

THE RELATIONSHIP BETWEEN PATIENTS' ORAL HEALTH LITERACY AND FAILED APPOINTMENTS

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Why Study Failed appointments?

Fail Appointments result in:

- wasted resources
- reduced access to care

Who is at risk for failing to show?

- Literature on failed appointments in dental journals uses public insurance (Medi-Caid) status as a major factor
- Study presented at 2011 NOHC showed wide range of failed appointments rates for both Medi-Caid (0-50%) and non-Medicaid (0.6% and 29.6%) patients suggesting multiple factors involved

Purpose of Study

Is there an association between oral health literacy and failure to show for dental appointments?

“Health literacy is based on the interaction of individuals’ skills with health contexts, the health-care system, and broad social and cultural factors at home, at work, and in the community”.

Institute of Medicine (IOM)

Methods

Secondary data analysis

Sample: 200 adults seeking initial care at UCLA School of Dentistry's adult dental clinic between January, 2005 and June, 2006.

Independent Variables:

- Rapid Estimate of Adult Literacy in Medicine and Dentistry (REALM-D). Oral health literacy instrument
- Patient characteristics. Age, gender, education, race, English primary language, payment type (Medicaid, Delta Dental, Cash)
- Chief complaint (i.e. pain, infection). As recorded in medical record (EMR)
- Number of health information sources (tv, magazines, newspapers, internet)

Dependent Variable: Appointment Categories

- No Follow-up Appointment (N=39)
- Failed to Show (FTS) for ≥ 1 appointments (N=67)
- Completed/cancelled all appointments (N=94)

(REALM-D)

List 1	List 2	List 3
Fat	Fatigue	Allergic
Flu	Pelvic	Menstrual
Pill	Jaundice	Testicle
Teeth	Dentures	Extraction
Does	Infection	Colitis
Eye	Exercise	Emergency
Stress	Behavior	Medication
Pain	Hygiene	Amalgam
Smear	Prescription	Occupation
Nerves	Notify	Sexually
Germs	Gallbladder	Alcoholism
Tongue	Root Canal	Bacteria
Meals	Calories	Irritation
Disease	Depression	Constipation
Cancer	Miscarriage	Gonorrhea
Caries	Insurance	Gingivitis
Caffeine	Pregnancy	Inflammatory
Attack	Arthritis	Diabetes
Kidney	Nutrition	Hepatitis
Brushing	Calculus	Anesthetic
Hormones	Menopause	Diagnosis
Herpes	Appendix	Antibiotics
Seizure	Abnormal	Potassium
Abscess	Toothache	Periodontitis
Bowel	Syphilis	Anemia
Asthma	Hemorrhoids	Obesity
Rectal	Nausea	Osteoporosis
Incest	Directed	Impetigo

RESULTS

Study sample n=200

Gender: male (56.5%)

Race: white (57.5%), Hispanic (19%), African-American (11%), Pacific Islander (9%), American Indian (2%), other (1%)

Age: (mean) 48.6 years

Education: 72.5% 4+ years of college

Language: 80% English primary

Failed appointments: 85 failed appointments, range 1-8, (mean 1.85) among 67 subjects

RESULTS

	Failed to Show (FTS) for >= 1 appointments (N=67)	Completed/cancelled all appointments (N=94)
Gender		
Female(N=87)	N=34 (50.7%)	N=34 (36.3%)
Male (N=113)	N=33 (49.3%)	N=60 (66.7%)
Chief complaint		
Not urgent(N=115)	N=36 (53.7%)	N=55(58.5%)
Urgent (N=52)	N=24(35.8%)	N=19(20.2%)
None listed(N=33)	N=7(10.4%)	N=20(23.4%)
Education		
<=HS	N=21 (31.3%)	N=22 (23.4%)
College	N=37 (55.2%)	N=57 (60.6%)
Post College	N=9 (13.4%)	N=15 (16.0%)
Age, mean(s.d)	50.6(17.5)	47.5(16.4)
# Health Information Resources, mean (s.d)	1.4(1.3)	1.9 (1.4)
Oral Health Lit. Score, mean (s.d)	24.1(4.0)	24.8(3.9)

all subjects who made appointments

N=161

#1

Number of health information resources

(TV, magazines, newspapers, internet)

P=.007

≤ 1.5 sources N=93

47 Failers (70% of all Failers)

46 Completers (50% of all Completers)

> 1.5 sources N=68

20 Failers (30% of all Failers)

48 Completers (50% of all Completers)

#2

Gender

P=.003

Females N=34

Failers= 24 (36% of all Failers)

Males N=59

Failers=23 (34% of all Failers)

#2

Oral health literacy score

P=.002

OHL ≤ 21.5 N=6

Failers=5 (7% of all Failers)

OHL > 21.5 N=62

Failers=15 (22% of all Failers)

Limitations

- Secondary data analysis
- Small sample size
- Highly literate sample

Conclusion

There is a relationship between oral health literacy and failing appointments. People who actively seek out health information are more likely not to fail to show for scheduled dental appointments.

Thank you

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