Patient-Centered Dental Home Framework

Accessible

Accommodating
- Extended Clinic Hours
- User-friendly system for patient requests

Timely
- Timely access for emergency care
- Timely access for routine/ preventive care
- Timely access for specialist care

Adequate provider network*
- Dentist availability/workforce supply*

Affordable*
- Unmet need due to cost*

Comprehensive

Prevention- and Wellness-Focused
- Dental/medical history completeness
- Oral health education provision
- Risk assessment/documentation
- Risk-based treatment planning
- Screening for comorbid conditions
- Sealants for children
- Tobacco use screening and cessation counseling provision
- Topical flouride

Continuous

Follow up on needed care
- Ongoing care in adults with periodontitis
- Treatment plan completion

Usual source of care
- Care continuity
- Care provided by dental practice or clinical entity of record

Coordinated

Appropriate dental referrals
- Effective communication and monitoring regarding referrals between generalists and specialists
- Use of clinical protocols for referral determination

Community-connected
- Effective communication connecting patients with community supports

Dental-medical coordination
- Coordinated dental-medical patient records*
- Dental to medical referrals
- Effective communication and monitoring regarding referrals between dental and medical providers
- Medical to dental referrals*

Population health-oriented*
- Identifies and addresses population-level health concerns based on the diversity of the practice and the community*
- Proactively identifies populations of patients and educates them about needed care*

Patient- and Family-Centered

Cultural competence
- Accommodating of patient preferences
- Assesses and addresses the language needs of patients
- Provider training in cultural competency

Effective communication with patients
- Provider communication about treatment
- Provider conveys respect for patients
- Provider listening

Equitable care
- Assesses and addresses access and care disparities

Individualized care
- Care recommendations based on patient level of risk for oral disease
- Guideline/risk-based radiograph use
- supports and promotes patient self-management/self-care

Sensitive to health literacy
- Patient communications appropriate to patient population needs and understandabilty

Shared decision making
- Informed patient engagement in decision making

Quality- and Safety-Focused

Clinical outcomes
- Caries at recall
- Caries experience
- Complications following extraction
- Periodontal disease status and improvement
- Risk status improvement
- Sealant retention
- Tooth loss/retention
- Untreated caries

Continuous quality improvement processes
- Performance assessment and improvement

Minimizes adverse events
- Judicious opioid prescribing
- Post-operative infection following dental treatment

Patient-reported outcomes and patient experience indicators
- Oral pain or discomfort
- Recommendation to family and friends
- Satisfaction with aesthetics/ appearance
- Satisfaction with dental care
- Satisfaction with dental team
- Satisfaction with dentist
- Satisfaction with dentist communication
- Satisfaction with function
- Satisfaction with psychosocial impacts of oral health
- Satisfaction with timeliness of needed dental care

Legend

Characteristic

Component
Measure concept

***System-level component/measure concept**

Lifespan ← → Equitable → Evidence-Based