

Program Evaluation for Transformational Dental Care

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Intro

Program evaluation is a key component to determining if a community health program is successful and has achieved the predetermined goals of the program.¹ The objective of this study is to understand the strengths and weaknesses of the community oral health program along with long-term program impact and financial aspects for patient care delivery.^{1,2} Further, this evaluation process will identify areas related to alignment of stakeholder goals, provider education, program implementation, and person focused care related to dental care delivery initiatives.

Study Design

- A quasi-experimental design was employed which consists of data from 11 participating Federally Qualified Health Centers (FQHC).
- Quantitative data was collected from baseline (July 2021) to the end of Process I (January 30, 2023).
- Data collected was from claims data, electronic health records, and financial reporting.
- Descriptive analyses were used to describe the predetermined oral health implementation areas of the participating clinics using demographic variables and claims data.
- Qualitative data was collected via semi-structured interviews from various stakeholders during the Process I phase of the program to identify key stakeholders knowledge, beliefs, and experiences with transformational dental care delivery.

A **mixed methods** program evaluation lends to valuable insights on program strengths, weaknesses, and longevity.



Discussion

Quantitative data collection:

- Strong data reporting for claims data.
- Weak data reporting surrounding patient demographics and social determinants of health except for age.

Qualitative data conclusions:

- Internal partners focused on program challenges (25.6%) compared with community partners (8.3%) and dental clinic partners (4.68%).
- Community partners focused on policy changes needed for a sustainable dental care delivery transformation (13.4%) compared with internal partners (11.1%), and dental clinic partners (5.3%).
- Dental clinic partners focused on patient care challenges (13.1%) compared with community partners (9.3%) and internal partners (2.0%).

Additional findings:

- Dental clinics spoke highly of the data collection, networking, and time management as benefits of the program design and implementation.

Implications for Policy and Practice

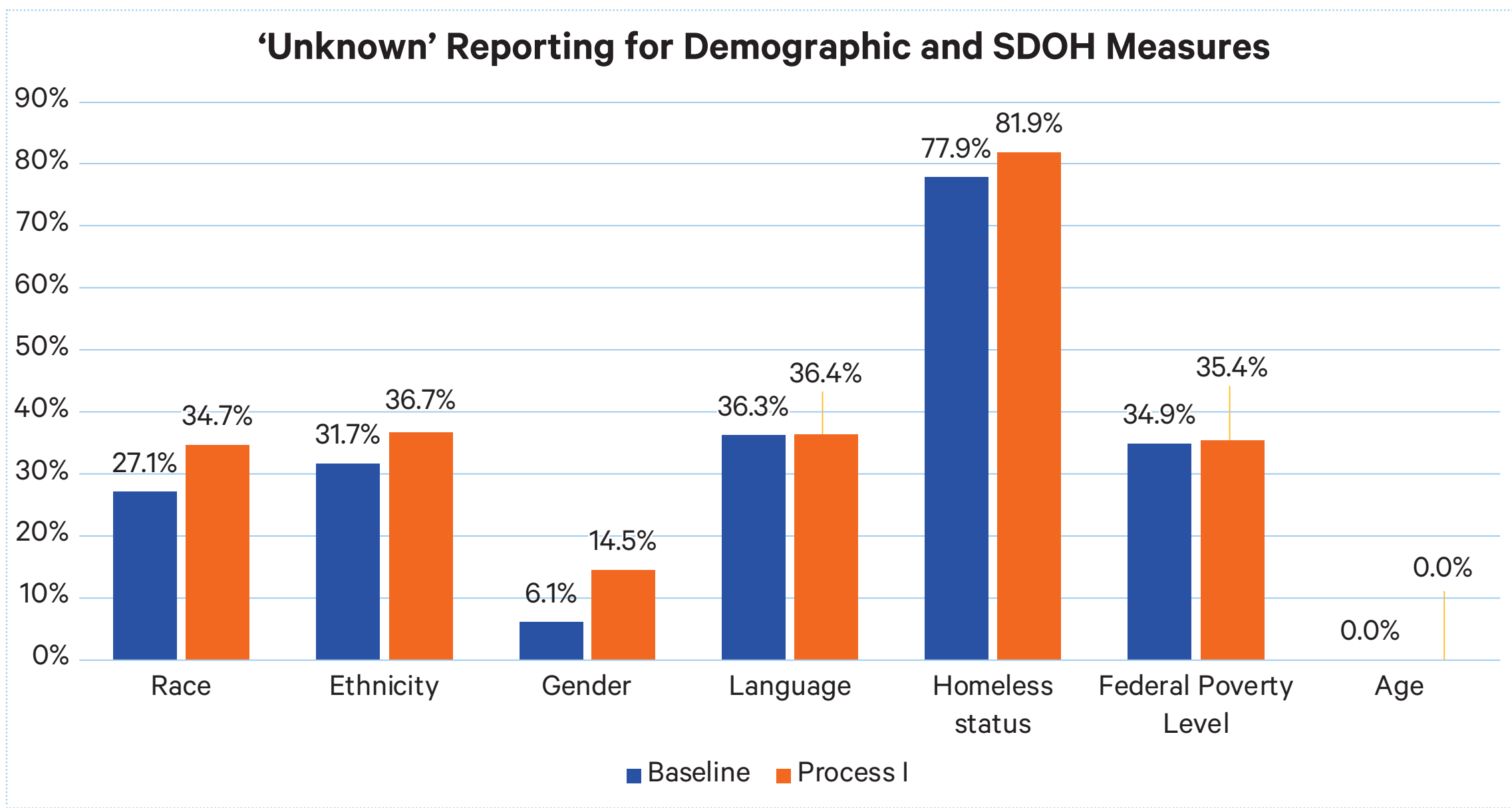
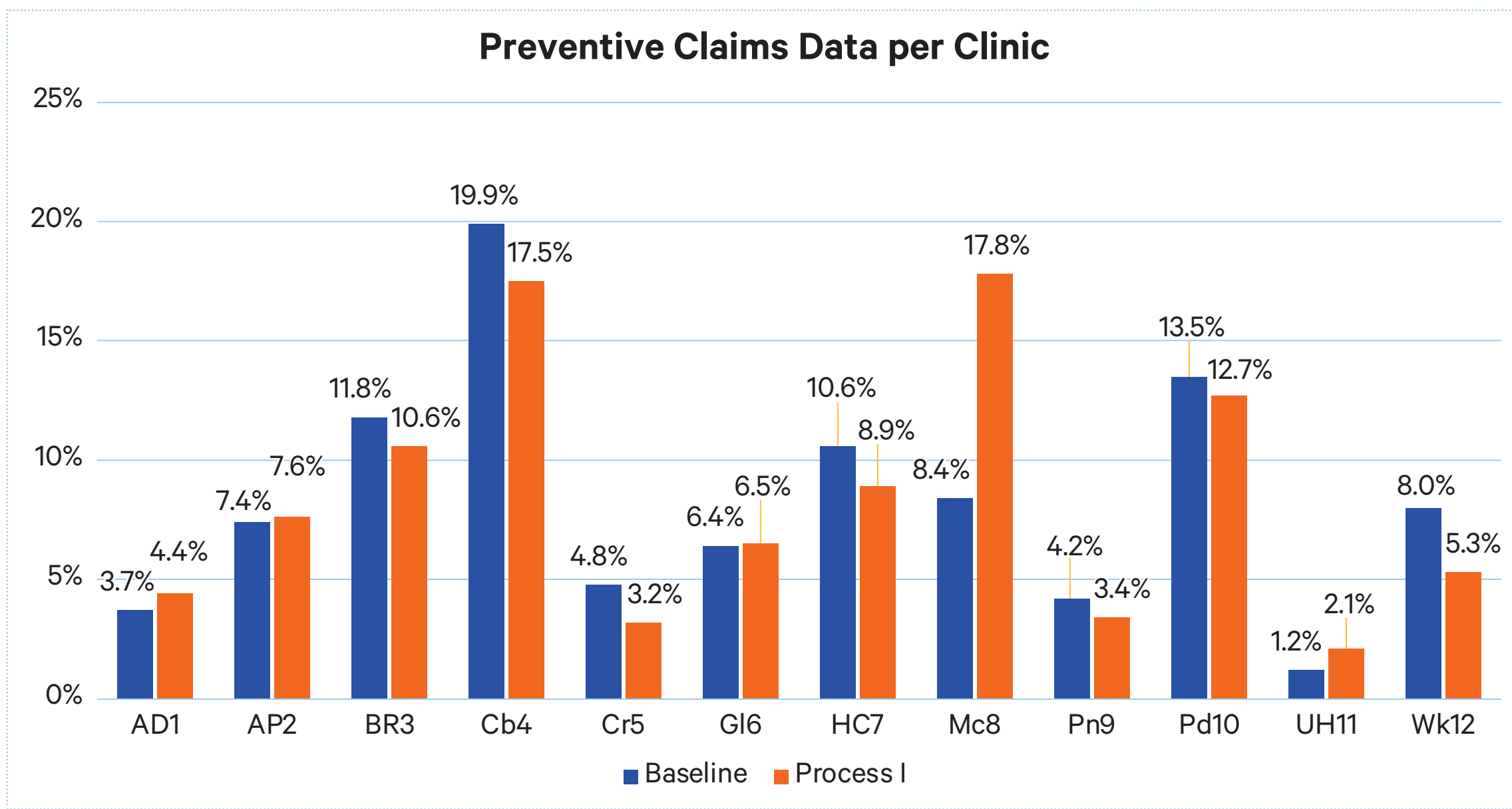
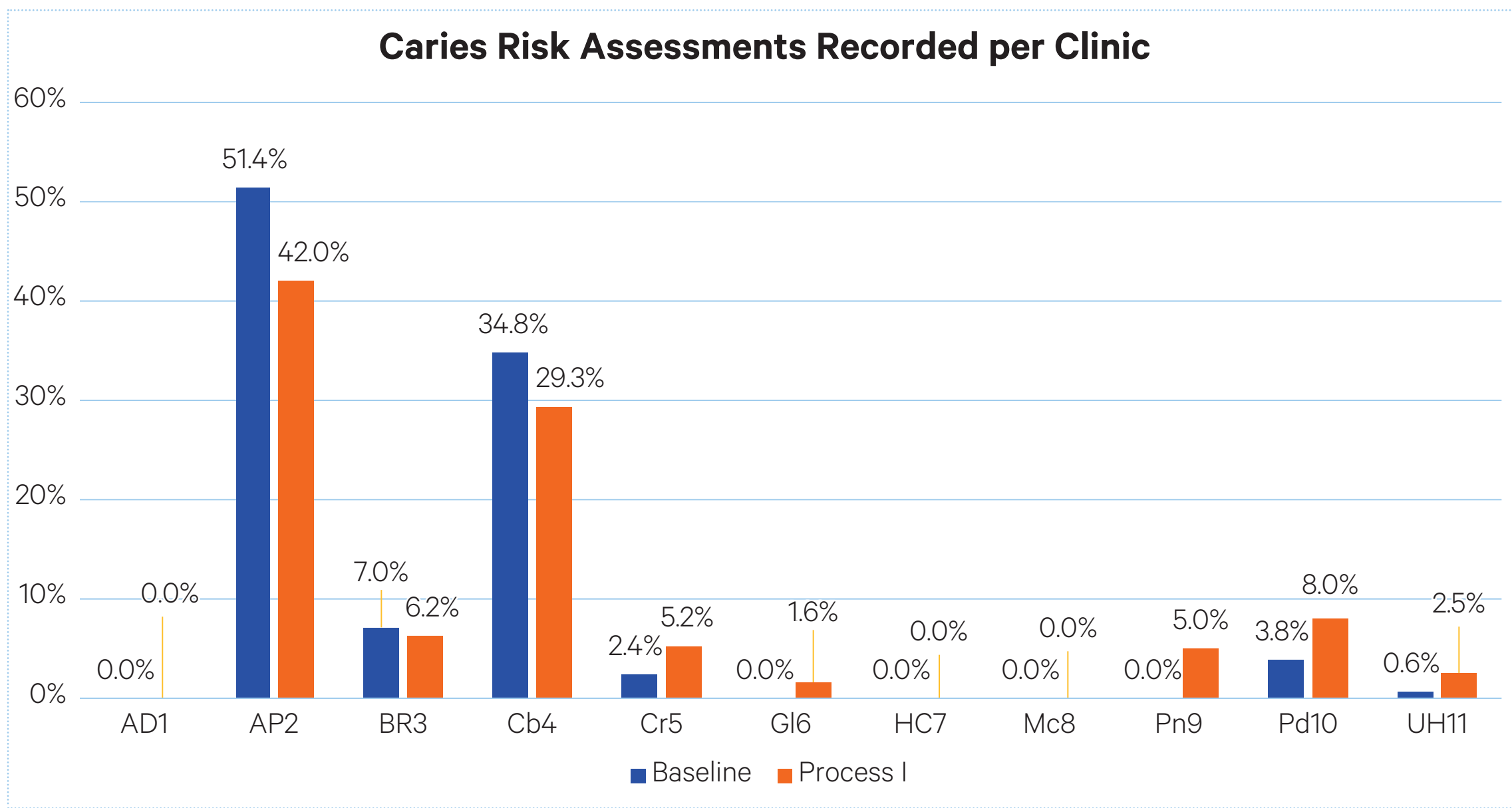
- Effective programs begin with a clear and concise program evaluation plan.
- Accurate and consistent data collection and analysis is a crucial component to program evaluation.
- A mixed methods approach lends to a more accurate understanding of program strengths, weaknesses, and goal alignment.
- Community outreach personnel may need training on how to ask difficult and personal questions surrounding SDOH such as gender identification, primary language, and homeless status.

For More Information

1. National Center for Chronic Disease Prevention and Health Promotion. Developing an effective evaluation plan. Centers for Disease Control and Prevention, 2011.
2. Spiegelman D. Evaluating Public Health Interventions: 1. Examples, Definitions, and a Personal Note. Am J Public Health. 2016;106(1):70-3. Epub 20151112. doi: 10.2105/ajph.2015.302923. PubMed PMID: 26562122; PubMed Central PMCID: PMC4695951.

Results

- Qualitative data collection from baseline (July 2021) to the end of Process I (January 2023)



- Qualitative data from Process I interview

