Value Based Health Care: a new approach to improve oral health outcomes

Dental Health Services Victoria
Australia
Defining the problem

- Only 1 in 4 eligible people access our dental services
- Waiting lists are longer than 19.5 months
- Health outcomes are poorer for the eligible population
- There is significant variation in services delivered across the state
Our strategic intent

- Improve Health Outcomes
- Improve the experience
- Be global leaders with our local partners
- Be a great place to work and a great organisation to work with
Our value based healthcare model
DHSV VBHC Model

The evolution

Original Model of Care
DHSV VBHC Model

The evolution

Strategic Plan
DHSV VBHC Model
The evolution

Porter & Lee Model

1. Organize into integrated practice units (IPUs)
2. Measure outcomes and costs for every patient
3. Move to bundled payments for care cycles
4. Integrate care delivery across separate facilities
5. Expand excellent services across geography
6. Build an enabling information technology platform

Original Model of Care  Strategic Plan  VBHC Porter Model
DHSV VBHC Model

The evolution

DHSV VBHC Model

Original Model of Care
Strategic Plan
VBHC Porter Model
DHSV VBHC Model

Value-stream mapping
ICT platforms
Agency & specialist linkages
Practice design: The DHSV way
Workforce, scope, skills, capability building
Data collection & evaluation systems
Funding Models
Measure, outcomes & costs
Consumer engagement & co-design

oral health for better health
DHSV VBHC Model

The evolution

DHSV VBHC Current Model
DHSV VBHC Model

The evolution

The Future...
My involvement as a consumer
What we did

- ICHOM Working Group – Development of Oral Health Outcome Indicators
- Voice of the Consumer Value stream mapping
- Consumer Training
- Co-design
How did it make me feel

- A partner
- Valued
- Working with the right people with the right skills
- Proud of building something together
- Supported to contribute, to reflect & to question
dental health services victoria
oral health for better health