



# DELIVER

# NEWSLETTER

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Deliver Project EU



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## A Better Future for Oral Health Care Across Europe

Oral health is an essential component of our overall health, quality of life and well-being, but is, unfortunately, often overlooked. Neglecting oral health can have serious repercussions on our physical, mental, and social well-being.

Oral diseases are among the most common chronic health conditions worldwide affecting over **3.5 billion people worldwide**. Access to adequate oral health care is, to most, a luxury, with various population groups, especially disadvantaged ones, more likely to experience poorer oral health outcomes.

Given the significance of oral health and the challenges faced in maintaining it, there is a need for innovative and collaborative approaches to improve oral health care.

**Europe-funded project that started in August 2022 with the overall aim to provide and implement a blueprint model for improving the quality and safety of oral care for everyone: the DELIVER Quality Improvement Model.**

The **EU DELIVER** project thus has the potential to transform the oral healthcare landscape in Europe. By co-producing solutions and leveraging technology, the project aims to improve access to oral healthcare services, reduce inequalities, and enhance patient outcomes. The project's deliverables, can serve as a blueprint for other healthcare sectors. Ultimately, the **EU DELIVER** project can ensure access to innovative, sustainable, high-quality health care and contribute to the overall health and well-being of the European population.

**The DELIVER project, is one such initiative, which is a 4-year Horizon**

For more information on  
the DELIVER Project  
please visit

[www.deliverproject.eu](http://www.deliverproject.eu)

or send an email to

[deliver.thk@radboudumc.nl](mailto:deliver.thk@radboudumc.nl)



### **DELIVER** Project partners' names (*clockwise*)

Kasper Rosing, Esben Boeskov Øzhayat, Julian Eigendorf, Matthew Byrne, Fabian Kliemannel, Michael Lorenz, Stefan Listl, Patrizio Vanella, Ziade Sarroukh, Maria de Lurdes Ferreira Lobo Pereira, Paulo Melo, Sehida Begovic, Georgio Belibasakis, Alvaro Azevedo, Lucy O'Malley, Paula Vassallo, Emily Janssens, Geert van der Heijden, Maria Hach, Nagihan Bostanci



## How will this be achieved?

The **DELIVER** partners collectively constitute a consortium capable of achieving the project objectives by covering all required expertise and representing diverse countries from all over Europe. The consortium, brings together leading scientists with a background in quality improvement science, dental research (clinical, public health), health economics, medical law, software development, data analytics, and participatory research. This geographical spread is important to decipher and leverage contextual differences in oral health systems as well as social and cultural diversity.

On the 3<sup>rd</sup> and 4<sup>th</sup> November 2022, the **EU DELIVER** consortium held its kick-off meeting in Porto. After welcome messages from Prof. Stefan Listl (Project coordinator) and Cornel Riscanu (EU Project officer), the Work Package (WP) leaders presented a walk-through of all WPs. The General Assembly business meeting dealt with dissemination, exploitation and communication activities, as well as ethical, legal and data governance issues. The kick-off meeting also included a World Café

to develop a working definition for oral care quality, an interactive group session to prioritize urgent issues for improving oral care quality, and a workshop on networking activities and good research practices.

**DELIVER** will break new grounds by enabling deliberative dialogues between multiple stakeholders that includes citizens, patients, healthcare professionals, researchers, and policymakers, will be taken up to design and implement healthcare interventions. By involving all stakeholders in the process, the project aims to reach its objectives that will improve the quality and safety of oral health care.

### 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)

# What is expected to be generated by the end of the project?

The overall output of the **DELIVER** project will be a toolkit for quality improvement in oral care to improve access to quality oral care for everyone without financial hardship thus generating vast impact for individuals and society. The **DELIVER** project will establish the first ever European core set of quality indicators for oral care. These will provide the basis to monitor, evaluate and improve the

quality and safety of oral health care. **DELIVER** will generate new knowledge, and thereby multi-faceted impacts, for enhancing oral care safety and quality through operationalization of norms/regulations for guidelines, ISO standards, licensure, and payment systems.

## Toolkit for co-production:

The project will develop a toolkit for co-production, which will provide guidance and best practices for engaging stakeholders in the co-creation of oral healthcare solutions. The toolkit will be designed to be accessible and user-friendly so that it can be easily adapted and implemented in a variety of contexts.

## Online platform:

The project will develop an online platform that will serve as a hub for information and resources related to oral health care. The platform will be designed to facilitate communication and collaboration between stakeholders, as well as to provide access to the latest research and best practices.

## Guidelines for policymakers:

The project will develop guidelines for policymakers to support the implementation of co-production approaches in oral health care. These guidelines will be based on the insights and experiences of stakeholders and will be designed to support the development of policies that are more responsive to the needs of patients and communities.

Through these deliverables, the **EU DELIVER** project aims to empower stakeholders to co-create and co-produce oral healthcare solutions that are more effective, equitable, and sustainable. By bringing together diverse perspectives and experiences, the project hopes

to foster a culture of collaboration and innovation in oral health care and to improve the lives of millions of people across Europe.

## DELIVER Quality Improvement Model



## DELIVER project outcomes: What changes are expected after successful dissemination and exploitation of project results?

- 1 Better access to oral care for vulnerable communities:** significantly improved access to quality oral care without causing financial hardship and with less hospitalisation;
- 2 Quality indicators:** indicators that matter and are not a burden to providers;
- 3 Quality-improvement in dental practices:** fewer treatment errors, less overtreatment, patient empowerment, higher value-for-money;
- 4 Better governance/regulation:** significantly improved oral health system conditions will ensure patient safety and boost quality improvement in EU oral health systems;
- 5 Empowering information system:** this will provide a key infrastructure, for the short and long term, to enable and support deliberative improvement of oral care quality in practices, vulnerable communities, and policymaking, resulting in a learning system;
- 6 Academia:** improved preparedness and leadership abilities of the future oral health workforce, thereby ensuring the delivery of high quality and safe oral care.



## A Brighter Future - What are the expected wider scientific, economic and societal effects of the project?

The EU **DELIVER** project is a timely and necessary project that seeks to address the pressing issues surrounding oral healthcare in the EU and will support countries in providing the tools to achieve the WHO Oral Health Action Plan. The project's outcomes and learnings can inform future policy and practice in the field. The EU **DELIVER** project can serve as a catalyst for further innovation in the field, promoting collaboration and co-production among all stakeholders.

Through the implementation of the project's objectives and deliverables, we can expect to see improved oral healthcare practices and outcomes across the EU, with solutions that are tailored to meet the needs and

expectations of the end users. The project's emphasis on developing sustainable and scalable solutions ensures that the benefits of the project will be long-lasting and far-reaching with oral health and related services/systems having improved governance mechanisms which are more effective, efficient, accessible, resilient, trusted and sustainable. In addition, oral care providers will be trained and equipped to use innovative tools, technologies and digital solutions, thereby better involving patients, reorganising workflows and monitoring and analysing corresponding activities. Citizens will benefit from improved access to oral health services, including financial risk

protection, timely access to quality essential oral health care services and will also be supported to play a key role in managing their own oral health care. This will result in a shift to community based, people centred, integrated oral health care.

In the long run this could result in economic benefits in the EU of 21bn Euros per annum due to the reduction of treatment costs and increased productivity.

