



Children's Dental Services

QUALITY, EFFECTIVENESS AND
VALUE OF TELEHEALTH IN RURAL
MINNESOTA SETTINGS

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Mission: Since 1919 Children's Dental Services is dedicated to improving the oral health of children from families with low incomes by providing accessible treatment and education to our diverse community.



Children's Dental Services

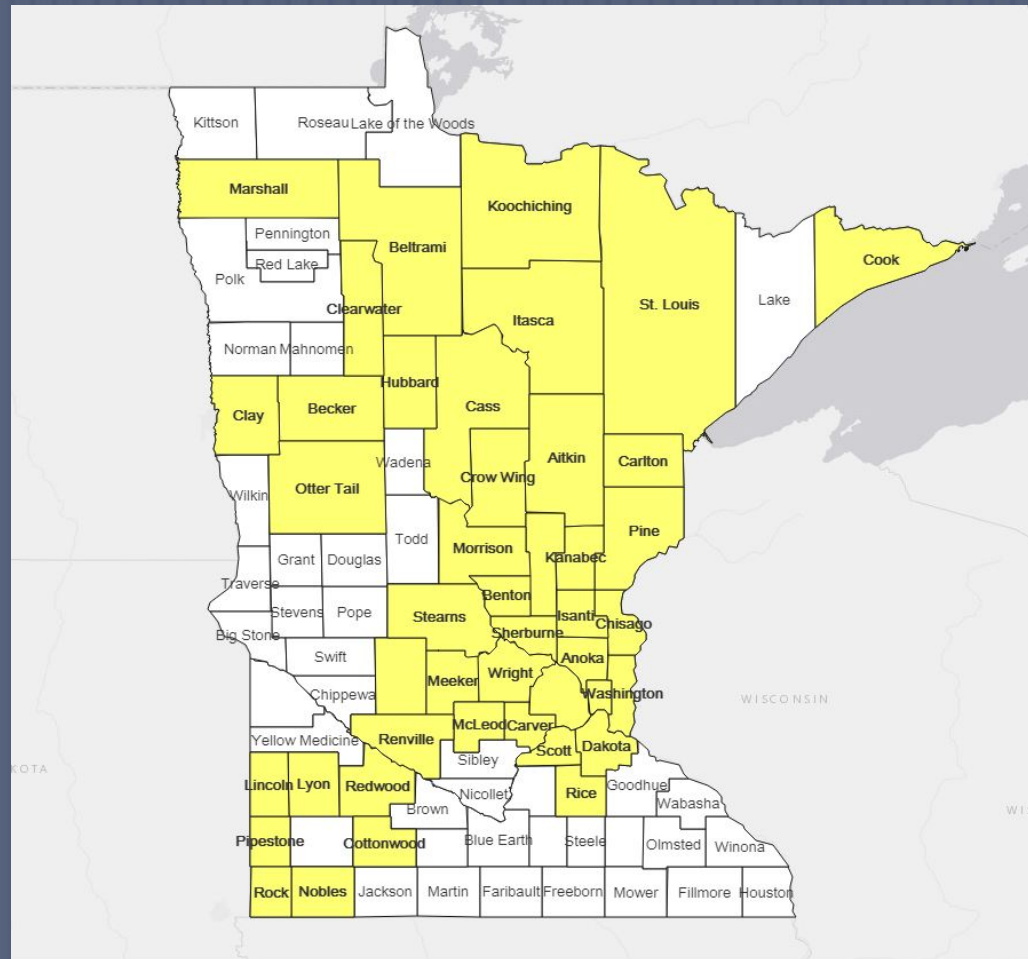
Children's Dental Services History

- Grew out of 1919 Minneapolis charitable women's organization to serve destitute orphans when health safety nets were non-existent.
- First in Minnesota to apply dental sealants in 1966.
- First in nation to provide on-site services in Head Start centers.
- Has quadrupled in size since 2000 due to the growing numbers of low-income children and families. Headquarters doubled in 2007 to meet this need. Opened second headquarters in 2014 to support increased in needs in inner city Minneapolis.

Children's Dental Services Programs

- Target population is low-income children ages birth to 26 and pregnant women of all ages
- Is the single largest oral provider of on-site dental care in Minnesota schools and Head Start centers; HRSA pilot School-Based medical/dental integration site
- Provides care focused and adapted for blind, deaf, disabled, autistic, HIV positive, drug addicted or homeless, and culturally targeted programs to those from East African, Latino, Southeast Asian and Native American backgrounds

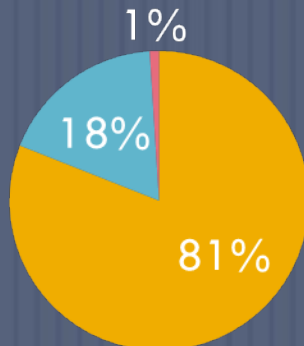
Current Service Area



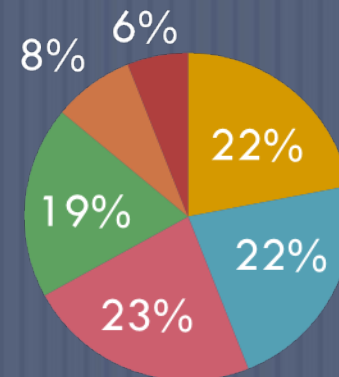
2017 Demographics

- CDS treated 36,748 patients who were provided 94,000 procedures over the course of 63,000 visits

- Medical Assistance (MA)
- Uninsured/Sliding Scale
- Private Insurance



- East African
- African American
- Southeast Asian
- Latino
- Caucasian
- American Indian



- Note: 80% of sliding scale patients receive free care

Barriers to Providing Services

- ❑ Swelling population of underserved patients
- ❑ High numbers of untreated immigrants/refugees
- ❑ Lack of funding-Minnesota's Medical Assistance reimbursement rates among the lowest in nation (CDS 2017 uncompensated care write off exceeded \$6.4 million)
- ❑ Difficulty hiring and retaining dentists (DDS)
- ❑ Results: As of 2015 only 37.2% of Minnesota children receiving Medical Assistance were able to see dentist

Solutions Embraced by Children's Dental Services

- Portable, site-based care, particularly in school settings
- Use of telehealth (teledentistry)
- Supporting dental clinicians to practice “at top of their licenses”
- Utilization of mid-level providers

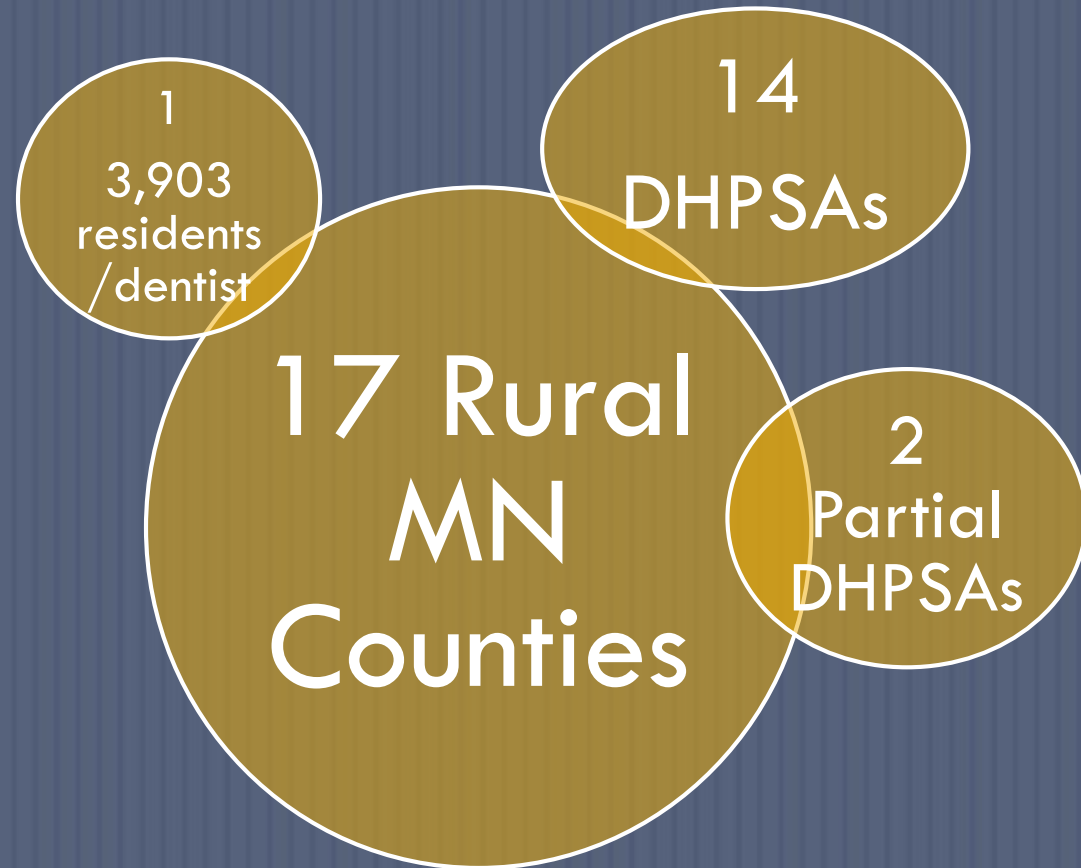
Portable Dental Care Program



- Enables full range of care to be provided on-site in community- and school-based settings
- Equipment small enough to fit nearly anywhere
- Ideal for telehealth settings

Need for Teledentistry

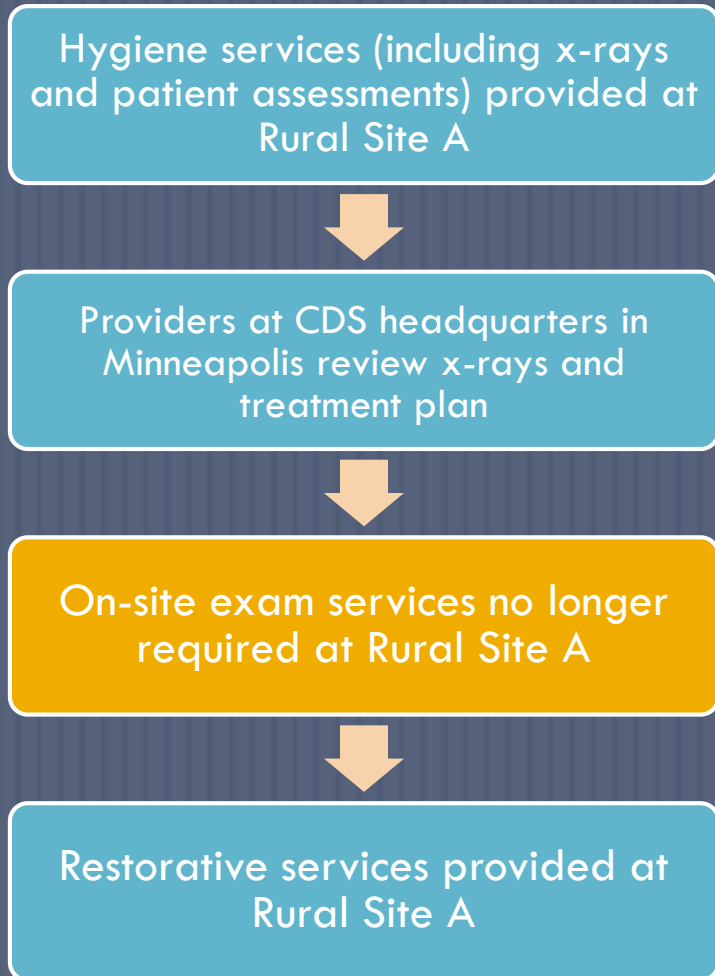
- 33 million Americans live in dental deserts
- DHPSA – Dental Health Provider Shortage Area
- 61% of MN counties are designated as DHPSAs



Teledentistry Utilization and Effectiveness

- Remote provision of dental care/advice using information technology rather than direct contact with patient
- Accomplished via telecommunication technology, digital imaging and the Internet
- Supported by Minnesota Department of Health (MDH) and Health Resources & Services Administration (HRSA) funding
- **Benefits of Teledentistry**
 - ▣ Reduces patient travel
 - ▣ Provides quality care in underserved areas
 - ▣ Results comparable to in-person treatment
 - ▣ decreases number of appointments needed to complete care

Teledentistry Protocol



Performing at “Top of License”

- Utilizing registered dental hygienists practicing independently under collaborative practice agreements with supervising dentists
- Training dental hygienists and dental assistants in Expanded Functions
- Integrating mid-level providers into dental team
- CDS' team members perform various services via telehealth depending on scope of practice

Integration of Mid-level Providers

- Minnesota passed legislation in 2009 authorizing use of Dental Therapists to provide some restorative services under general supervision of a dentist
- Children's Dental Services hired first graduate and provides clinical training for all dental therapy students
- Currently employs 3 Dental Therapists and 5 Advanced Dental Therapists, who serve as members of telehealth team
- Supported by HRSA and Minnesota Department of Health

Dental Team Criteria for Success

- Greater reach via community- and school-based portable settings
- Innovative accessibility via culturally targeted care, new technologies like teledentistry
- Diversity of workforce providers including DDS, ADT, Collaborative Practice RDH, RDH, LDA, Unlicensed DA, Community Health Worker

Results:

- Higher levels of communication/coordination
- High patient satisfaction
- Expanded access to basic and complex care



□ Portable dental equipment



□ Lap exam in Hibbing, MN



□ X-rays at school site



□ Providers and patients at community sites



References

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THANK YOU

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