

5. Our protocol

6. An example PDSA

7. What was learned

Problem and AIM

UCLA's Children Dental Center is providing services that are currently not getting reimbursed.

An intraoral camera will aid in increased reimbursement in our clinic. Our goal is to set up a protocol that intraoral photos are to be taken preoperatively with patients that require treatment. Utilization of the camera will begin no later than July 1, 2017.
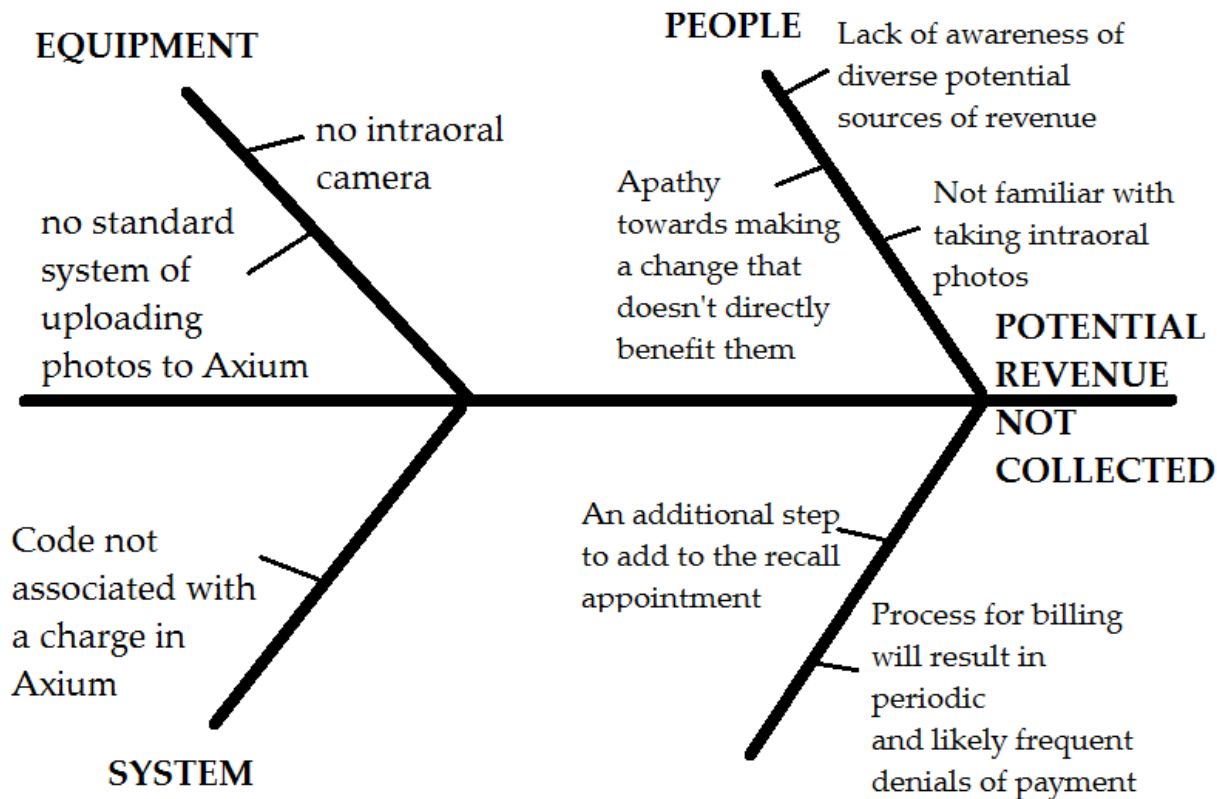
Current State

1. No standard protocol of taking photos before treatment

2. No protocol for uploading photos into Axium

3. Most photos in clinic are taken on phones by residents and then uploaded into system after

4. Frequent details of reimbursement for treatment due to no photo documentation of caries before treatment
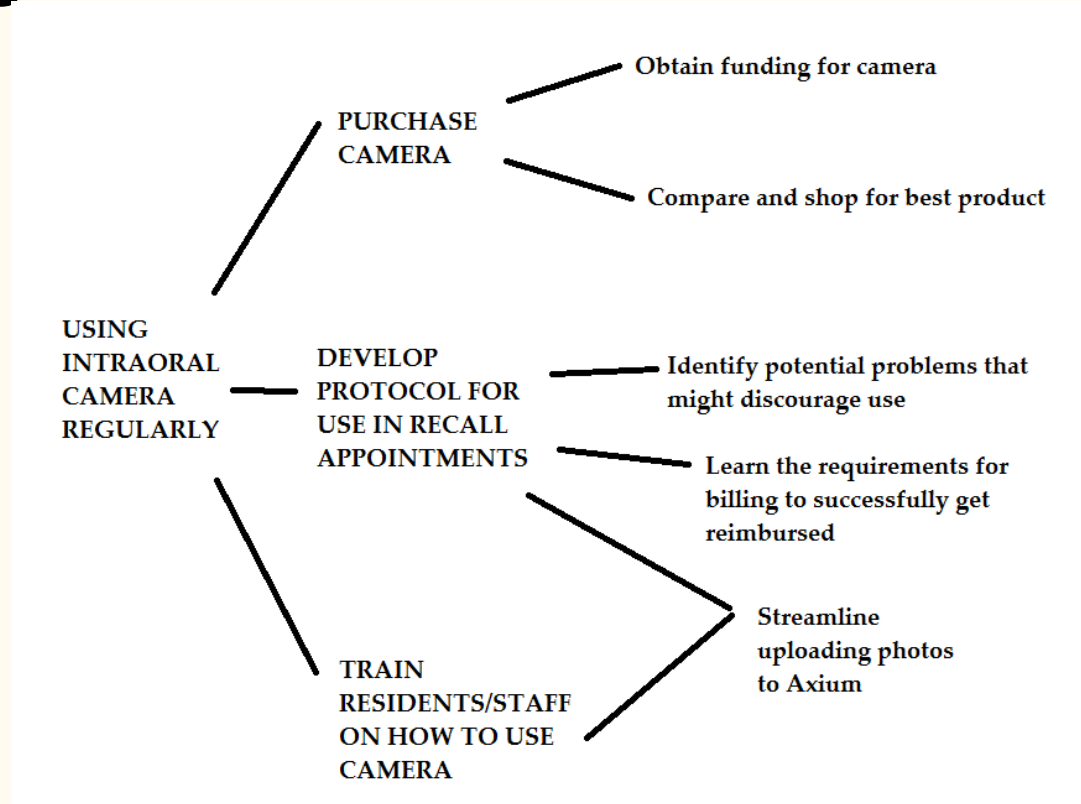
Goal

An intraoral camera will aid in increased reimbursement in our clinic

Root Cause Analysis

EQUIPMENT

no intraoral camera

no standard system of uploading photos to Axium

Code not associated with a charge in Axium

SYSTEM

PEOPLE

Lack of awareness of diverse potential sources of revenue

Apathy towards making a change that doesn't directly benefit them

Not familiar with taking intraoral photos

POTENTIAL REVENUE NOT COLLECTED

An additional step to add to the recall appointment

Process for billing will result in periodic and likely frequent denials of payment

Driver Diagram

PURCHASE CAMERA
- Obtain funding for camera
- Compare and shop for best product

USING INTRAORAL CAMERA REGULARLY

DEVELOP PROTOCOL FOR USE IN RECALL APPOINTMENTS
- Identify potential problems that might discourage use
- Learn the requirements for billing to successfully get reimbursed
- Streamline uploading photos to Axium

TRAIN RESIDENTS/STAFF ON HOW TO USE CAMERA

Solutions

1. **Purchase camera**

a. Obtain funding
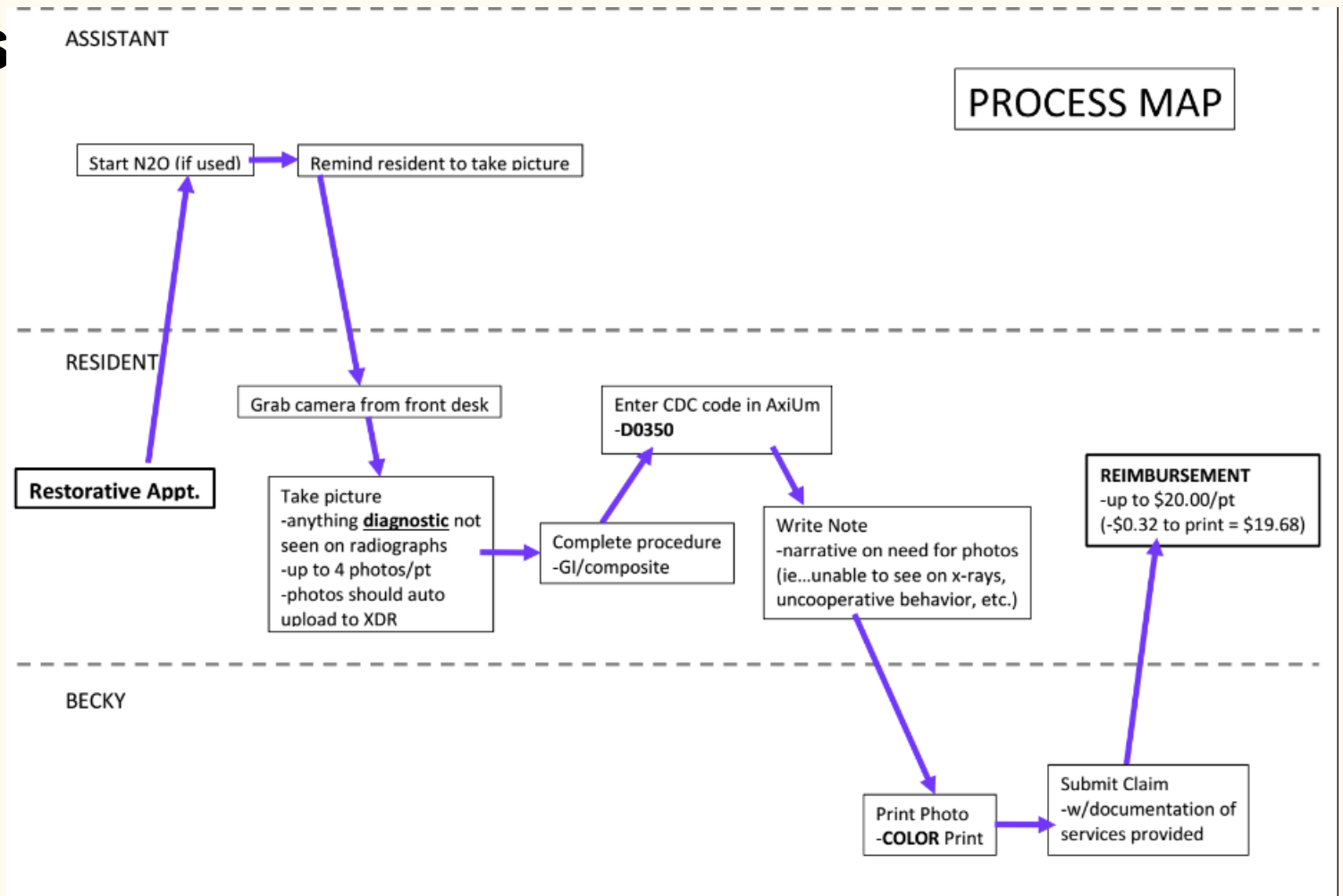
b. Compare and shop for best product

2. **Develop protocol for use in restorative appointments**

a. Identify potential problems that might discourage use

b. Learn requirements for billing to successfully get reimbursed

3. **Train residents/staff on how to use camera**

a. Streamline uploading photos to Axium

Process Map

PROCESS MAP

ASSISTANT

Start N2O (if used) → Remind resident to take picture

RESIDENT

Grab camera from front desk

Enter CDC code in AxiUm
-**D0350**

Restorative Appt.

Take picture
-anything **diagnostic** not seen on radiographs
-up to 4 photos/pt
-photos should auto upload to XDR

Complete procedure
-GI/composite

Write Note
-narrative on need for photos (ie...unable to see on x-rays, uncooperative behavior, etc.)

REIMBURSEMENT
-up to $20.00/pt
(-$0.32 to print = $19.68)

BECKY

Print Photo
-**COLOR** Print

Submit Claim
-w/documentation of services provided

Intraoral Camera Protocol

1. At treatment visit, take photograph of carious lesion that is not visualized in radiograph (Buccal and Occlusal Lesions)

2. Upload photo to Axium

3. Enter code into Axium (Code = D0350)

4. Note caries/lesion in Axium note (write exactly what it is)

5. Becky will print **<u>colored</u>** photo and submit claim

    a. Label the photograph: date the photo was taken and quadrant/area indicated

6. Reimbursement by Insurance

PDSA

MODEL FOR IMPROVEMENT | DATE: 3/10/17

PDSA cycle diagram: Act, Plan, Study, Do
Source: The Improvement Guide, 1996

OBJECTIVE(S) FOR THIS PDSA CYCLE

Increase tapping of reimbursement for diagnostic photos using new intraoral camera and protocol for photo capture and claim submission

PLAN

Questions: What do we want to know?

Are we providing services that we are not getting reimbursed for? Could we be getting better reimbursement with and established protocol and camera for intraoral photos?

Predictions: What do we think will happen?

We will tap into unclaimed reimbursements and increase clinic productivity.

PDSA

Plan for Change or Test: What are we going to do to make our test happen?

List the tasks necessary to complete this test (what)	Person responsible	When	Where
1. Get data on reimbursement rates before (71% collection) on procedures supported by diagnostic photos (Occlusal and facial rest)	Residents Becky	During Planning	In AxiUm
2. Establish protocol for intraoral photo capture and claim submission	Residents	During Planning	-
3. Obtain functioning, accessible intraoral camera for resident use in clinic	Hamida	During Planning	In Clinic
4. Educated residents and assistants and implement protocol	Residents	Beginning of Do	In Clinic

Plan for Collection of Data: who, what, when, where. How will we evaluate our test?

Test evaluation will be done by evaluating use of new intraoral camera and on any changes in the rate of reimbursement.

PDSA

DO: carry out the change or test; collect data and begin analysis; describe the test
Intraoral images were captured of quadrants containing occlusal and facial lesions using resident cell phone cameras due to intraoral camera not being available before project completion. The same protocol (capturing image, uploading images from phone to XDR, entering code, proper narrative, printing of photos, and submission of claim) was followed.
STUDY: complete analysis of data; summarize what was learned.
The problem with our first cycle was the step of uploading photos from phone to XDR. Many residents are remembering to take the photos but the transfer process is where the holdup happens. The intraoral camera would hopefully eliminate this step and have automatic uploading to XDR as images are captured.
ACT: are we ready to make a change? Plan for the next cycle.
Another cycle should be done with the intraoral camera in place. That way we can see if the uploading step is the problem.

thank you. ☺