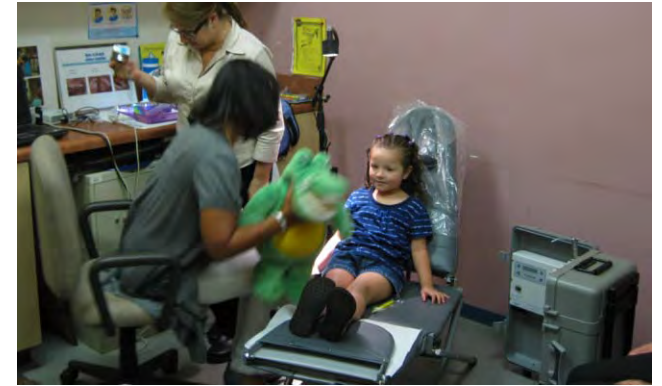# Oral Presentation Session #1

- **Paul Glassman DDS, MA, MBA**
  - The Virtual Dental Home: Outcomes of a Six-Year Demonstration Using Telehealth-Connected Teams

- **Margaret Langelier, MSHSA**
  - Case Studies of Six Teledentistry Programs: Strategies to Increase Access to General and Specialty Dental Services

- **Anita Glicken, MSW**
  - Building a Culture of Health: Interprofessional Tools and Partnerships to Expand Oral Health Workforce Capacity

- **Kristine Parungao, RDH BSDH**
  - A multi-disciplinary community based oral health promotion program for children 0-5 years old

- **Gwen Essex, RDH, MS, EdD**
  - Training Dental Hygienists to Place Interim Therapeutic Restorations

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

The Virtual Dental Home:
A Six Year Demonstration

Paul Glassman DDS, MA, MBA
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PACIFIC
Arthur A. Dugoni
School of Dentistry
Pacific Center for Special Care

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Publications

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The Pacific Center for Special Care has published articles related to providing dental care to underserved communities.

Policy Briefs and Reports

- Teledentistry: Improving Oral Health Using Telehealth-Connected Teams (August 2016)
- The Virtual Dental Home Demonstration Report (June 2016)
  - Executive Summary
  - Full Report

- Policy Brief — The Costs of Neglect of Dental Disease: And The Impact of the Virtual Dental Home

Journal Articles

The Virtual Dental Home was featured in the July 2012 edition of the *California Dental Association Journal*:

- Virtual Dental Home: Introduction
- Virtual Dental Home: Bringing Oral Health To Vulnerable And Underserved Populations
- Using Telehealth Technologies To Improve Oral Health For Vulnerable And Underserved Populations
- In-Person Versus "Virtual" Dental Examination: Congruence Between Decision-Making Modalities
- Community-Based Prevention And Early Intervention Strategies
- The Virtual Dental Home: Implications For Policy And Strategy
- Promoting Oral Health Through Community Engagement

http.www.virtualdentalhome.org

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

Dental Care Utilization Steady Among Working-Age Adults and Children, Up Slightly Among the Elderly

Kamyar Nasseh, Ph.D.
Marko Vujicic, Ph.D.
October 2016

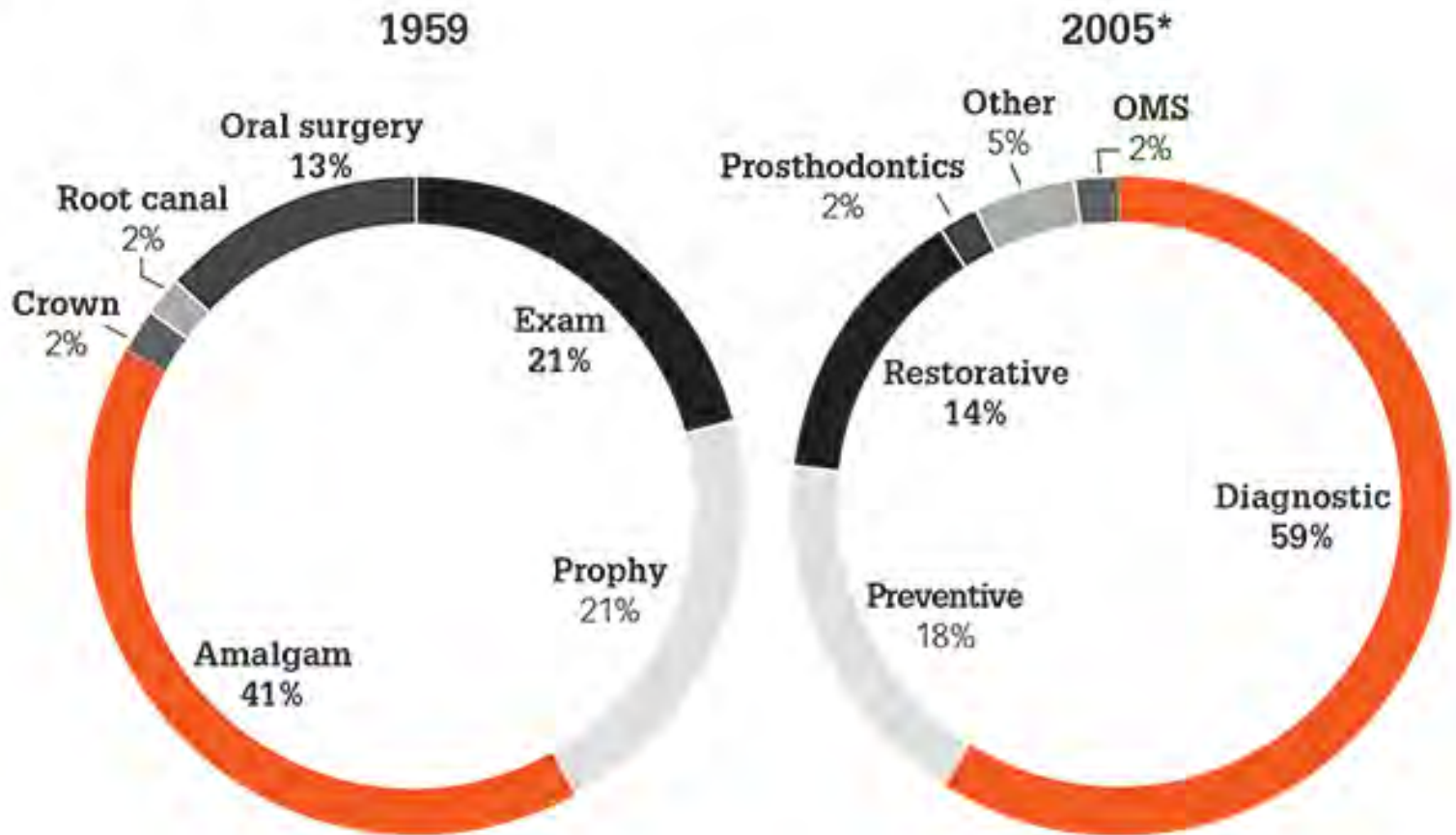**Figure 1:** Percentage of the Population with a Dental Visit in the Year, 2000-2014
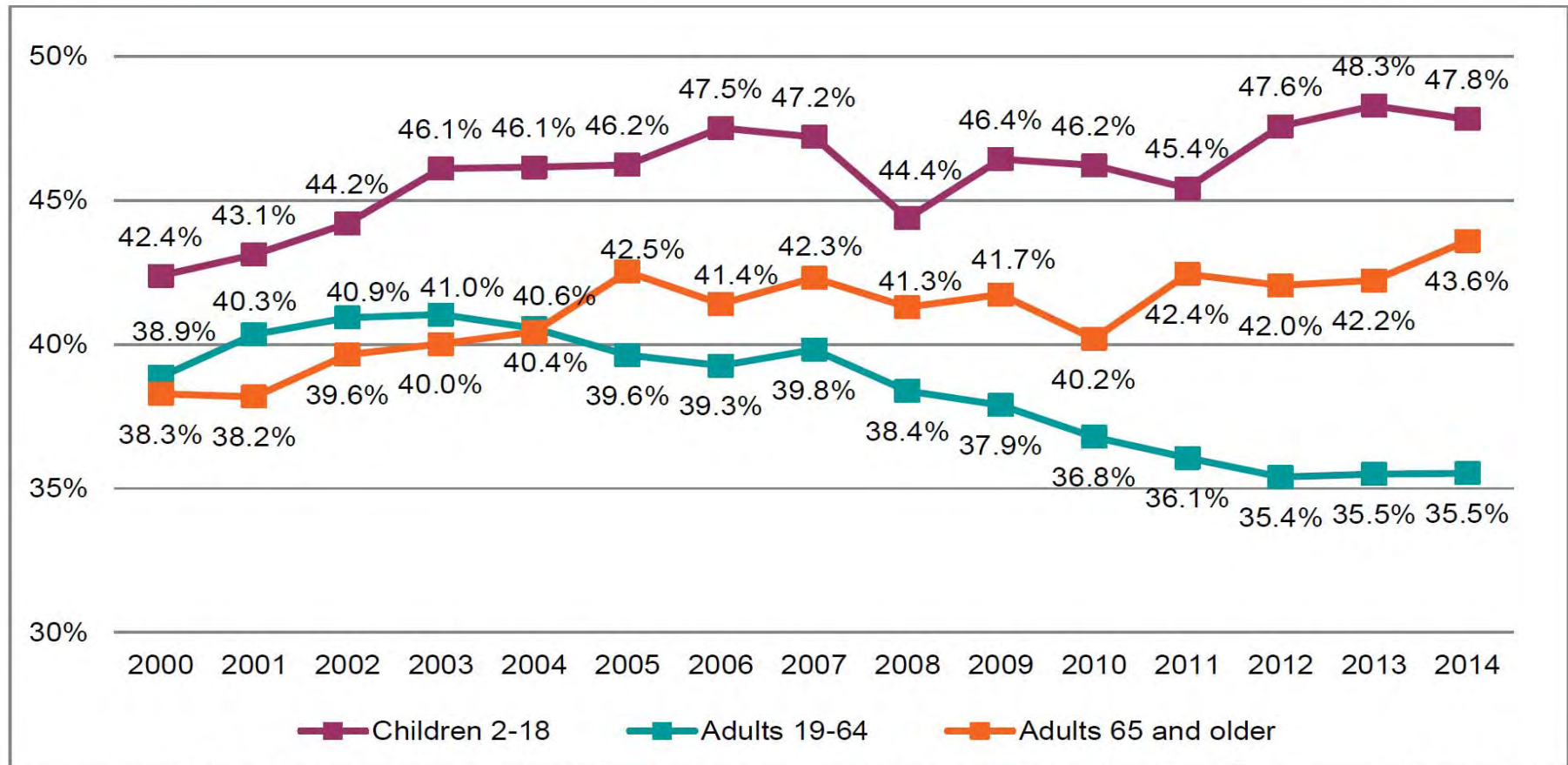
Source: Health Policy Institute analysis of the Medical Expenditure Panel Survey, AHRQ. Notes: For children ages 2-18 and adults ages 65 and older, changes were statistically significant at the 1% level (2000-2014). Among adults ages 19-64, changes were statistically significant at the 1% level (2003-2014). Changes from 2013 to 2014 among children, adults 19-64, and the elderly 65 and older were not statistically significant.

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FIGURE 2—Procedures completed in the dental office

1959

Oral surgery 13%
Root canal 2%
Crown 2%
Exam 21%
Prophy 21%
Amalgam 41%

2005*

Other 5%
OMS 2%
Prosthodontics 2%
Restorative 14%
Diagnostic 59%
Preventive 18%

* General dentists

Solomon S. The future of dental practice: Demographics. April 15, 2015.
http://www.dentaleconomics.com/articles/print/volume-105/issue-4/macroeconomics/the-future-of-dental-practice-demographics-patients-professionals-and-procedures.html
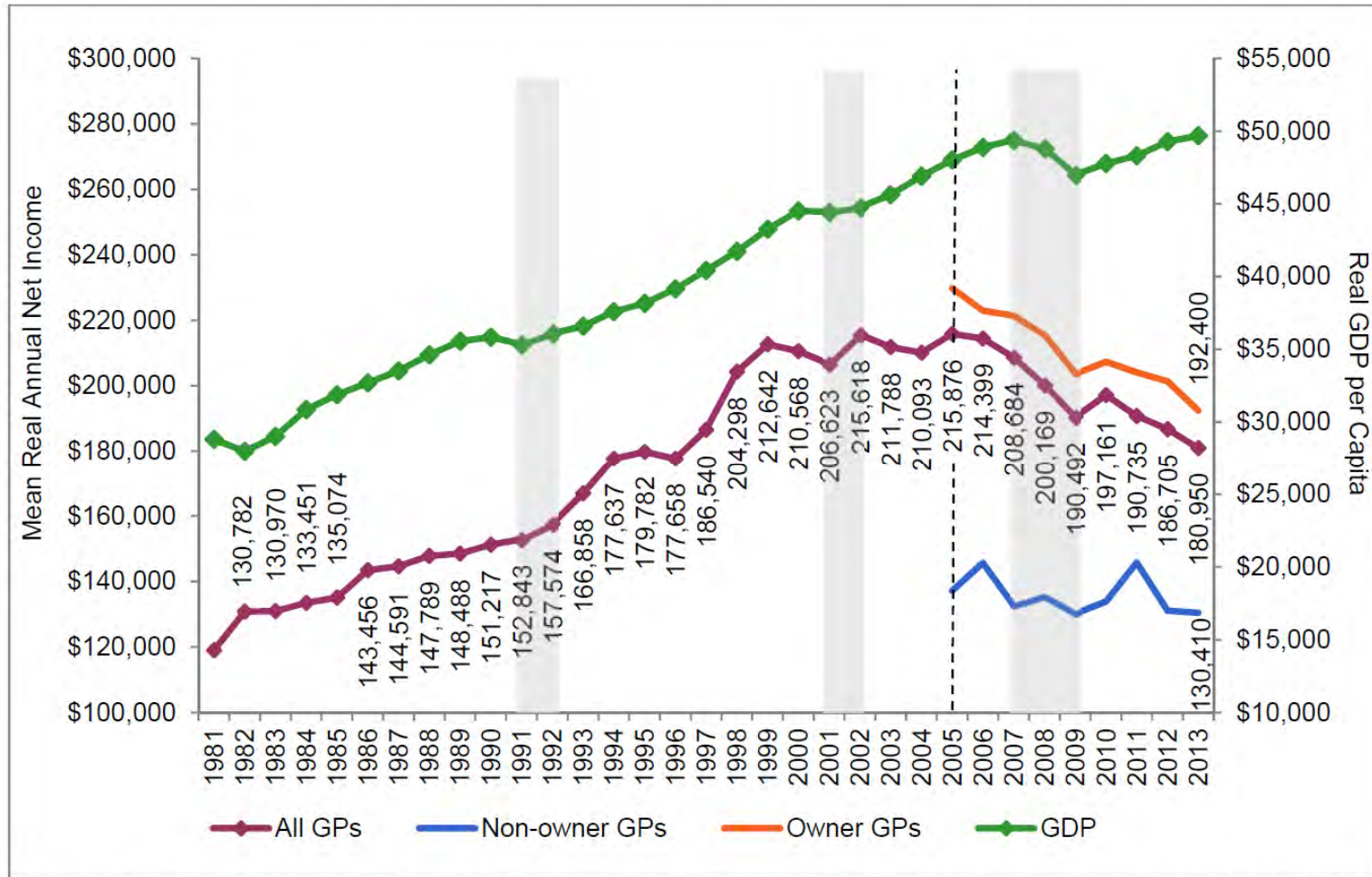
Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

Dentist Earnings Not Recovering with Economic Growth

Authors: Bradley Munson, B.A.; Marko Vujicic, Ph.D.

December 2014

Figure 1: General Practitioner Dentist Earnings, 1981 to 2013

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The current dental care system primarily serves the wealthiest and healthiest segments of the population

The CA Health Workforce Pilot Project

Office of
Statewide Health Planning and Development

oshpd

Healthcare Workforce Development Division

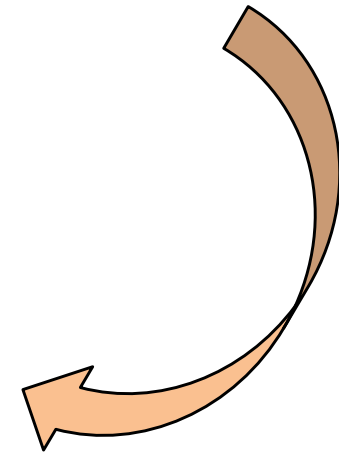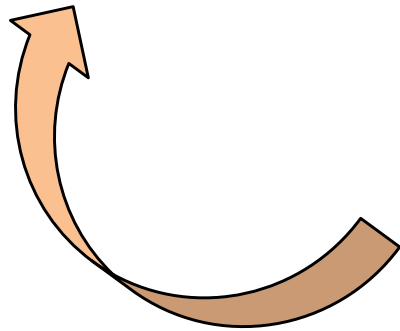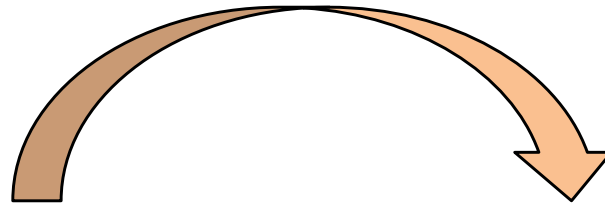### HEALTH WORKFORCE PILOT PROJECTS PROGRAM (HWPP)

HWPP program allows organizations to test, demonstrate, and evaluate new or expanded roles for healthcare professionals, or new healthcare delivery alternatives before changes in licensing laws are made by the Legislature. Various organizations use HWPPs to study the potential expansion of a profession's scope of practice to:

- ≫ Facilitate better access to healthcare
- ≫ Expand and encourage workforce development
- ≫ Demonstrate, test and evaluate new or expanded roles for healthcare professionals or new healthcare delivery alternatives
- ≫ Help inform the Legislature when considering changes to existing legislation in the Business and Professions code

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The CA Health Workforce Pilot Project

1. RDAs, RDHs, and RDHAPs will make the decision about which radiographs to take, if any, to facilitate an initial oral evaluation by a dentist.

2. RDAs, RDHs, and RDHAPs will place "Interim Therapeutic Restorations" (ITR)

The Virtual Dental Home

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EHR: Radiographs

EHR: Photographs

Space and Equipment

Space and Equipment

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Space and Equipment

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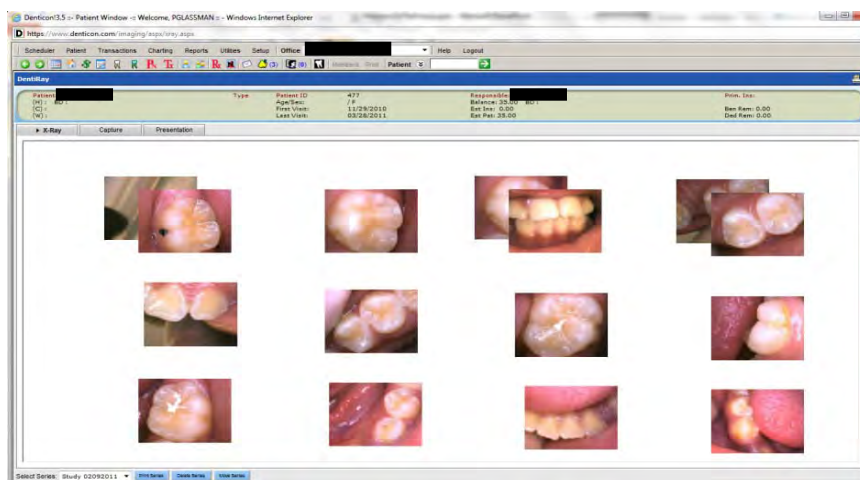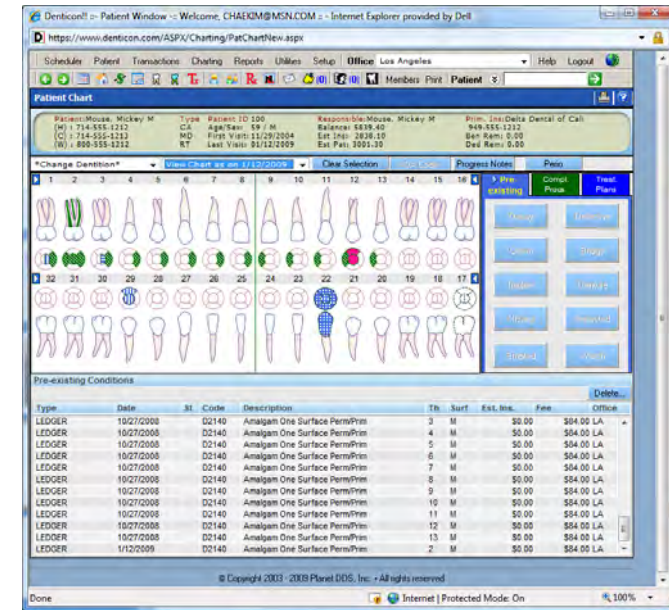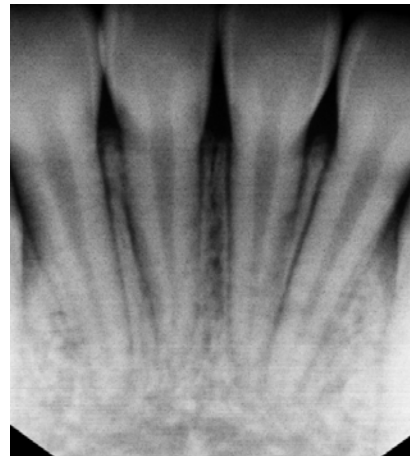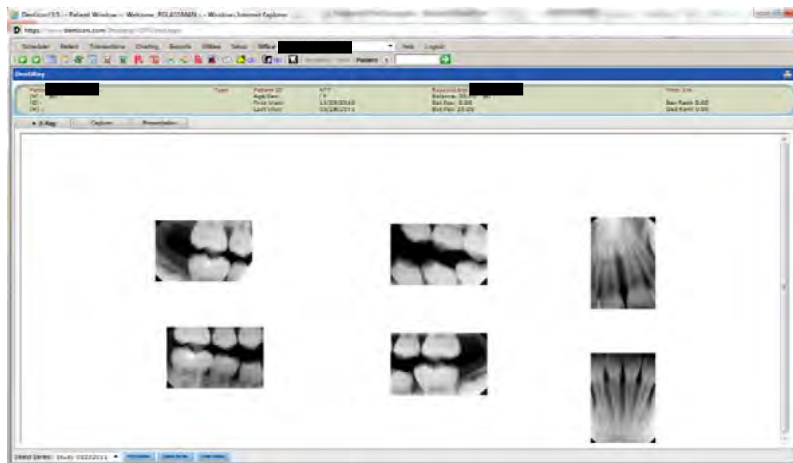
Space and Equipment

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The Virtual Dental Home Concept Model

Allied Personnel – On-Site
Intake & periodic recall visits, record collection, communication with dentist

Dentist – Off-Site
Record review, decision about dental treatment – what & where

Cloud-Based Electronic Health Record

Disease, needing in-person treatment by dentist?

No ▶

The Virtual Dental Home Concept Model

Allied Personnel – On-Site
Intake & periodic recall visits, record collection, communication with dentist

Dentist – Off-Site
Record review, decision about dental treatment – what & where

Disease, needing in-person treatment by dentist?

No

Allied Personnel – On-Site
Prevention & early intervention procedures, case management, integration into educational, social, general health systems

Cloud-Based Electronic Health Record

Community-based Prevention and Early Intervention Procedures

The Virtual Dental Home Sites

Oral Health Systems
for Underserved Populations

Telehealth-Connected Teams

Hub and Spoke System
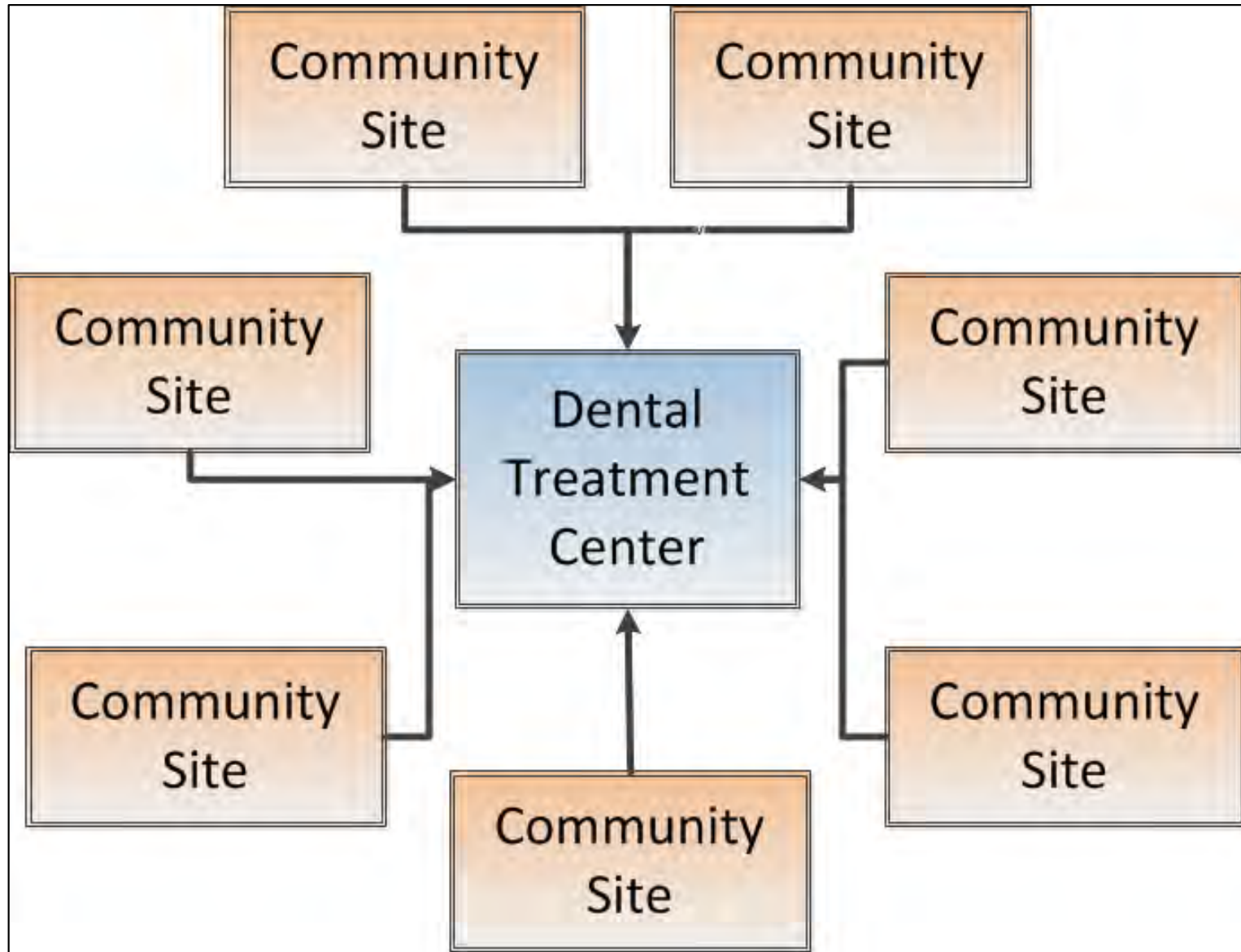
Patients and Visits

Population Type	# of Patients Seen	Total Visits
Head Start	2316	4034
Elementary	546	2189
Long Term Care	189	802
Multifunction Community Center	259	500
Regional Center	132	442
Total	3442	7967

Data as of 12/31/15

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Referrals to Dental Offices

Type of Site	% Needing Referral to Dental Office
Head Start Preschool	33%
Elementary School	32%
Long Term Care*	54%

Data as of 8/31/15

Procedures Performed

Population Type	X-ray sets	ITRs
Head Start	1318	443
Elementary	739	91
Long Term Care	138	237
Multifunction Community Center	244	135
Regional Center	96	113
Total	2535	1019

Data as of 8/31/15. Note: an additional 120 ITRs were placed during initial training

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AB 1174

Assembly Bill No. 1174

CHAPTER 662

An act to amend Sections 1684.5, 1925, and 1944 of, to add Section 1926.05 to, and to add, repeal, and add Sections 1753.55 and 1910.5 of, the Business and Professions Code, and to add and repeal Section 128196 of the Health and Safety Code, and to amend Section 14132.725 of the Welfare and Institutions Code, relating to oral health.

[Approved by Governor September 27, 2014. Filed with
Secretary of State September 27, 2014.]

California To Launch Medicaid-Funded Teledentistry

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

Denti-Cal Teledentistry Billing

www.denti-cal.ca.gov

Denti-Cal
California Medi-Cal Dental

Bulletin

March 2016
Volume 32, Number 4

This Issue:

Teledentistry

Denti-Cal Bulletin. March, 2016, V32, #4
http://www.denti-cal.ca.gov/provsrvcs/bulletins/Volume_32_Number_04.pdf

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Increasing Access to Oral Health

A Technical Assistance Guide for California Health Centers

California Primary Care ASSOCIATION

CPCA Guide
Intermittent Clinics
Dental Hygiene Billing
Telehealth Billing
Dentist Contracting

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Virtual Dental Home Timeline

2009

Proof of Concept

Proof of Concept

- Telehealth connected teams work

- Its possible to reach underserved populations and apply proven preventive and early intervention procedures

- Its possible to create a "continuous presence" system that uses principles of "chronic disease management"

- We can create community/clinical linkages to dental clinics and offices

- People want this service

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Proof of Concept

- Dental Hygienists placement of ITRs
  - Total placed   1039
  - Adverse outcomes   0
- Patients who dentists decided needed referral - Initial
  - Elementary school   33%
  - Head Start   32%
  - Long term care   54%

Proof of Concept

- Patients who dentists decided needed referral – 18 mo
  - Head Start   24%**
- Referrals kept
  - Elementary school   59%**
- Total care
  - Elementary school   85%**

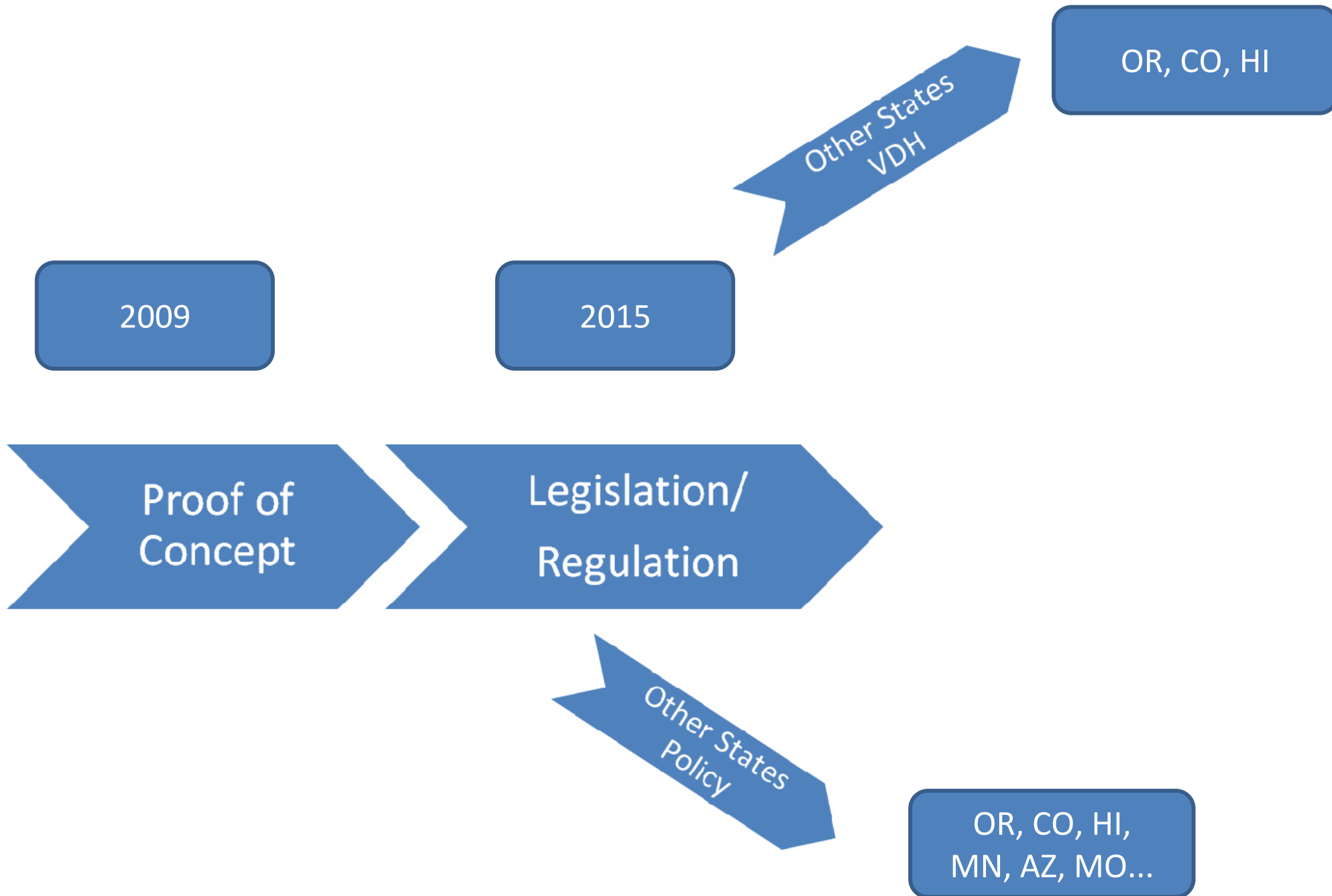** Preliminary data based on special studies, chart reviews

Satisfaction

Dear "Ms. Teeth Caretaker",

What I really, like about you is that your treatments are very special. I wonder how you keep track of everything? I've never imagined someone like you being so special. You know, actually, you have been given the right life. I bet you can get your hands on any patient. –including me! I bet you recieve more than 100 kids in 2 years. Its nice been knowing you (and will always remember you).

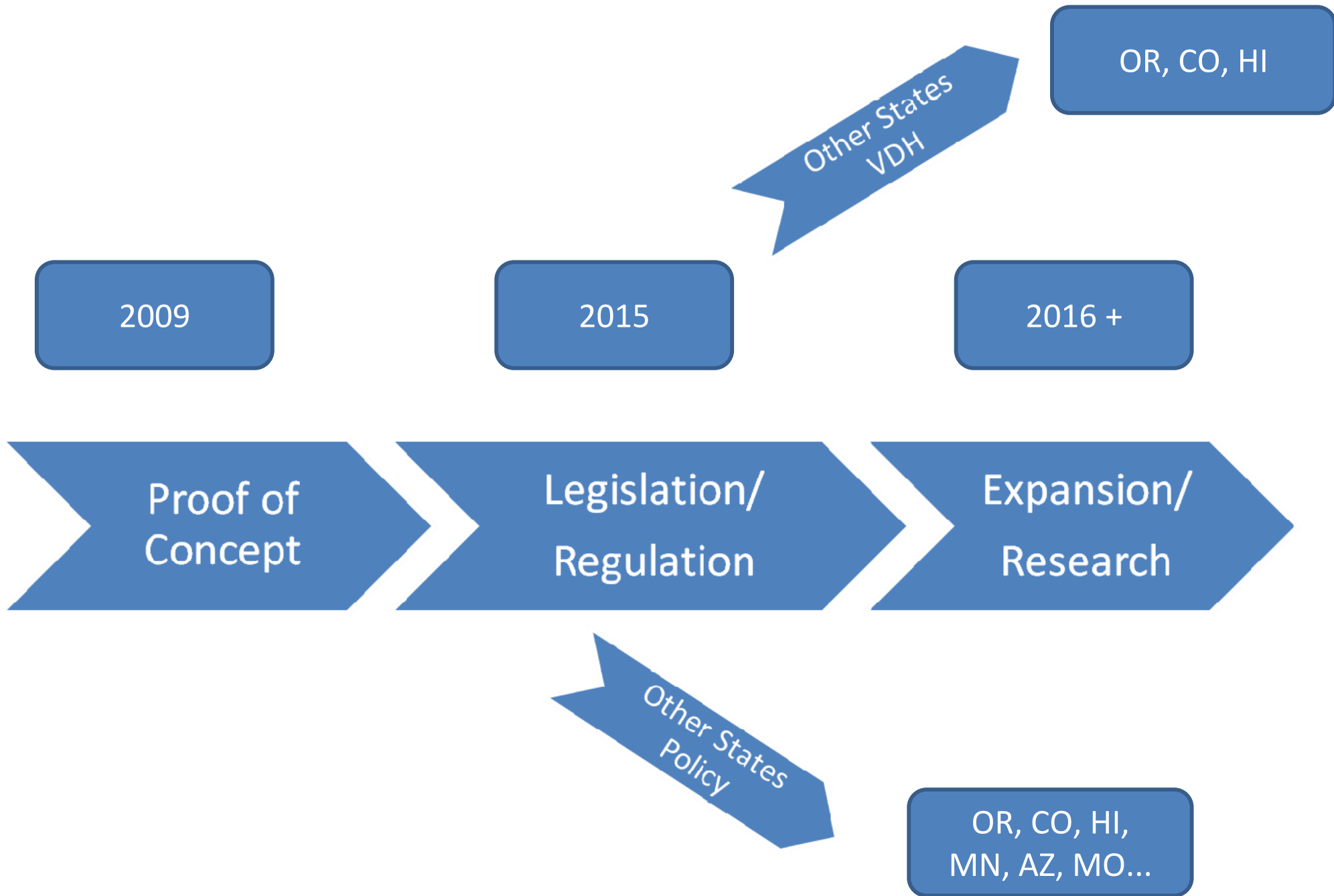THANK YOU,

Virtual Dental Home Timeline

OR, CO, HI

Other States VDH

2009

2015

Proof of Concept

Legislation/ Regulation

Other States Policy

OR, CO, HI, MN, AZ, MO…

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

Legislation/Regulations

Legislation/ Regulation

- AB1174
  - New duties
  - Medicaid payment for "store and forward" teledentistry

- Regulations
  - Training programs for dental hygienists
  - Denti-Cal billing procedures
  - Health Center "4 walls" expansion and payment

Virtual Dental Home Timeline

OR, CO, HI

Other States VDH

2009

2015

2016 +

Proof of Concept

Legislation/ Regulation

Expansion/ Research

Other States Policy

OR, CO, HI, MN, AZ, MO...

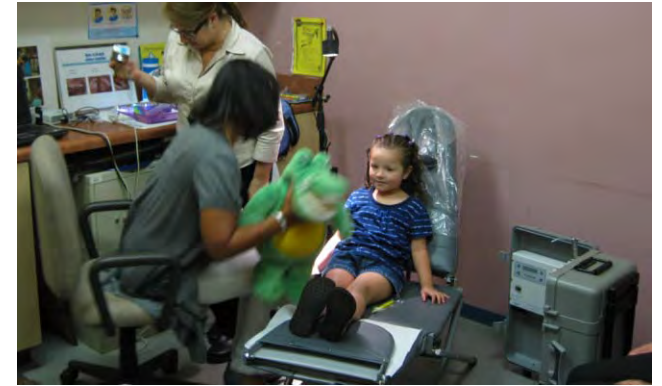Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

Prepared by: Paul Glassman DDS, MA, MBA
University of the Pacific Arthur A. Dugoni School of Dentistry
San Francisco, California

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