

Auckland Regional Dental Service (ARDS) provides free Oral Health services to children from birth to 18 years old. We operate from 83 dental facilities across the Auckland metro area; these facilities include a mixture of fixed clinics, transportable dental units (TDU) and dental vans.

All babies born in Auckland's main hospitals are automatically registered with ARDS or they can complete an enrolment form to register. Children are then invited to their first dental appointment when they are about 1 year old, then routine check-ups are offered every 6-18 months as clinically required.

Oral Health Explorer

We worked with the ARDS Service Delivery Manager, Operations Manager, Team Leaders and other subject matter experts to develop a Qlik Sense app that would replace their existing (200+) static Reporting Services reports. User testing was carried out with all of the key roles within the ARDS service to achieve a multipurpose app. Bookmarks were created for specific areas of focus for the different roles.



▼ Base bookmarks (9)

- Children Haven't Been Assigned to a DHB
- Duplicate Enrolment Warning
- First name contains "Baby"
- Missing NHI
- Children To Be Seen (supplementary tool to)
- Non Pre-schoolers
- Pre-schoolers
- Invalid School Years
- Enrolment - Active Children



DISCOVERIES

- We are able to track arrears (overdue children) by risk status/urgency, by school and age and filter this by clinic. This allows us to manage clinics and prioritise children.
- A new process to automatically enrol babies born in an Auckland hospitals is resulting in incorrect allocation to the "ARDS Main Office" if the child's address is not clear. These errors are highlighted in the Explorer for appropriate allocation.
- We identified numerous data entry and enrolment errors with our Explorer. A 'Data Quality' sheet is available so that we can actively track and correct these. We also monitor specific service indicators.



Data Quality

Total Enrolments 100,012 <small>272 Adolescent</small>	Arrears 34,878	Arrear % 34.87%	Never Attended 15,102	Last 2 DNA 5,427
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Firstname is 'Ba...'	Firstname is Baby	Not Assigned to DHB	Missing Email	Invalid Enrolled Date	Missing NHI	Invalid Recall Date	Invalid School Year
Y	3,620	0	58,864	2	2,378	553	2,125



ACHIEVEMENTS

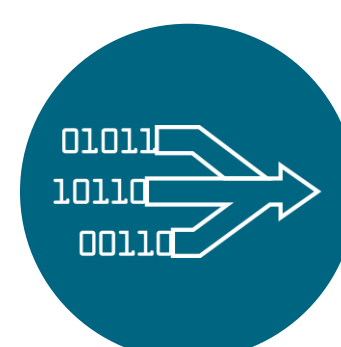
- Improved service + resource planning**
- Improved data quality**, eg historically ~2,000 duplicates annually from mismatch in patient details on enrolment are now routinely cleared
- Prioritisation of treatment**, eg Dental Therapists can identify children who are high-risk, have frequent DNAs, or are due to exit the programme. This is most useful for the TDUs when arriving at a new school as they can now, contact the parents/caregivers while onsite to obtain consent to carry out a check-up



AUDIENCE

ARDS team

- Management: Dir of Allied Health, Service Delivery Manager, Operations Manager, Team Leaders
- Admin + Data Team
- Oral Health Therapists, Dental Therapists + Assistants, Patient Care Assistants



DATA AND ADVANCED ANALYTICS

Replaced ~200+ Reporting Services with 1 superfast, multipurpose, interactive Qlik Sense App

- Dental Management System (Titanium)