

Team Members:

Dr Wu Siwen,
Dr Yang Jingrong
Carol Wee

Sponsor:

Dr Lui Jeen Nee

Facilitator:

Seow Yee Ting



National Dental
Centre Singapore
SingHealth

Introduction

The NDCS Geriatric and Special Care Dental Clinic is a purpose-built, age-friendly clinic established to provide specialized and holistic dental care for the elderly, special needs patients and patients with specific medical conditions requiring dental clearance and treatment. Our Esthers' ability to care for their oral hygiene can be affected by their medical conditions which can potentially increase the risk of dental decay and gum disease. In addition, their diminished ability to communicate and co-operate with dental professionals can make treatment more difficult.



Pictures: NDCS Geriatric and Special Care Dental Clinic (GSDC)

Methodology

ESTHER café was conducted among 10 Esthers and their caregivers. The majority expressed lack of knowledge in the following domains:
(a) Implications of their medical conditions on their oral health
(b) Breakdown of treatment costs prior to commencement of treatment.

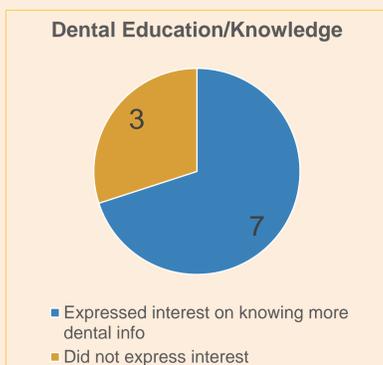


Figure 1: Esthers' verbal feedback on acquiring dental knowledge pertaining to their medical conditions



Figure 2: Esthers' verbal feedback on treatment costs

In order to collate baseline measurements, a questionnaire was conducted among 30 Esthers on their dental knowledge, understanding of the dental treatment costs and their confidence level in managing their oral health.

Based on the questionnaire, the following gaps were identified:

1. Oral health knowledge

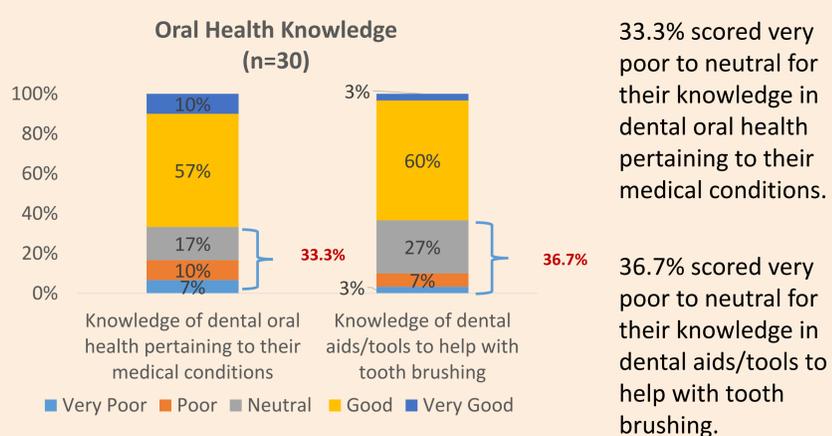


Figure 3: Esthers' oral health knowledge

2. Awareness of costs of dental treatment before commencement

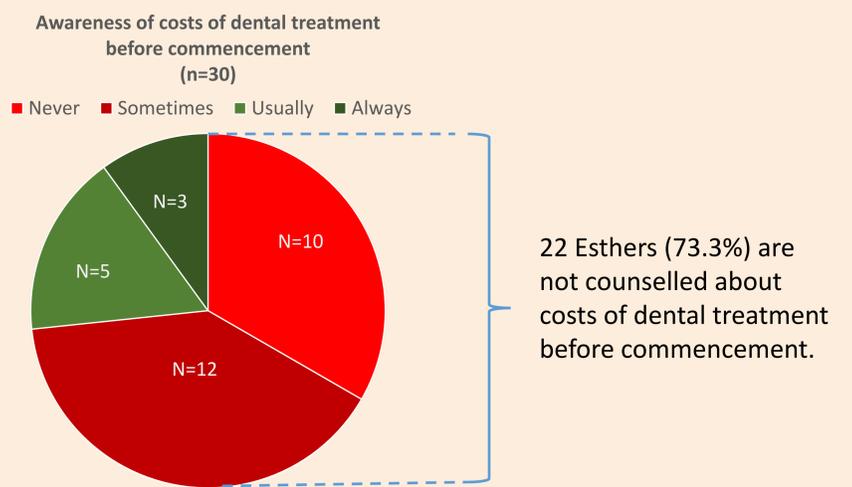


Figure 4: Esthers' awareness of dental cost prior to treatment

3. Esthers' confidence level in managing their oral health

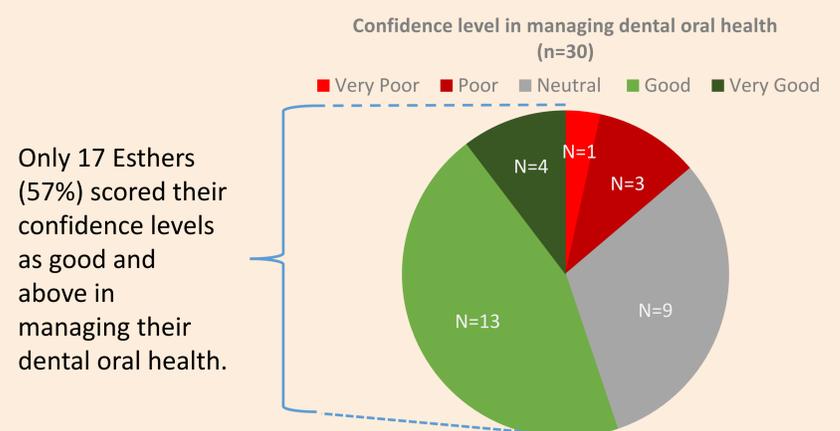


Figure 5: Esthers' confidence level in oral health management

The mission statement was formulated through in-depth analysis of the baseline survey responses.

Mission Statement

To improve Esthers' confidence level of managing their oral health from 57% to 75% from Q4 2019 to Q2 2021

Proposed Interventions

Based on Esthers' feedback and discussion among the team members, the following interventions were proposed:

(PDSA 1) Educational videos

Dental educational videos can be made to educate these patients on oral healthcare regimes. These videos can be played in the GSDC waiting area.

(PDSA 2) Financial counselling

After the first consultation visit, clinicians formulate a dental treatment plan. Based on the charge codes of these dental services, the frontline staff can provide financial counselling services.

We are currently working on the contents of the educational videos and financial counselling forms. After each PDSA, we will evaluate Esthers' responses to the intervention using a questionnaire.

Learning Points

Esthers' involvement is key to the provision of a patient-centric model of care. By involving them, Esthers feel empowered as they gain confidence in taking charge of their healthcare needs. This will boost their confidence, improve the patient-provider relationship and increase the efficiency of health care delivery systems.