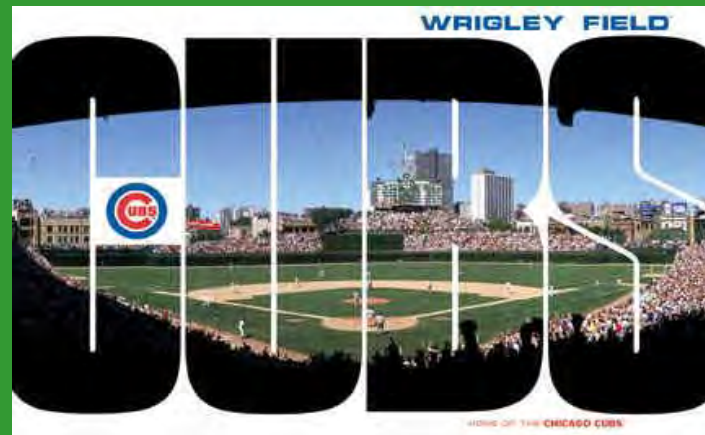


Community Dental Health Coordinator Program 2016

Jane Grover DDS MPH

Director- Council on Access Prevention and
Interprofessional Relations



ADA American Dental Association®

What is Action for Dental Health?

- The Action for Dental Health is a series of initiatives that were designed to advance the oral health of the public
- Solutions that proven to be team generated, public focused, and collaborative
- Eight initiatives grouped into three categories
- Launched in 2013

Priority Initiatives

- Medicaid
- CDHC
- ER Referral
- Community Water Fluoridation

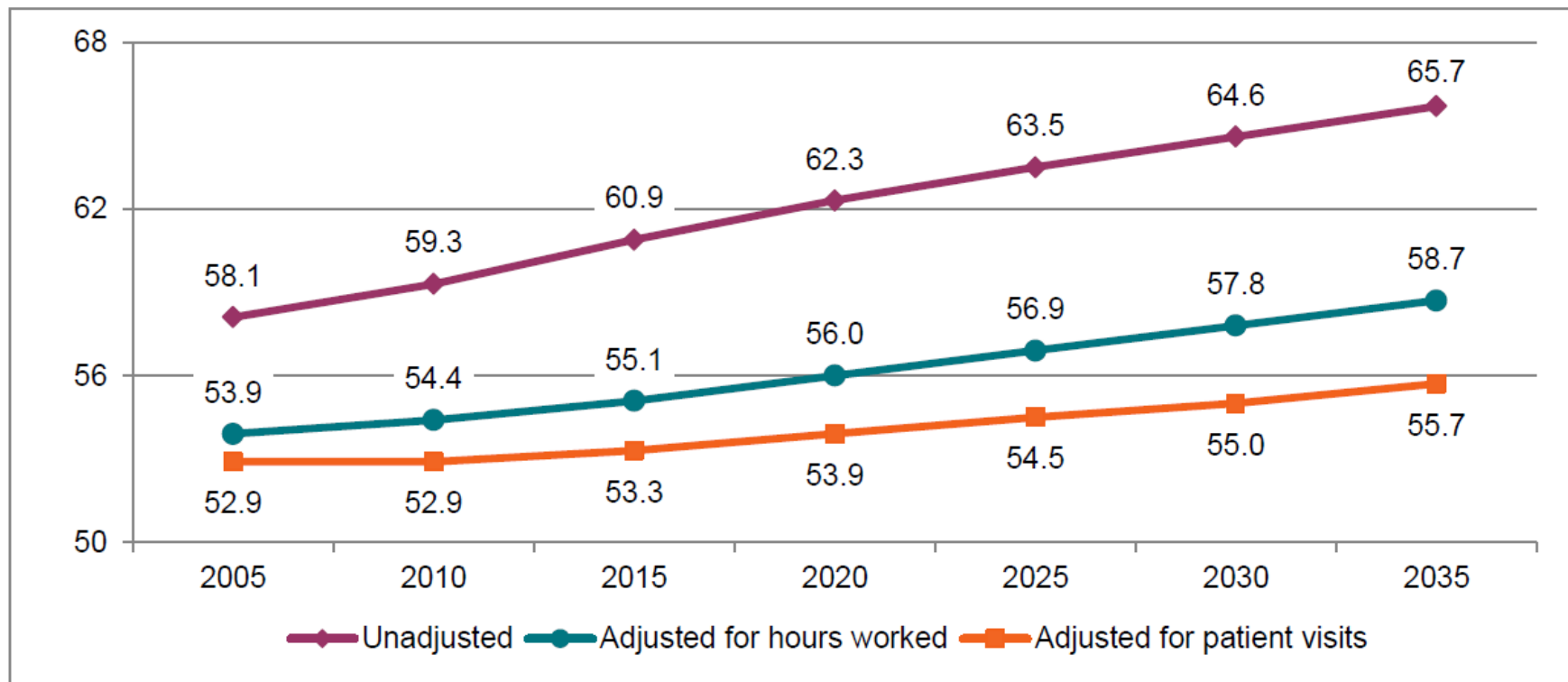
Are you prepared for a challenge to fluoridation?

- Review your community's annual CCR/Water Quality Report.
- Establish relationships with city council members and water system managers.
- Monitor city council/water board utilities' agendas and minutes.
- Utilize the ADA Water Fluoridation Resources



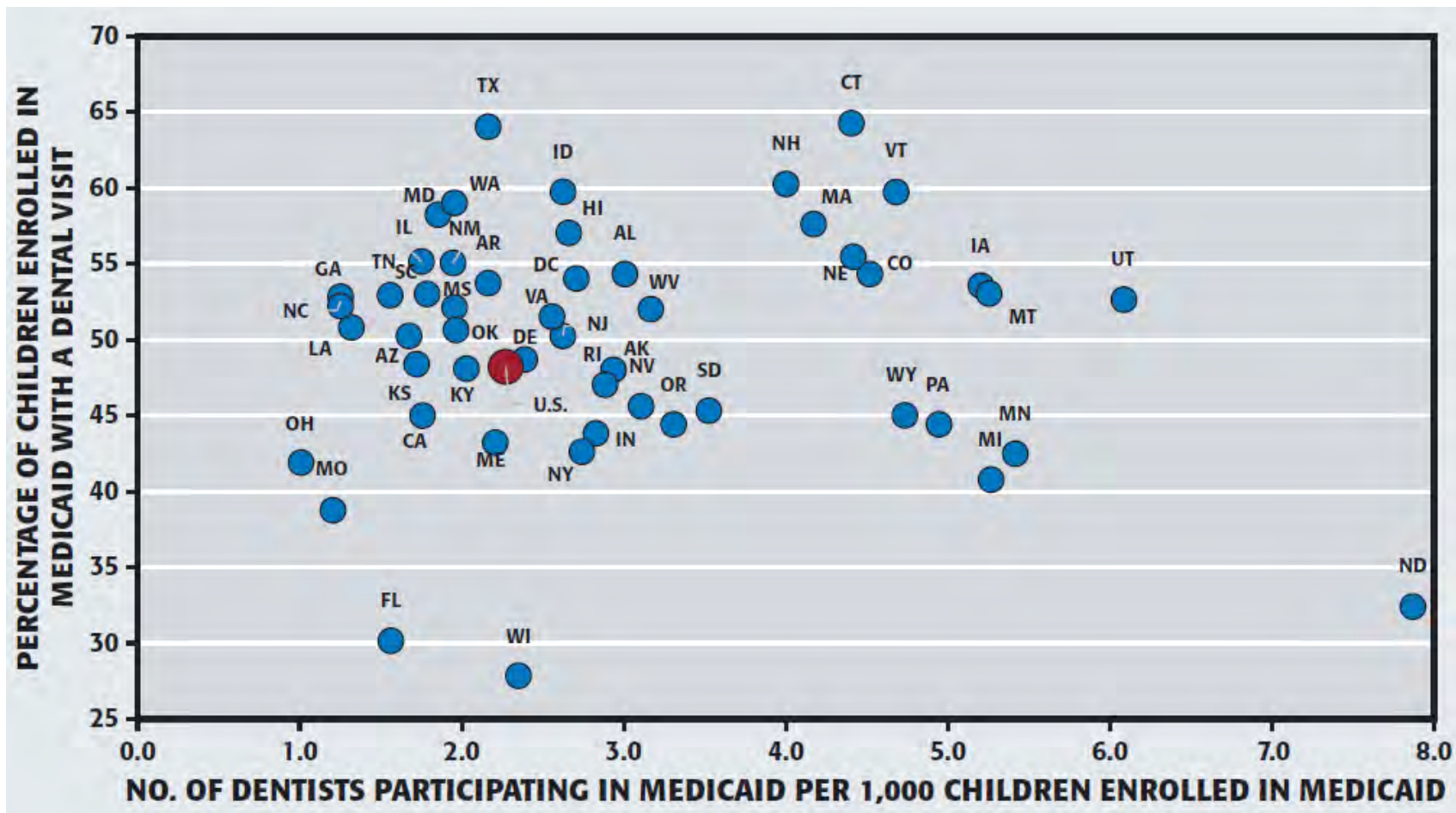
Projecting the Supply of Dentists

Figure 1: Historical and Projected Dentists per 100,000 Population in the U.S., Baseline Scenario



Sources: ADA Health Policy Institute analysis of ADA masterfile; ADA Survey of Dental Practice; ADA Survey of Dental Education; U.S. Census Bureau, Intercensal Estimates and National Population Projections. **Notes:** Data for 2005, 2010 and 2015 are based on the ADA masterfile. Results after 2015 are projected. Assumes (a.) U.S. total annual dental school graduates will increase until 2020 and then remain constant (b.) future outflow rates are same as 2010-15 historical percentages.

Understanding Access



Why is Dental Disease Prevalent?

- Value of Oral Health
- State Financing Mechanisms
- Interprofessional “Gaps” in Disease Knowledge
- Awareness of Program Locations
- Dental Anxiety
- Transportation
- Cultural Barriers and Nutritional Issues

CHW Curriculum Portion – What is a CHW?

- A frontline worker who is a trusted member of and/or has unusually close understanding of the community served
- A CHW builds individual and community capacity by increasing health knowledge and self-sufficiency through outreach, community education, informal counseling and advocacy

CHW Duties for Medical Case Management

- Feedback to medical providers
- Coaching on problem solving
- Promoting Health Literacy
- Coordinating referrals and follow-ups
- Addressing basic needs
- Assessing individual strengths and needs
- Family engagement

Why is the medical CHW skill set effective?

- Reduction in unnecessary ED visits
- Increase in appropriate usage of healthcare resources
- Increase in availability of healthy foods and knowledge of nutritional benefit
- Reduction in number of missed school days
- Increase in knowledge of cancer and cancer screening among minority populations

What a CHW skill set does for a TEAM

- Care Coordination
- Bridge between the community and clinic
- Address social determinants of health
- --convey patient backgrounds, constraints and preferences in a culturally appropriate way
- --identify client barriers including transportation, housing, and literacy...BUT..

What's the “kink” in the case management hose?



The “missing” skill set in Case Management

- Experience in delivering oral health services
- Knowledge of the dental disease process
- Ability to converse with dental offices and clinics
- Ability to describe dental procedures to a patient or family
- Knowledge of dental nomenclature, dental appointments, dental prevention strategies

What are CDHCs?

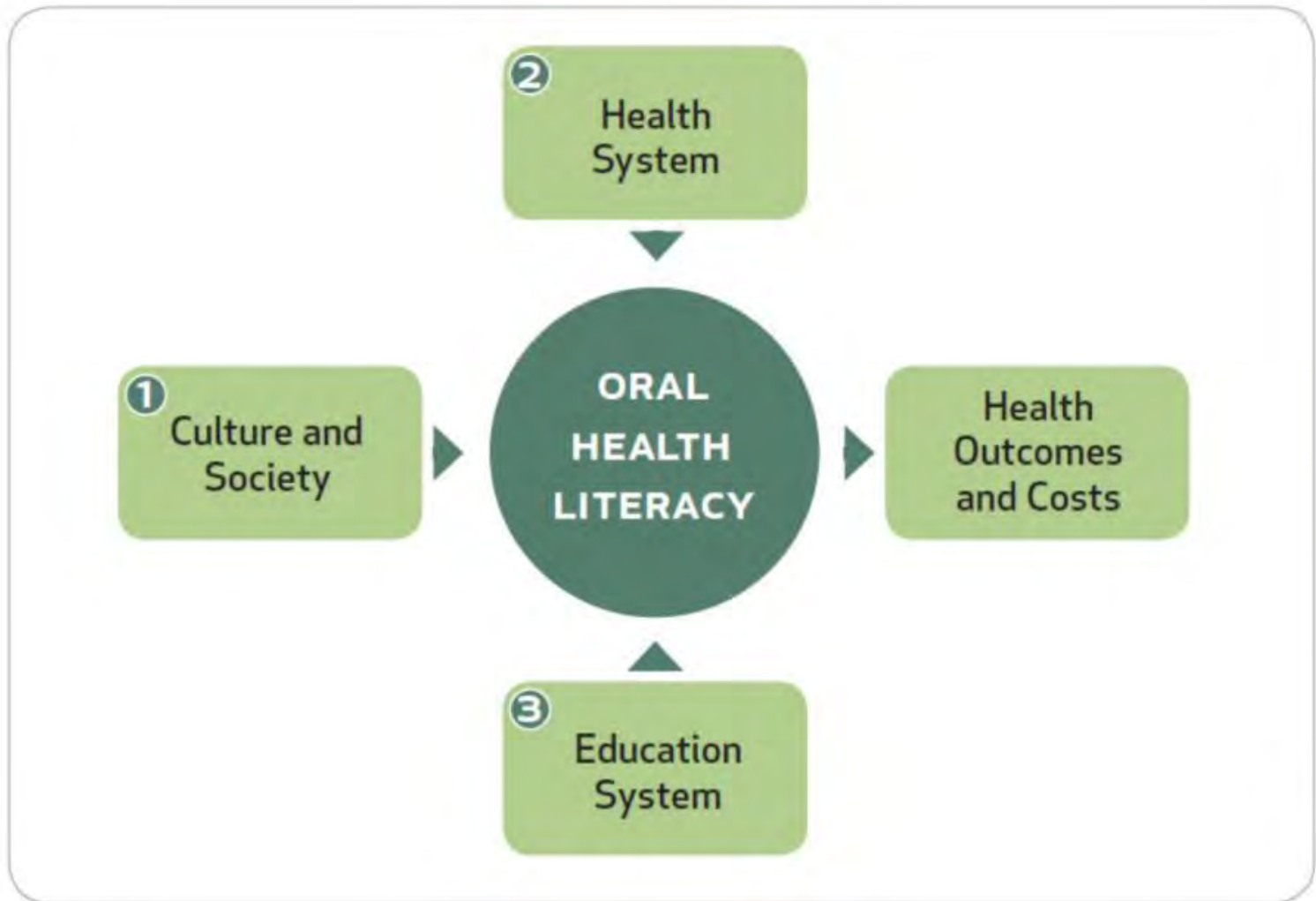
- Dental community health workers who perform outreach, community education and preventive services
- Dental team members who work in settings, such as FQHCs, Tribal clinics, Head Start programs, or private dental practices
- Supervised by dentists as required by states
- May have experience as hygienists, dental assistants, community health workers or other “patient navigators”

CDHC Program and Curriculum

- Curriculum blends Community Health Worker with Dental Professional Skills
- Designed with unused capacity noted in health centers and private practices
- Community Based Prevention, Literacy and Case Management focus



Multiple Factors



Health Literacy in CDHC Training

- Offering plain language education and solutions
- Communication based in Culture Awareness
- Resolving the “I didn’t know that” dilemma
- “I don’t need an extraction- just a tooth pulled”



Institute of Medicine HL Update - Components

- Include System Demands, Processes and Outcomes and Individual Skills and Abilities
- Include Measurable Components, Processes and Outcomes
- Demonstrate Linkage Between Informed Decisions and Actions
- Recognize Potential for Analysis of Change

Wanted: Dental Navigators

Community Dental Health Coordinators

- Coordinate care - Arrange transportation
- Reduce dental anxiety/support access
- Encourage patients to complete treatment
- Enhance cultural competency
- Educate the population about prevention
- Navigate Medicaid or other dental systems of care
- Enhance productivity & integration of oral health team

Types of CDHC Community Outreach

Elementary Schools

- Diabetes Clinics
- Pre-Schools
- HIV Clinics
- Perinatal patients
- Pediatric Patients
- High Schools
- Senior Outreach

Foster Children

Men's Outreach

Veteran's Centers

Rehab Facilities

Juvenile Detention

Head Start

WIC Clinics

and more.....



History of CDHC Through ADA

- Pilot Program began in 2007 and concluded in 2012.
- Data analyzed in 2013 with case studies and patient outcomes
- 37 CDHCs from the pilot program began working in eight states
- CDHC sabbaticals conducted in Vermont, New Mexico, Florida and Eastern Shore Virginia
- 2014: national promotion with new state participation

What makes this curriculum unique?

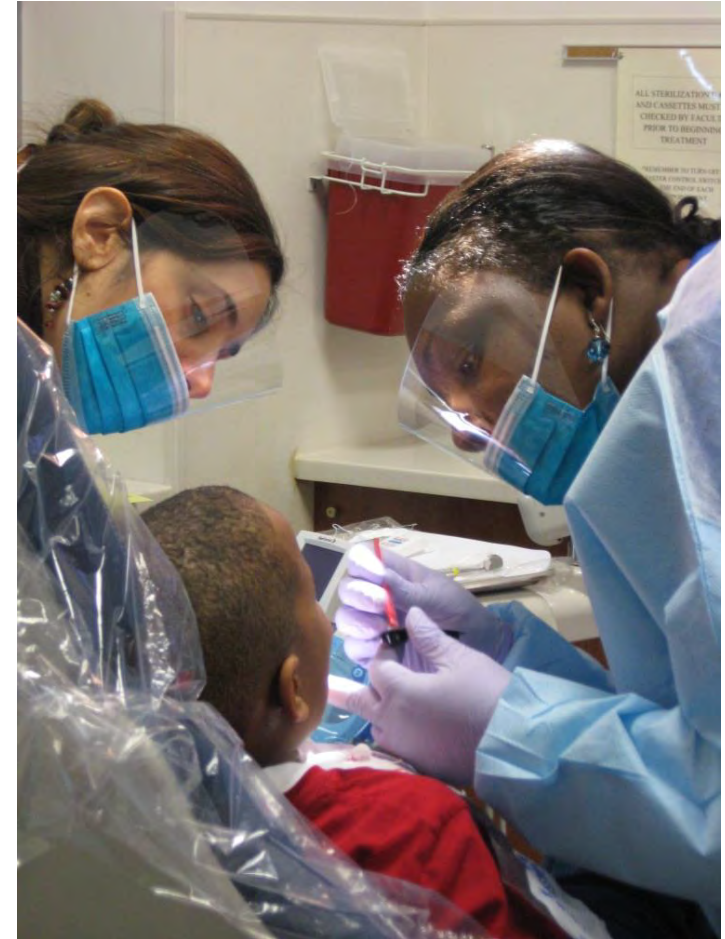
- The “Blend” of dental and community health worker education
- Is community-based rather than patient based
- Has positive effect with both medical and dental patients
- Connects patients with providers directly via the “cultural broker” effect

CDHC Education and Training - 2016

- Online curriculum breaks apart into “stackable credits” for CE
- Modules integrate into existing dental hygiene or dental assisting curricula
- Internship for community health worker competencies available at community clinics or FQHCs
- CDHC model complies with State Practice Acts

CDHC Curriculum: Dental Skills

- Introduction to dentistry
- Screening & classification
- Prevention of dental caries
- Prevention of periodontal diseases
- Prevention of oral cancer
- Financing & payment for dental care



Community Health Worker Focus

- Interviewing Skills for Dental Health Advocacy
- Introduction to Community Health Care
- Oral Health Communication
- Dental Care Finance
- Dental Health Legal and Ethical Issues

Looking at Access from Perception to Reality



Partial Curriculum Detail

- Gathering Community Diagnostics Data
 - *Primary and Secondary Sources*
- ID Reliable Data on the Web:
 - *Using CDC Data and US Census Bureau*
- Community Outreach and Education
 - *Define the Zones of Outreach*
- Teamwork- Facilitation- Home Visitation
 - *Being a “Change Agent”*

“Simple” Extraction



University of Alabama Independent Evaluation

“The curriculum appears to be well-founded and has the potential to be incorporated into the programs of other educational institutions.”

“From the Structure and Process Evaluation and our assessment of that process, it can be concluded that the CDHC curriculum is very appropriate for educating this new category of dental health care worker.”

FIRST DENTAL EXAM: 12 months



Patient Navigation – Two Pilot Case Studies

- Outreach helped guide patients into their community dental clinics.
 - Urban clinics
 - 20 patients; \$7469
 - 204 middle and high school students; \$211,215
 - American Indian Clinics
 - 28 children (ages 0-5); \$10,196
 - 90 elementary through high school students; \$100,495
 - 102 senior citizens; \$104,894

More results

- A CDHC working in a single-dentist practice in a remote, rural location nearly **doubled** the clinical productivity from the previous year.
- Over a 10 month period, a CDHC at an IHS clinic provided more than \$105,000 of services to 240 children.

CDHCs from New Mexico



Patient Satisfaction - as part of the Triple Aim

- Overall, patients who interacted with a CDHC were satisfied with services.
 - Rural (American Indian)
 - 100% were “very satisfied” or “satisfied”
 - Urban
 - 98% were “very satisfied” or “satisfied”

Current CDHC Program Status

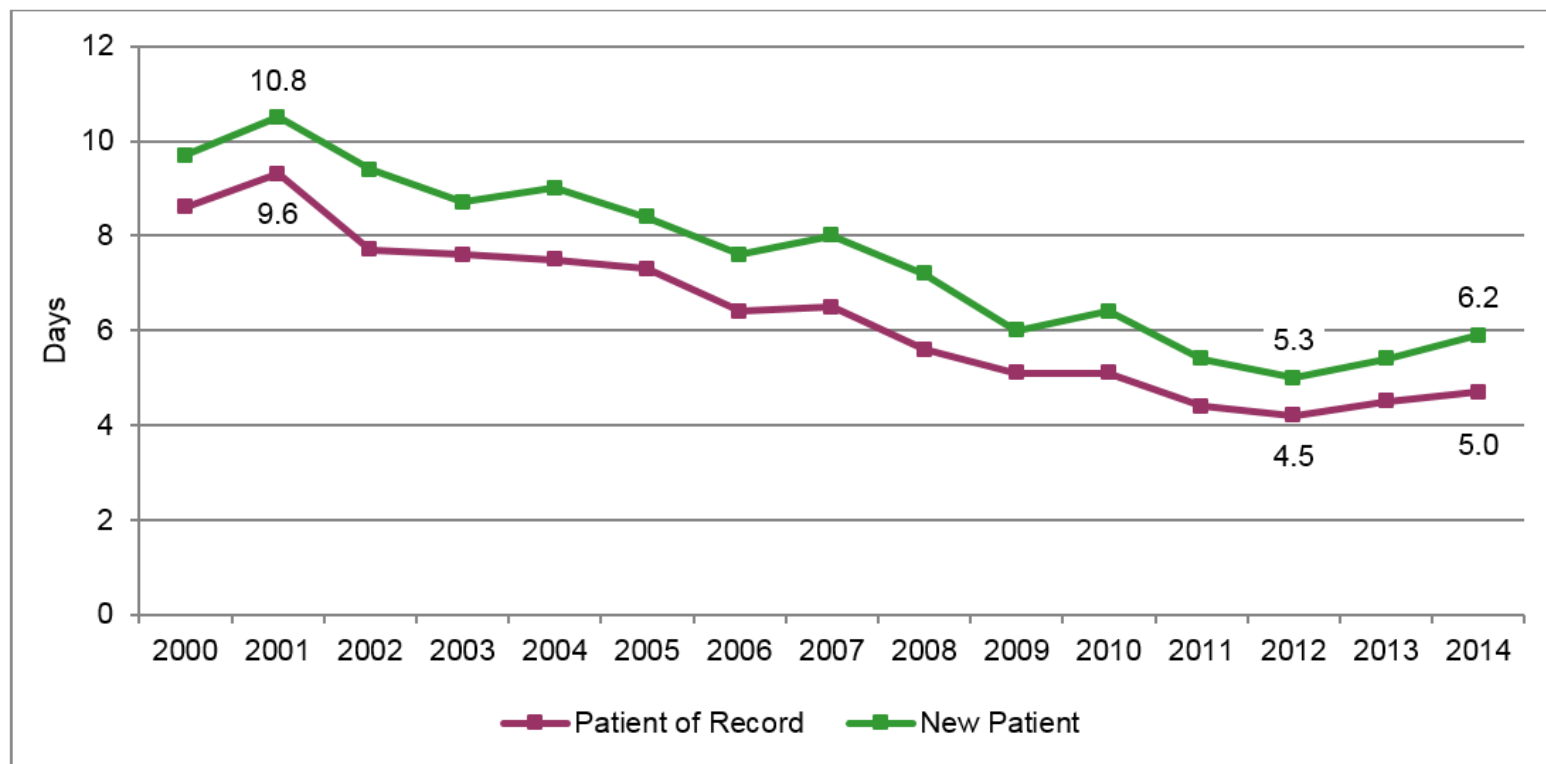
- Schools in Arizona, New Mexico, Virginia, Kentucky and Illinois currently offering program
- Schools in California and Mississippi preparing to offer the program
- 50 CDHC now working across the country
- 21 Students from 14 states with Rio
- 80 students currently enrolled in program

The Florida CDHC Students



Dentist Busyness

Figure 4: Average Wait Time for General Practitioner Dentist Appointment



Source: ADA Health Policy Institute annual *Survey of Dental Practice*. **Note:** Indicates the average wait time in days for an appointment with a general practitioner dentist. Weighted to adjust for nonresponse bias.

“Game Changers” – CODES 2016

- **D99xx**
- **Dental Case Management – addressing appointment compliance barriers**

Individualized efforts to assist a patient to maintain scheduled appointments by solving transportation challenges or other barriers.



Code #2

- **D99xx**
- **Dental Case Management – care coordination**

Assisting in a patient's decisions regarding the coordination of oral health care services across multiple providers, provider types, specialty areas of treatment, health care settings, health care organizations and payment systems. This is the additional time and resources expended to provide experience or expertise beyond that possessed by the patient.



Code #3

- **D99xx**
- **Dental Case Management – motivational interviewing**

Patient-centered, personalized counseling using methods such as Motivational Interviewing (MI) to identify and modify behaviors interfering with positive oral health outcomes. This is a separate service from traditional nutritional or tobacco counseling



Code #4

- **D99xx**
- **Dental Case Management – patient education to improve oral health literacy**

Individual, customized communication of information to assist the patient in making appropriate health decisions designed to improve oral health literacy, explained in a manner acknowledging economic circumstances and different cultural beliefs, values, attitudes, traditions and language preferences, and adopting information and services to these differences, which requires the expenditure of time and resources beyond that of an oral evaluation or case presentation.

CDHC and Navajo Nation

- Integrating oral health into the CHR experience with the *Smiles for Life* oral health curriculum
- Navajo CHRs will transition into CDHC training at Central College New Mexico in January 2017
- Arizona College Rio Salado has implemented CDHC program to enable students in more than 47 states to utilize online curriculum

Young Mom with Children



Steps to Implementation of CDHC “Basic”

- Informing state members and leadership of program details
- Conference call for discussion/ informative article in Journal
- Invitation to community colleges/dental training programs
- In person presentation at Dental School or State Dental Association offices
- Curriculum review by community college hygiene or assisting program
- Promotion of curriculum and student scholarships

Questions - Comments

Dr. Jane Grover

groverj@ada.org

800-621-8099 x2751

Dr. Luciana Sweis

sweisl@ada.org

312-440-2741

