



# DELIVER

# NEWSLETTER

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Deliver Project EU



@Deliverproject1



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the DELIVER Project  
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## World Oral Health Day

20<sup>th</sup> March 2024

The DELIVER project, intricately aligned with the ethos of World Oral Health Day 2024, underscores the interconnectedness of oral and overall health. Celebrated globally on 20 March, World Oral Health Day aims to equip individuals with knowledge and tools to prevent oral diseases, highlighting the critical role of good oral hygiene and risk management in maintaining general health.

In 2024, the focus is on demonstrating how oral health contributes to overall health, reinforcing DELIVER's mission to enhance oral healthcare quality across Europe. The DELIVER initiative aligns seamlessly with World Oral Health Day 2024's theme, "A HAPPY MOUTH IS... A HAPPY BODY," reinforcing the critical interplay between oral and overall health. It pioneers a robust Quality Improvement Model aimed at system-wide enhancements in European oral healthcare. This four-year initiative strategically tackles disparities, fostering a collaborative environment for stakeholders at multiple levels to engage in meaningful dialogues. By advancing oral care standards, DELIVER aims to rectify treatment inaccuracies, mitigate overtreatment, and empower patients, thereby fostering higher economic efficiency

and ensuring broader access to superior care. Its targeted outcomes reflect a commitment to operational excellence, integrating quality indicators, governance reforms, and innovative technological applications to streamline care processes.

The project envisions a transformative impact on oral healthcare, promoting community-centric practices, elevating patient safety, and nurturing academic leadership to sustain future quality and safety in oral care. By embracing these multifaceted strategies, DELIVER not only advocates for improved oral health outcomes but also contributes to the economic resilience, enhancing societal well-being and embodying the holistic vision of a happy mouth fostering a happy body.



## Project Partners:

Radboud University  
Medical Centre  
(Radboudumc)

Universitätsklinikum  
Heidelberg  
(UKHD)

University of Manchester  
(UMIMAN)

Karolinska Institutet  
(KI)

Ministry for Health &  
Active Ageing  
(MFA)

Stichting Vrije Universiteit  
(VU-ACTA)

University of Copenhagen  
(UCPH)

University of Porto  
(ISPUP)

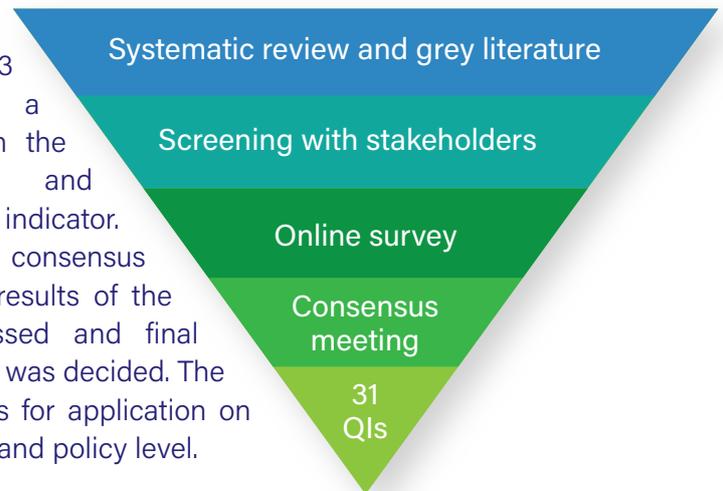
aQua-Institut GmbH  
(aQua)

Stichting Lygature  
(LYG)

# Consenting on core harmonized quality indicators for oral care

Quality Improvement and quality assessment are closely linked. What could point us to the improvements we need for quality of oral care in Europe? To this end the DELIVER project undertook a consensus process with close stakeholder collaboration in multiple steps. First systematic review of the peer reviewed and grey literature was performed to identify the indicators currently in use in the oral healthcare field. After identifying more than 1000 potential indicators this list was shortened to only include one indicator per "concept". Next the list was further shortened by a screening exercise with stakeholder involvement (n=6) so that only relevant indicators are included.

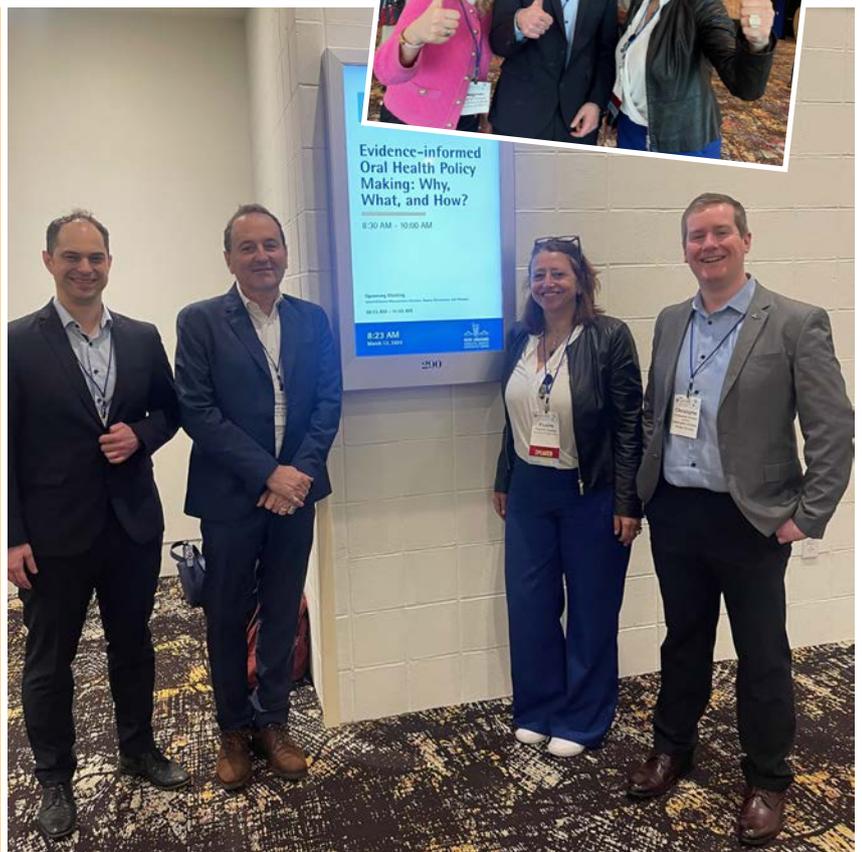
The third step was an online survey (63 participants) where a rating was done on the appropriateness and necessity of each indicator. The final step was a consensus meeting where the results of the survey were discussed and final wording of indicators was decided. The result is 31 indicators for application on practice, community and policy level.



## IADR New Orleans

On March 13<sup>th</sup>, 2024 a symposium on "Evidence-informed Oral Health Policy Making: Why, What, and How?" took place during the IADR conference in New Orleans, with contributions from DELIVER and PRUDENT.

- **Stefan Listl** presented on "Evidence-Informed Oral Health Policy Making: Opportunities & Challenges"
- **Benoit Varenne** on : "Best Buys for Oral Health: Prioritization of Cost-Efficient Interventions"
- **Chris Vernazza** on : "How to define essential oral health care? Findings from the EU PRUDENT project"
- **Paula Vassallo** presented on : "Improving the Quality of Oral Care: insights from the EU DELIVER project"



# European Forum for Primary Care (EFPC)

The DELIVER project was present at the European Forum for primary care conference which took place in Barcelona, Spain from 17<sup>th</sup> to 19<sup>th</sup> September 2023. M. Byrne, M. van der Linden and M. Lorenz performed the 90 min workshop called “Community health roundtable: quality of oral healthcare” during which common problems of oral healthcare quality were discussed together with the audience across practice, community and policy level vignettes.

## Example themes of the vignettes:

- **Policy:** data collection and usage for quality improvement, integration of oral care within the broader healthcare system and the NCD Agenda, healthcare on the political agenda
- **Community:** accessibility, strengthening social power, meeting financial needs, neighbourhood networks aimed at strengthening social cohesion
- **Practice:** practice inspections, patient feedback, audit, quality measures

The Audience in the workshop provided insightful inputs and perspectives from their own experience, such as paying out of pocket can overburden patients as they

have to take the negotiator role and have to estimate what a reasonable price could be for the health service. Another important point is the need for health advocates to push for cross party health reforms as such projects usually take longer than one legislative period and require an eye for the bigger picture and more long-term commitment. If the DELIVER project could ultimately contribute to consensus about a set of minimum norms for oral care quality, that would be an enormous step forward in the international oral care field.

It was great to connect also with the other attendants of this primary care conference, exchanging viewpoints with experts from the primary care community, ranging from experts in health economics, representatives from the oral care professions including the President of the European Dental Hygienists Federation, general practitioners, public health specialists and representatives from WHO's Regional Office for Europe. Furthermore, the talks and workshops provided by others shared some learnings, for example concerning implementation of new care models, design of effective policies, reaching of target groups and stakeholder engagement.



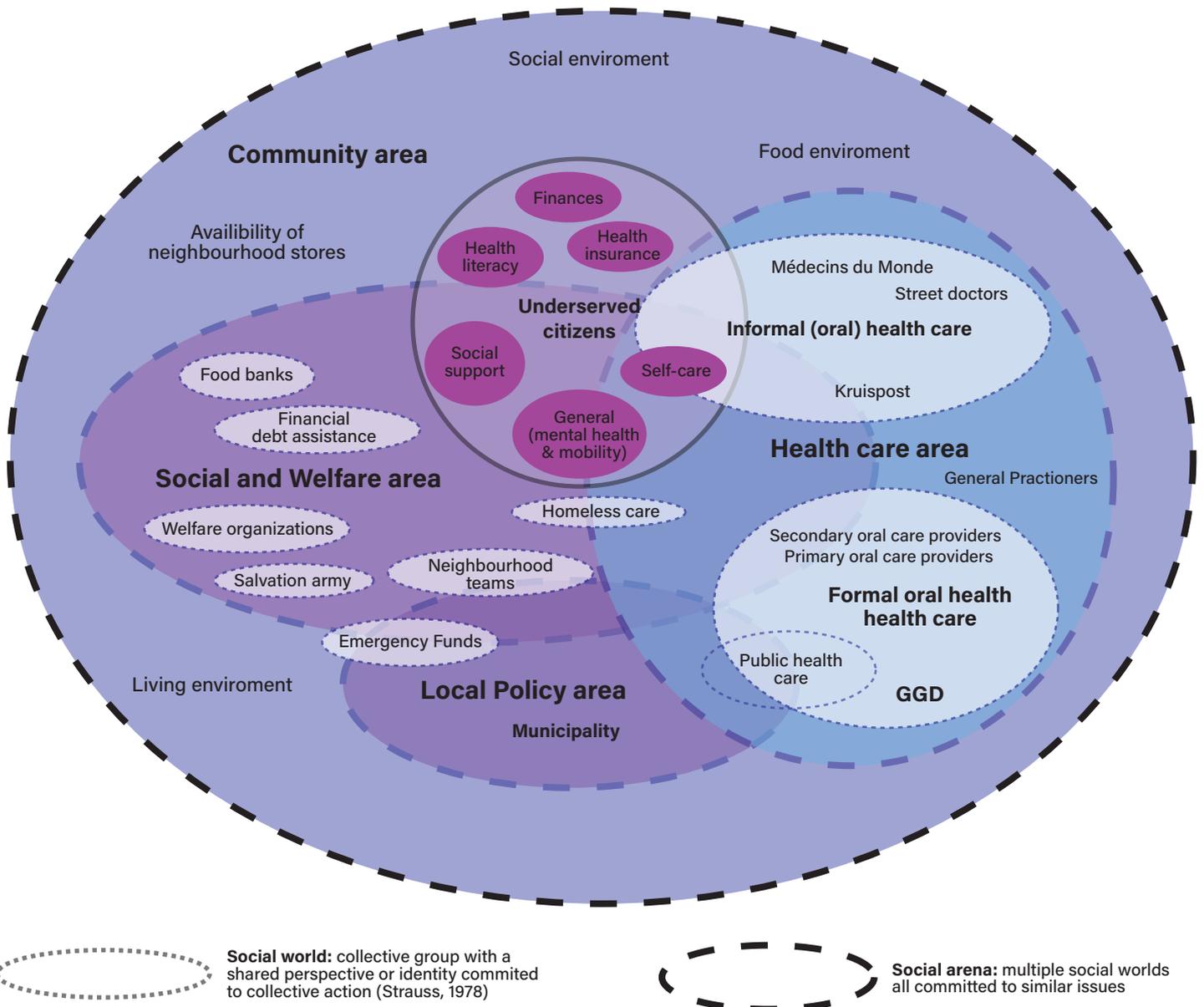
# Quality and Access for Oral Health Care

The Copenhagen and Amsterdam teams have aligned their strategies and protocols for situational analysis at community-level and quality improvement in vulnerable populations. Both teams have contributed to desk research aimed at gaining a common understanding of quality and accessibility of oral health care. An in-person-meeting between UCPH and ACTA teams was held in April 2023 in Amsterdam. Qualitative data collection strategies and working procedures were discussed. Formal ethical approval from the local internal ethical review board was granted.

Interviews were conducted with stakeholders in Denmark and the Netherlands including social/welfare workers, (oral) health care professionals, a public health professional and a municipality policymaker, young

people in community centres, migrants and people in charity centres. Preliminary findings suggest that different stakeholders have divergent viewpoints about the relevance of oral health and quality improvement at the community-level in Amsterdam. Stakeholders described challenges in access to oral care and expressed the need to simplify citizen's access to care. The array of stakeholders engaged in oral care at the community level extends beyond health professionals. Forum discussions are now being held in multistakeholder groups.

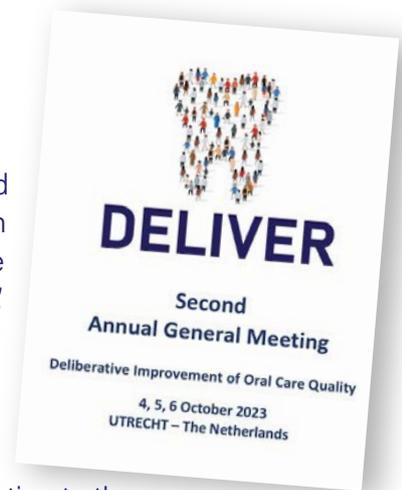
One Community Centre commented: "Well I'm really pleasantly surprised with ACTA suddenly being here more and more. Since then we've also been paying more attention to the mouth than before, so I really like that."



# 2<sup>nd</sup> Annual General Meeting

The second Annual General Meeting was held in Utrecht, Amsterdam between the 4<sup>th</sup> and 6<sup>th</sup> October, 2023. Each work package lead reported on their progress to date and research findings and discussed opportunities and challenges. Prof Sabine Oertfelt-Prigione delivered a keynote lecture on 'The impact of sex and gender on Health Care Research.' Emeritus Professor Mt Ruud Bos delivered a lecture on "Healthcare should not be without obligation".

The meeting provided opportunity for brainstorming sessions and continued to build stronger collaboration between the project partners. The project leader Stefan Listl, on behalf of all the consortium members, thanked Prof Geert van der Heijden for his contribution to the project and wished him a happy retirement. The Scientific Advisory Board members also provided feedback and contributed to the outcomes of the meeting.



## Prioritizing pressing issues for oral care improvement

The DELIVER project, funded by the EU's Horizon Europe programme, seeks to develop a blueprint model for improving the quality of oral health care for everyone. One of the aims was to prioritise pressing issues for oral care quality improvement. This was undertaken by the Institute of Public Health of the University of Porto (ISPUP) and involved all partners of the project. Nominal Group

Technique (NGT) was employed to obtain input from multi-sector stakeholders, to identify pressing issues for oral care quality across practice, community, and policy levels. The significant level of participation of stakeholders resulted in a priority list of pressing issues that will be used in the next steps of the DELIVER project. The results have been submitted for publication.