

Community Dental Health Coordinator- New Dental Team Member

National Oral Health Conference

Ft. Worth Texas April 2014

Dr. Jane Grover- Director Council on Access,
Prevention and Interprofessional Relations

TRIVIA QUESTION-

- Which individual helped the US save the most money in healthcare costs in the last century?
- 1. Dr. Oz
- 2. Dr. Phil
- 3. Bill Clinton
- 4. None of the Above

Polio Vaccine



October 28, 1956

What are CDHCs?

- Dental “navigators” who perform outreach, community education and preventive services
- Dental team members who work in community settings, FQHCs, Tribal clinics, senior citizen centers, Head Start programs, religious institutions, correctional facilities-
- Supervised by dentists as required by states

The CDHC Focus

The CDHC's focus is on reducing the oral health disparities by targeting ***social determinants*** of oral disease and improving access to dental care

PRIMARY PREVENTION

The Ultimate Prevention Strategy

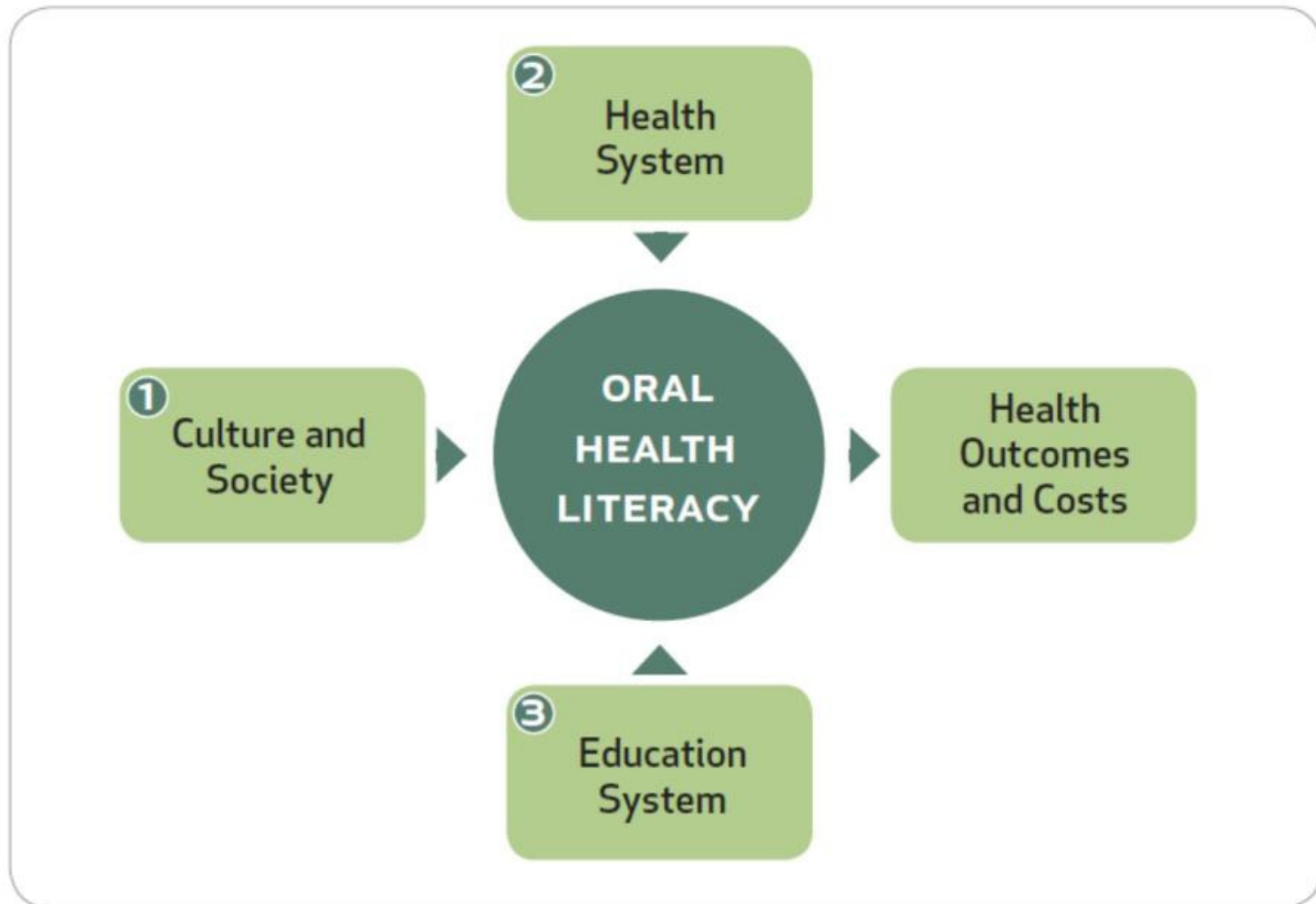


Wanted:

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 and integration of oral health team

Multiple Factors



First Dental Exam: 12 months

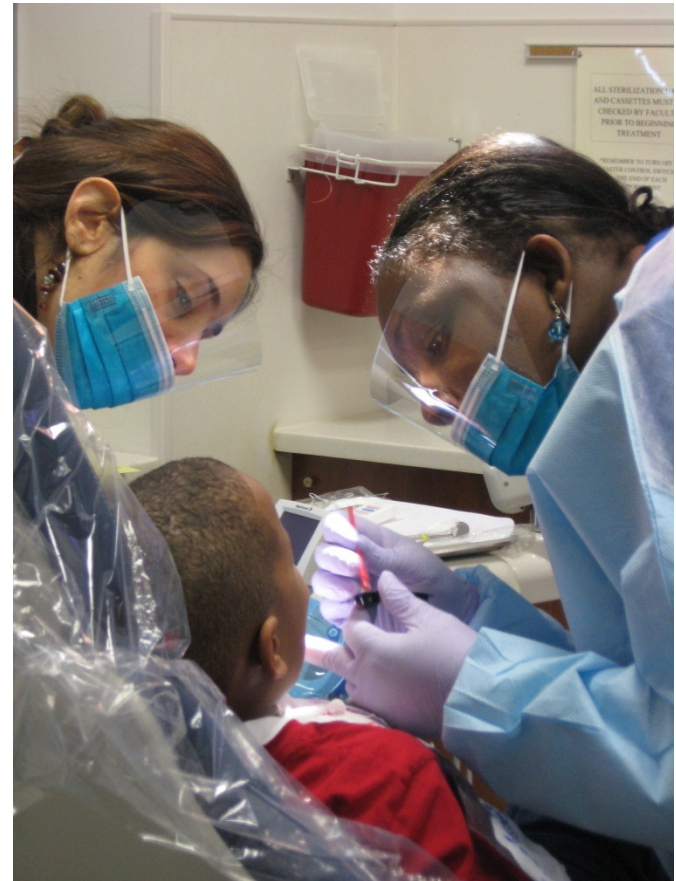


Potential Future Employers

- Community health clinics
 - FQHCs, IHS, Local Health Departments
- Schools
- WIC programs
- HeadStart centers
- Institutional settings
- Social Service agencies
- Community dentists

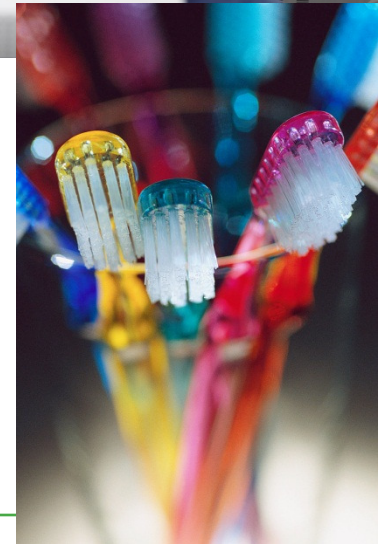
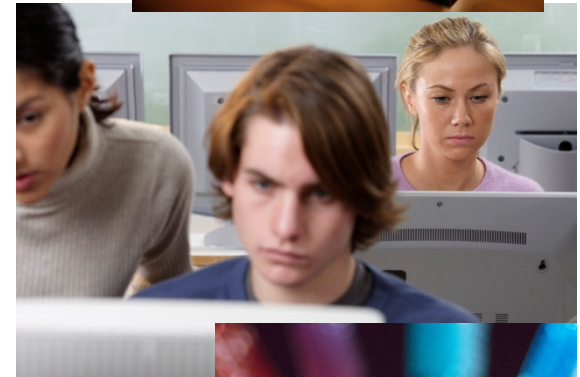
CDHC Curriculum: Dental Skills

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



The CDHC Curriculum

- **Unique Instruction** P.1
 - 1800 hours of instruction plus internship
 - Biomedical, dental, clinical science curriculum
- **Students Learn to Provide:**
 - Education
 - Prevention
 - Routine preventative services
 - Help Patients Navigate Health Care System



Slide 12

P.1

This is past information. Is it more important to use this time and slide to highlight the ongoing efforts of getting various community colleges interested in this curriculum. That seems more important to emphasize than the nuts and bolts...

Steven Geiermann, 10/3/2013

Clinical Internships

- 1000 hours typically in a community clinic, such as an FQHC
- **Making a difference:**
 - over 9 months, one CDHC provided services to 114 patients in a rural tribal community diabetes clinic.
 - The missed appointment rate dropped to zero, compared to an 18% clinic-wide rate.
- This was from working ***one day per week.***

Access and Patient Outcomes

Improving Access: Outreach in the Community



Expected Results

Understand the external and internal environments of the clinics

- *Characteristics of the clinic*
- *Demographics of the community*
- *Prevalence of dental disease in the population*

Understand the goals of the clinic

- *Translate goals into indicator statements/metrics*

Measure the impact of the CDHC

- *CDHC workflow for each clinic*
- *Utilize Dentrix system or cross-walk with other patient management systems*

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.

Types of CDHC Community Outreach

Elementary Schools

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

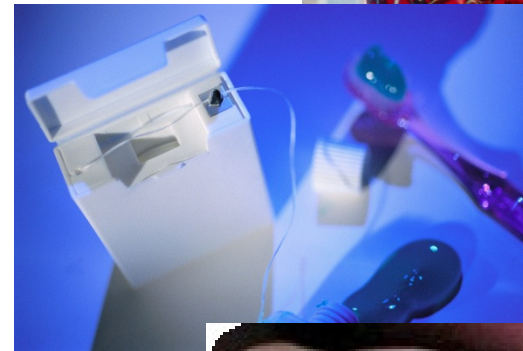
Foster Children

Men's Outreach
Veteran's Centers
Rehab Facilities
Juvenile Detention
Head Start
WIC Clinics
and more.....

Access and Patient Outcomes

Patient Outcomes: Improving Oral Health

- Education
- Navigating the Health Care system
- Providing preventive services



Community Health Center Challenges:

- No Show Rates
- Enrollment
- Case Management
- Patient Navigation
- Translation
- Transportation
- Interdisciplinary Care- a system of providers with “dental” being placed in a “silo”

Access and Patient Outcomes: Data Analysis

Clinic Variation:

- Rural
- Urban
- Indian Health and Tribal

Limitations for Data Collection

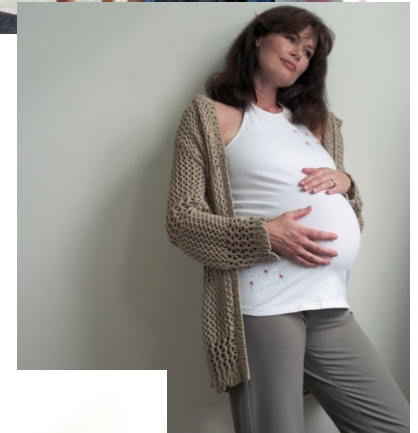
- Practice management software
- Staff resources

Develop metrics for the evaluation

- Core indicators
- Site-specific indicators

Patient Access and Outcome Metrics

- Implement school-based programs to improve access for children
- Improve access for a disease specific population
- Improve access to underserved populations
- Change in dentist productivity
- Assess clinic revenue impact
- Change in active patient rates



Patient Navigation

- 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

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”

Patient Satisfaction: Comments

“Thank you and God bless you for your service to this community.”

“It was a very good experience! The staff was extremely helpful, kind, and explained everything so nicely! Thank you so much for your service.”

“I think the knowledge about my teeth help me very much. I will be back so I can keep my teeth.”

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.”

Community Health Workers

- Pilot Program Results:
 - 34 CDHCs now work in 8 states
 - 88 Case Studies
 - Pro Forma Studies- Hygienist vs Dental Assistant : days outreach/days clinical
 - 11,000 patients impacted by the pilot programs

Questions- Comments

- Dr. Jane Grover
- groverj@ada.org
- 1 800 6218099 x 2751

