



# Kewa Pueblo Health Corporation

## Dental Triage

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### Description

- Dental patient grievances and comment cards indicating an increase in patient dissatisfaction with walk-in process.
- Dental reception's struggle to ask pertinent questions to get patients in and assessed before patient having to seek emergency treatment.
- Many patients were leaving the dental unit without being seen even after they indicated they had pain.

### KPHC's Dental Unit

The Kewa Dental Clinic is a full-service facility, under the supervision of licensed and highly skilled dental professionals that provides a range of treatments such as:

- Extractions
- Fillings
- Dentures
- Bridges
- Crowns
- Root canals



### AIM

**Measure:**  
Patient grievances / complaints

**Date:**  
45 day trial period, more if necessary

**Baseline:**  
Patient grievance & comment cards

**Target:**  
Reduce grievances by 25%

With a small test of change (dental triage form), reduce the number of dental grievances & negative patient comment cards by 25% by December 31, 2018.

### Results



DoW	Count
Monday	16
Tuesday	11
Wednesday	6
Thursday	9
Friday	16
<b>Grand Total</b>	<b>58</b>

### Actions Taken

Collaboration

Engagement

Small Test of Change

- Consulted with the CCOO, Dave Panana, and Dr. Hann, on the current process in place for walk-ins in the Dental Unit
- Consulted with Dave Panana on if a Dental Triage walk-in form would be viable
- Developed a Dental Triage walk-in form for patients to fill-in to avoid confusion when it concerned assessment
- Dr. Hann engaged the Dental Staff on the form and put it in place
- Had patients fill out the form for 45 days, received 58 forms

### Lessons Learned

- Not all issues are behavioral when employees are frustrated; sometimes it is the process that needs fixed so they can do their job effectively.
- An outside set of eyes can help see the whole issue at hand.
- Mondays & Fridays are high intensity days. May need to look into sole dedicated provider for these days.
- No patient complaints since implementing triage—when complaints were coming in at least one a week via comment cards and patient grievances.

### Conclusions

This project will be permanently implemented after our small test of change. New forms will come out with the company's logo printed on them for the walk-in dental patients to use. Added questions to the form to see if patients are coming in as walk-ins and not keeping their scheduled appointments.