VALUES AND BEHAVIOURS
We apply the Victorian public sector values of responsiveness, integrity, impartiality, accountability, respect, leadership and human rights.
In particular, DHSV will apply these values and behaviours:
• Transform ourselves and our organisation to achieve better health outcomes for the community.
• Act with respect towards every person or idea that we encounter.
• Be accountable to the people we care for and those we work with.
• Embrace collaboration with all partners that help us achieve our goals.

OUR ORGANISATION
Dental Health Services Victoria (DHSV) is the lead oral health agency in Victoria. We provide oral health services through The Royal Dental Hospital of Melbourne (RDHM) and in partnership with over 50 community dental agencies throughout the state. We also run statewide oral health promotion programs, invest in oral health research, advise the government on oral health policy and support the education of future oral health professionals.

OUR PURPOSE
We lead improvement in oral health for Victorians and ensure we prioritise those most in need.

OUR COMMITMENT
We commit to improve oral health for better health.

OUR ROLE
DHSV, as the leading public oral health agency, has a role in:
• training, recruiting and retaining the oral health workforce
• setting the agenda for oral health promotion
• ensuring the quality of oral health services, including clinical leadership
• advocating, through partnerships, for oral health
• supporting and encouraging innovation and research in oral health.

DHSV is responsible for:
• purchasing integrated community dental services
• planning the best distribution of purchased services
• providing general and specialist services through RDHM.
Community dental clinics – rural Victoria

Community dental clinics – metropolitan Victoria

HIGHLIGHTS 2015–2016

Patient satisfaction hit a record-high of 95% at RDHM in February 2016. Patient experience trackers continue to provide valuable feedback in relation to the delivery of clinical care.

All public oral health agencies in Victoria are now accredited.

267 patients have been assessed under a new outreach service linked to the Gathering Place (a provider of services and programs to the Aboriginal and Torres Strait Islander communities).

410 early childhood educators participated in oral health training during the 2015–16 financial year.

The Travis-funded activity target of treating an additional 736 theatre patients was fully delivered in mid-May 2016 and ahead of schedule.

RDHM became the first public hospital in Australia to have a fully accredited Changing Places bathroom facility for people with a disability.
Where are we now?

**Children and adolescents (5-17)**
- 39% of the eligible population aged 5-17 years access public dental care over a 2-year period.
- 17% of children aged 5-17 are receiving fissure sealants at community dental agencies.
- 32% of children aged 5-17 years presenting to public dental clinics have no history of dental decay.

**Infants and early years (0-4)**
- 34% of the eligible Victorian female population aged 0-4 years access public dental care over a 2-year period.
- 36% of pregnant women presenting to public dental clinics have untreated decay.
- About 2/3 of pregnant women have a preventive program recommended by oral health staff.

**Adults (18-64)**
- Only 20% of adults have moderate to severe gum disease.
- Oral cancer affects about 14 in every 10,000 Victorians and is the 8th most common cancer in men and 12th most common cancer in women.

**Older adults (65+)**
- Only 8.5% of adults aged 65+ years access public dental care over a 2-year period.
- Only 14% of the eligible population aged 65+ years access public dental care over a 2-year period.
- 58% of adults aged 65+ have no history of dental decay.

Pregnancy and maternal health

**Children and adolescents (5-17)**
- 14% of the eligible population aged 0-4 years access public dental care over a 2-year period.
- 14% of the eligible population aged 5-17 years access public dental care over a 2-year period.

**Infants and early years (0-4)**
- 39% of pregnant women presenting to public dental clinics have untreated decay.

**Adults (18-64)**
- 30% of the eligible population aged 18-64 years access public dental care over a 2-year period.
- 30% of adults have no history of dental decay.

**Older adults (65+)**
- 19% of adults aged 65+ report having natural teeth at all.

What will we do to improve health outcomes?

**Population interventions**
- Support water fluoridation
- Support high risk community
- Fluoride delivery programs

**Primary interventions**
- Develop a model of care that includes:
  - Risk assessments
  - Self-management and support
  - Fluoride for all at high risk

**Secondary interventions**
- Enhance health literacy
- Enhance health promotion
- Fluoride for all at high risk
- Self-management and support

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1. IMPROVE HEALTH OUTCOMES

An ounce of prevention is worth a pound of cure. Benjamin Franklin’s famous advice in 1735 holds true for our Strategic Plan today.

Using a population and targeted life course approach, we are identifying opportunities for health promotion and intervention, so that we can improve the health outcomes of all Victorians. In the first instance, the emphasis is on pregnant women and young children where we are taking a strong preventive focus on improving oral health.

One such initiative is Healthy Families, Healthy Smiles, a Victorian Government funded program that targets Victorian toddlers, pregnant women and families. The project aims to help raise awareness of the importance of good dental care from early childhood. Since it began in 2012, we have trained a range of health professionals, including midwives, health and early childhood professionals to provide advice and support around oral health to families.

There is also Smiles 4 Miles, a program that works in partnership with local kindergartens and childcare centres across Victoria to improve the oral health of young children. In 2016, this program reached almost 30,000 children through 505 early childhood centres across Victoria.

It is also our aim to reduce health inequities by extending our reach to more of the eligible population, especially priority groups. Over the past few years, we have been working with The Gathering Place (a provider of services and programs to the Aboriginal communities) at Werribee to provide an outreach dental service. A DHSV dental van operates four times a year and visits coincide with school holidays. This outreach service is targeted at providing dental care to Aboriginal residents living in Melbourne’s west. In 2015-2016, 267 patients were assessed through this outreach service.
2. IMPROVE THE EXPERIENCE

Because our patients matter, we are always looking for ways to enhance their experience.

Through our teledentistry project, many rural and regional patients have been able to receive consultations with specialist dentists at RDHM without having to leave their local dental clinics. The project has helped many patients save time on travelling without compromising on the quality of care that they receive. The project is currently running in Rosebud, Portland, Shepparton and the Latrobe Valley.

RDHM became the first public hospital in Australia to launch its brand-new fully accredited Changing Places bathroom for people with a disability. It was also the first time such a facility in a hospital was open to the public. This means that not only do disabled patients and their carers receive exceptional facilities, but so does the general public in Melbourne that live, work, or visit the spaces surrounding RDHM. The initiative resulted from listening and consulting with patients, carers and the community.

Together with local agencies, DHSV launched the Flying Doctor Dental Clinic in January 2016. The mobile dental clinic offers screening, oral health education and treatment to eligible Victorians. The program has provided dental services to more than 1,000 Victorians living in rural communities who may otherwise have gone without dental care.
We work with other local partners to ensure that the settings where Victorians work, live and play promote good oral health.

DHSV is an active partner in planning a standard set of outcome measures for oral healthcare with the International Consortium for Health Outcomes Measurement (ICHOM), a non-profit organisation with the purpose of transforming healthcare systems worldwide by measuring and reporting patient outcomes in a standardised way. ICHOM has developed standard sets of outcome measures for a number of medical conditions with the aim of covering more than 50 per cent of the global disease burden by 2017.

Not only that, DHSV’s research was internationally recognised and published in the Cochrane Review. The study tested a range of global oral health promotion interventions to ascertain which intervention is most likely to improve oral health outcomes for youngsters.

Closer to home, RDHM has created a triage tool at its Emergency department to reduce avoidable admissions and prioritise urgent care. We worked with the Royal Melbourne Hospital and St Vincent’s Hospital Melbourne to divert patients presenting with dental problems at their accident and emergency departments to RDHM. This has not only helped the two acute hospitals reduce admissions but has also allowed RDHM to provide appropriate care to patients who need it urgently.

3. BE GLOBAL LEADERS WITH OUR LOCAL PARTNERS
DHSV will create and support a public dental workforce to provide high-value care.

We are invested in our staff. Our continuing professional program provides courses to help our people develop in their fields. We hold regular conferences such as the annual Public Oral Health Innovations Conference so that staff can meet, learn and celebrate achievements. More than 400 people from across the country attended the 2016 conference.

In November 2015, DHSV received the Australian Human Resources Institute (AHRI) Wayne Cascio Award for Organisational Change and Development. This award recognised our initiative to develop a new classification structure that improved remuneration for our dental assistants and created new career pathways aligned to our focus on developing new models of care.

We also received AHRI Indigenous Employment Award. This Award recognised the organisation’s Indigenous Employment Program as a vehicle for creating an emerging talent pipeline in clinical and non-clinical roles for our Aboriginal workforce.

In an Australian first for the health sector, dental professionals signed a joint position statement against bullying, harassment and inappropriate behaviour in December 2016. Led by DHSV, it was the first time that any group of health professionals came together to pledge against inappropriate workplace cultures. DHSV staff were also required to attend the Respectful Workplace Learning Day, a day for staff to learn about creating respectful workplaces and stamping out bad behaviour for the protection of our staff and our industry as a whole.

DHSV was recognised for its work on organisational change and development, and also for its Indigenous Employment program.