



DELIVER

NEWSLETTER

September 2023

Issue Nº 2



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the European Union



Deliver Project EU



@Deliverproject1



DeliverProject EU



For more information on
the DELIVER Project
please visit
www.deliverproject.eu
or send an email to
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World Patient Safety Day

DELIVER
Quality
Improvement
Model

Enhancing
quality of oral
health care
and patient
safety

Access to
innovative,
sustainable
and
high-quality
oral health care

World Patient Safety Day, observed annually on 17 September, aims to raise global awareness about patient safety and call for solidarity and united action by all countries and international partners to reduce patient harm. The DELIVER's results will contribute uniquely over the medium term towards enhancing Quality of life and patients safety.



Another oral health project has received funding from Horizon Europe – the **PRUDENT** (Prioritization, incentives and Resource use for sUustainable DENTistry) project which aims to develop and implement an innovative and context-adaptive framework for optimized financing of oral care. **PRUDENT** uses a targeted approach that is entirely focused on four major root-causes underlying the current limitations of oral care financing.

Using a mixed-methods research approach, PRUDENT will:

1. co-develop oral health system performance indicators and implement them in EU-wide monitoring framework;
2. conduct real-world and lab experiments to identify improved oral care financing mechanisms;
3. leverage regulatory learning, needs-adaptive resource planning and deliberative priority setting to enhance the improvement of oral care financing.

The knowledge gained will be merged into the **PRUDENT** Financing Companion with policy briefs and decision aid tools for concretely actionable and context-adaptive improvement of oral care financing. The outcomes of this project are closely linked to the outcomes of the **DELIVER** project.

DELIVER symposium on the use of deliberative methods for improving oral healthcare quality.

(from left to right) **Paula Vassallo**, **Matthew Byrne** and **Michael Lorenz**



DELIVER present at IADR 2023

Project Partners:

**Radboud University
Medical Centre
(Radboudumc)**

**Universitätsklinikum
Heidelberg
(UKHD)**

**University of Manchester
(UMIMAN)**

**Karolinska Institutet
(KI)**

**Ministry for Health
(MfH)**

**Stichting Vrije Universiteit
(VU-ACTA)**

**University of Copenhagen
(UCPH)**

**University of Porto
(ISPUP)**

**aQua gmbH
(aQua)**

**Stichting MLC Foundation
(MLCF)**

The annual general session of IADR in 2023 was held in Bogotá, Colombia in July together with LAR and WCPD. DELIVER organized a symposium on the use of deliberative methods for improving oral healthcare quality and was represented by Matthew Byrne, Michael Lorenz and Paula Vassallo. In their talks, they discussed opportunities and challenges for quality improvement, how deliberative methods in practice-based interventions can be used, the role of the patient voice in quality improvement efforts, and how deliberative methods can be used in a public health and policy context. The IADR general session is a large scientific conference in which all fields of oral and dental research are represented. The DELIVER symposium, titled 'DELIVER: Using Deliberative methods to improve oral care quality' was sponsored by the Behavioural, Epidemiological and Health Services Research (BEHSR) and e-Oral Health networks. One overarching theme of the conference was the impact of recent World Health Organization's oral health resolution (2021), strategic plan

(2022) and action plan (2023) on research and oral health services. It was evident from the research presented that political determinants and inequity pose major challenges to achieving the goal of access to good quality oral care for everyone. We used this conference to network with researchers from around the globe to discuss current and future research and to combine our efforts towards the best attainable oral health for everyone.

*Using
deliberative
methods to
improve oral
care quality.*

“
*It's time
to DELIVER*



Results from situational analysis

Quality improvement efforts in oral healthcare in Europe face a complex oral healthcare system with many different actors involved, each with their own set of interests and knowledge. It is a key challenge to develop and implement quality improvement activities. Improving the understanding of all elements in this situation can therefore be an important step. By applying a Situational Analysis, relevant elements can be identified and characterized, the relation between these elements can be elucidated and the positions taken in the discourse can be analysed.

First the complex system was dissected into four levels: Practice, Community, National Policy, EU and Global levels. Data was gathered through desk research and semi-structured interviews. Data was analysed and visualized through mapping techniques feeding into Situational Analysis. In the iterative process of data gathering and analysis, more than forty interviews were conducted.

At the practice level, where most patients receive their oral healthcare it was found that current quality improvement efforts rely heavily on top-down supervision from the regulatory body to assure a minimum standard of care. Quality is not assessed comprehensively and translation of assessment into improvement of quality remains vague. Different positions of primary oral healthcare professionals have been identified which can be used to increase buy-in in future quality improvement efforts such as implementation of needs-based patient-centred care.

At the community level the situation is more diverse, encompassing stakeholders not directly connected to health. Local government bodies and their agencies are key elements. Understanding of the relations between actors in this wider welfare field, can improve quality of care especially for vulnerable and marginalized populations.

The National Policy level provides information about the processes for priority setting in regulatory and government bodies. Present efforts include targeted programs for some groups, especially children and a focus on preventive interventions. The contexts in which such efforts are undertaken vary widely within European countries especially when considering coverage of oral healthcare.

At the EU and Global level, international government and non-government organizations are key actors in advancing the quality improvement agenda and mobilising subsequent improvement efforts. While global normative goals such as Universal Health Coverage are successfully shaping the discourse internationally, international collaboration faces challenges such as spatial and cultural differences.

Combining the different levels will show how these efforts can be coordinated and how synergies across levels can enhance quality improvement. Through this Situational Analysis of quality improvement efforts in oral healthcare potential barriers and facilitators were identified and this can guide further research as well as development and implementation of quality improvement activities.

Situational Analysis at the Practice Level



Online event

2023

Patients Involvement in Quality and Safety Research

26 SEPTEMBER

From 16:00 to 18:00 CET

Learning objectives:

1. Share the benefits achieved in the involvement of patients in patient safety research in the current course of the projects.
2. Discuss the methodological challenges being presented and the actions to face them.
3. Promote recommendations at different levels to encourage and make the involvement of patients more effective.

How to register

Scan

or Click



Register now

Join the Webinar

from your computer or mobile

Join via Zoom

Program

16:00 – 16:15
Welcome EU Officer

16:15 – 16:30
SAFEST project
www.safestsurgery.eu



16:30 – 16:45
BESAFE project
www.besafe-horizon.eu



16:45 – 17:00
SAFEPOLYMED project
www.safepolymed.eu



17:00 – 17:15
DELIVER project
www.deliverproject.eu



17:15 – 17:30
Patients representative
voice

17:30 – 17:45
Questions and Answers (Discussion)

17:45 – 18:00
Closing and End of the Event



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