



## Re-engaging Patients in Dental Care

**Thursday, June 8, 2023**  
**2:00-3:00pm Eastern /**  
**11:00am-12:00pm Pacific**

# Moses/Weitzman Health System Affiliates



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A comprehensive certificate will be available after the end of the series, Summer 2023.

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# National Training and Technical Assistance Partnership

## Clinical Workforce Development

Provides free training and technical assistance to health centers across the nation through national webinars, learning collaboratives, activity sessions, trainings, research, publications, etc.

### Team-Based Care



- Fundamentals of Comprehensive Care
- Advancing Team-Based Care

### Training the Next Generation



- Postgraduate Residency and Fellowship Training
- Health Professions Training

### Emerging Issue



- HIV Prevention



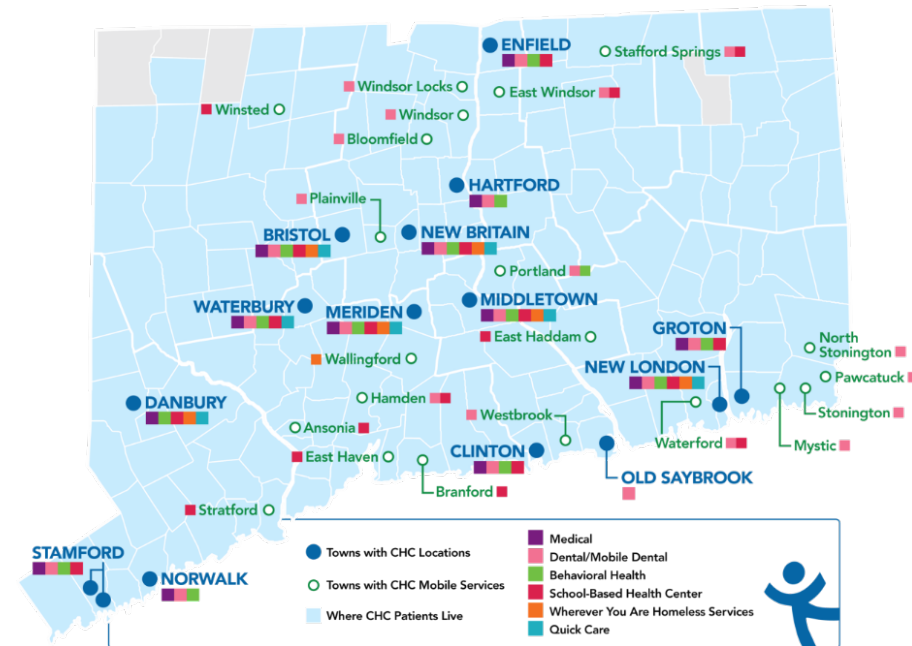
## CHC Profile

- ⦿ Founding year: 1972
- ⦿ Primary care hubs: 16; 204 sites
- ⦿ Staff: 1,500
- ⦿ Patients/year: 102,275 (UDS 2022)
- ⦿ Visits/year: 550,000
- ⦿ Specialties: onsite psychiatry, podiatry, chiropractic

## Elements of Model

- ⦿ Fully integrated teams and data
- ⦿ Integration of key populations
- ⦿ Data driven performance
- ⦿ “Wherever You Are” approach

## Community Health Center, Inc. (CHC) Locations and Service Sites in Connecticut



### THREE FOUNDATIONAL PILLARS

<b>1</b> Clinical Excellence	<b>2</b> Research and Development	<b>3</b> Training the Next Generation
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# Salud Family Health

- Founding year: 1970
- Migrant Health Center and FQHC
- Serves over 68,000 patients annually
- Provide over 266,000 patient visits annually
- 14 clinics in 10 counties
- 10 clinics have Dental
- Provide services in over 100 schools
- 650 employees





# Speakers



**Dr. Sheela Tummala,  
DDS, MPH**  
Chief Dental Officer,  
Community Health Center, Inc.



**Dr. Ethan Kerns,  
DDS**  
Chief Dental Officer,  
Salud Family Health



**Candace Hsu Owen,  
RDH, MS, MPH**  
National Network for Oral  
Health Access (NNOHA)  
Education Director

## About NNOHA

- Founded in 1991 by FQHC Dental Directors who identified a need for peer-to-peer networking, collaboration, research, and support
- Membership now includes more than 5,000 dentists, dental hygienists, supporters, and partners



# HRSA NTTAP Grantee

- Learning Collaboratives
- Annual Conference
- Webinars
- NNOHA Listserv
- NNOHA Oral Health Leadership Institute (NOHLI)
- Resources – Operations manuals, dental forms library, publications, and more

[www.nnoha.org](http://www.nnoha.org) or email [info@nnoha.org](mailto:info@nnoha.org)

# Objectives

- Understand the national landscape of dental in community health centers
- Describe strategies to engage patients and the interdisciplinary care team in dental care post pandemic
- Identify challenges in your dental practice pre/post pandemic



## **Poll: Have you seen an increase in dental disease?**

- Yes
- No



# Pre Pandemic

- Oral diseases nearly effect 3.5 billion people
- Untreated dental caries in permanent teeth affect 2 billion people
- On average 4-5 visits needed to complete treatment

# COVID Impact on Dental Health and Disease



## **Important factors affecting health during COVID**

- Social Isolation
- Stress & Anxiety
- Loneliness
- Wearing Masks

## **Health risk behaviors**

- Unhealthy Diet
- Alcohol Intake
- Higher Smoking Frequency
- Changes In Dietary Habits

## **Decreased access**

# Dental Public Health Challenges



**Workforce**

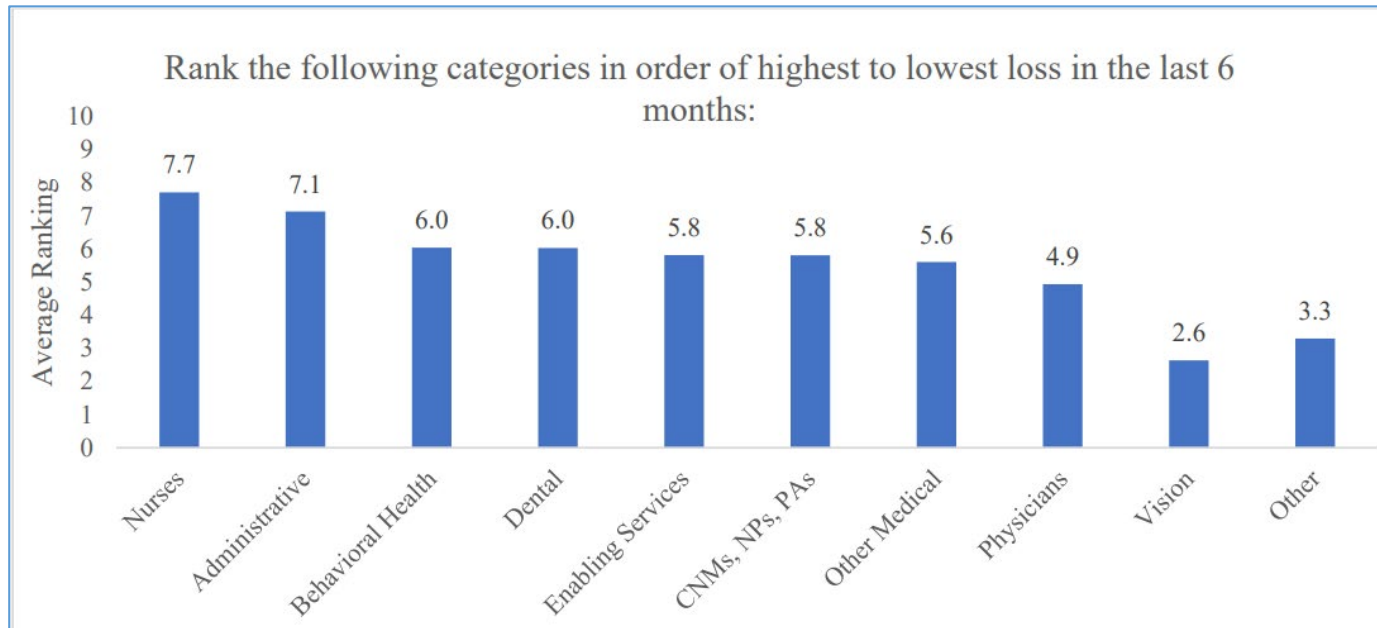


**Digital  
Technologies**



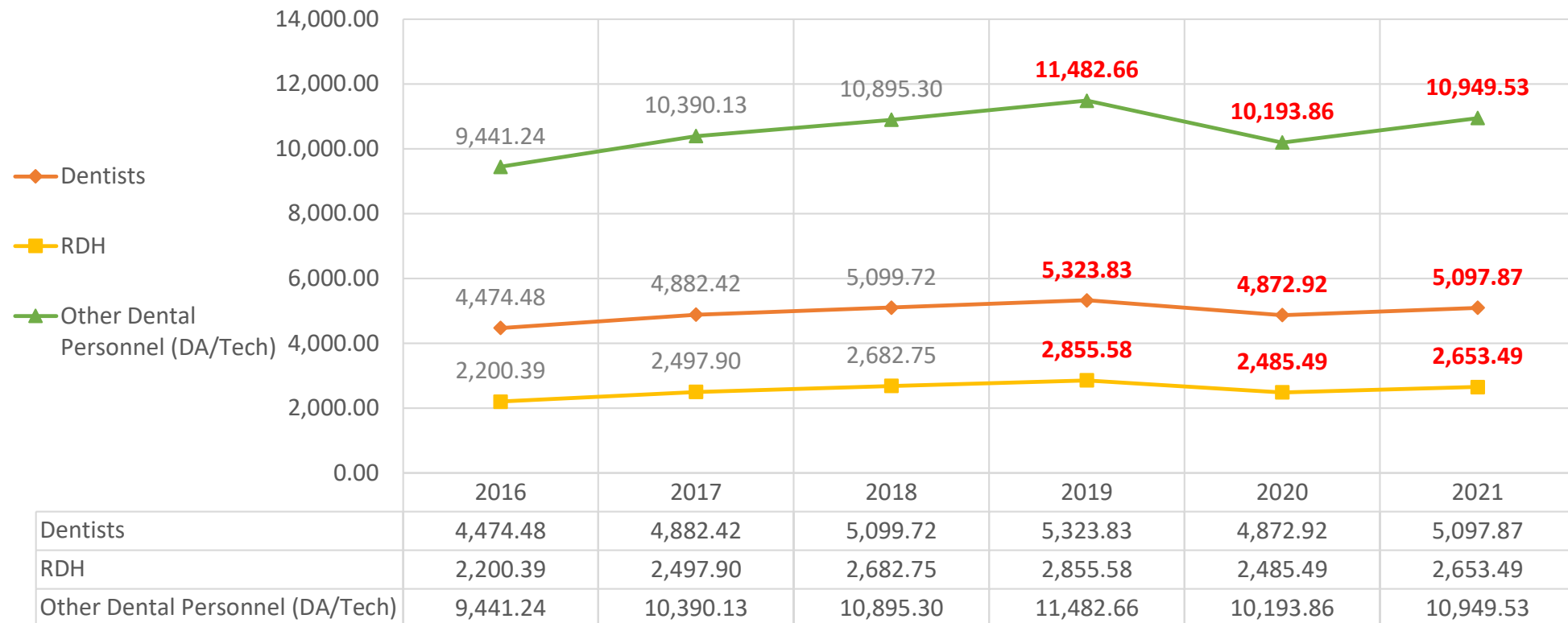
**Geographical  
Distance Barriers**

# Loss of Workforce



- 68% of health centers surveyed report losing 5-25% of their workforce in the last six months.
- Dental is tied for the third highest amount of workforce loss.

# National Dental Program | FTEs 2016-2021

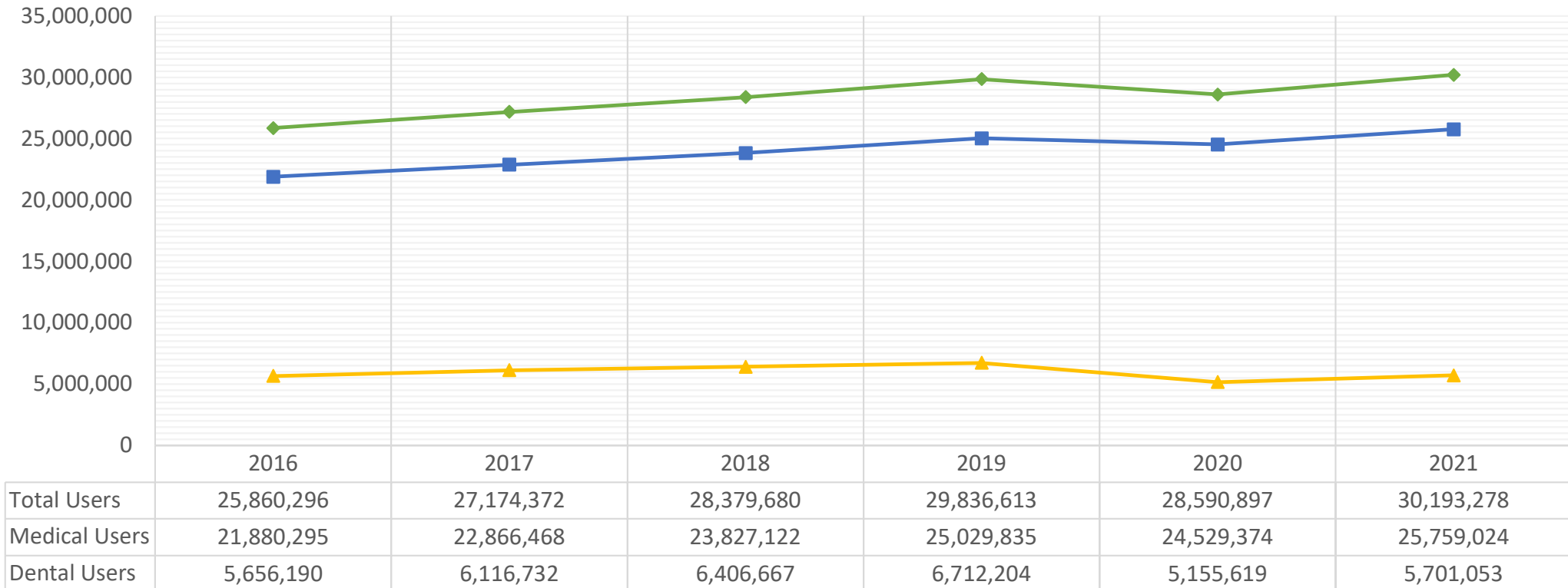


\* 2021 HRSA Uniform Data Systems



# Health Center Users (2016-2021)

◆ Total Users    ■ Medical Users    ▲ Dental Users



\* 2021 HRSA Uniform Data Systems

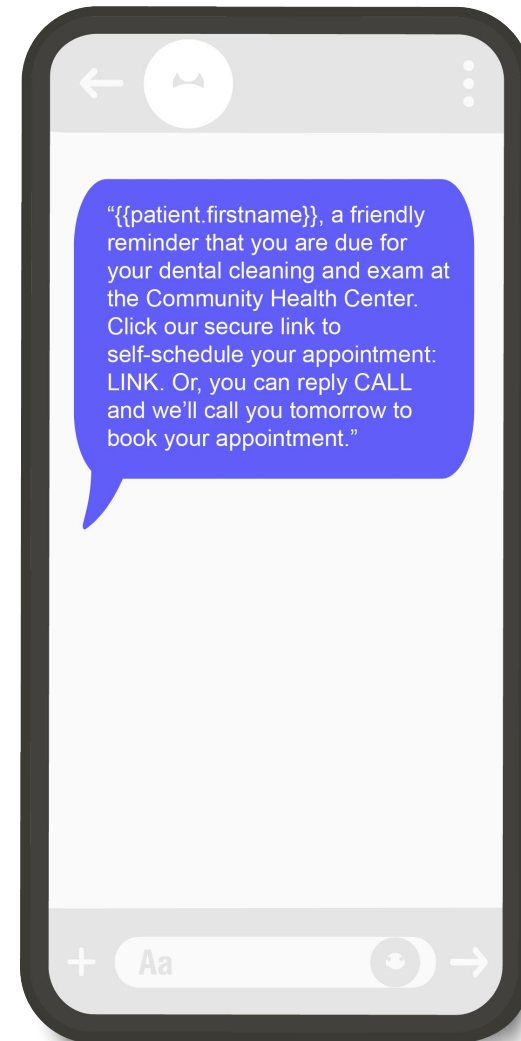


# Strategies

- Reassured patients of safety and high level of infection control procedures
  - Encouraged staff to vaccinate
  - PPE- N-95 Respirators, Isolations gowns, face shields
  - HEPA Filters

# Text Campaigns

- Campaign Volume: 197
- Total Campaign Response Rate (%): 7%
- Total Appointments Scheduled vs. Campaign Volume (%) 5.6%
- Communicating scheduled appointments with patients



# Different Populations



- Senior Outreach
- Multidisciplinary approach
- School-based
  - How many patients scheduled appointments?
  - Case Manager – tracking, scheduling, following up



# Closing the Care Gaps

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→ Accomplishing treatment

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→ Preventative visits

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→ Increasing access

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→ Community events

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→ Reach out to patient by text or phone



# Patient

## Reason for Appointment

1. Initial appt - Exam- DR // Luma confirmed 2/13/23 8:33am

## Vital Signs

MA/Nurse: jaf, BP: **165/98** mm Hg, BP Site/Pos: **left hand**, HR: **57**, Pain Scale: **0**.

## Assessments

1. Encounter for dental examination - Z01.20 (Primary)

- 18 years+:
  - Oral cancer screening
- Risk assessments:
  - Pre-diabetes
- Systemic diseases:
  - Diabetes
  - Hypertension

# Warm Hand-off Case



## **Patient: 48 y/o Male**

### **PMH Includes:**

- Anxiety
- Panic Disorder
- Agoraphobia
- Cigarette Smoker

### **Dental History:**

- Partial Edentulism
- Dental Anxiety
- Radiographic Bone Loss
- Subgingival Dental Calculus
- Inconsistent Dental Care
- Ill Fitting Dentures Fabricated Outside Dental Office

# Planned Care Dashboard

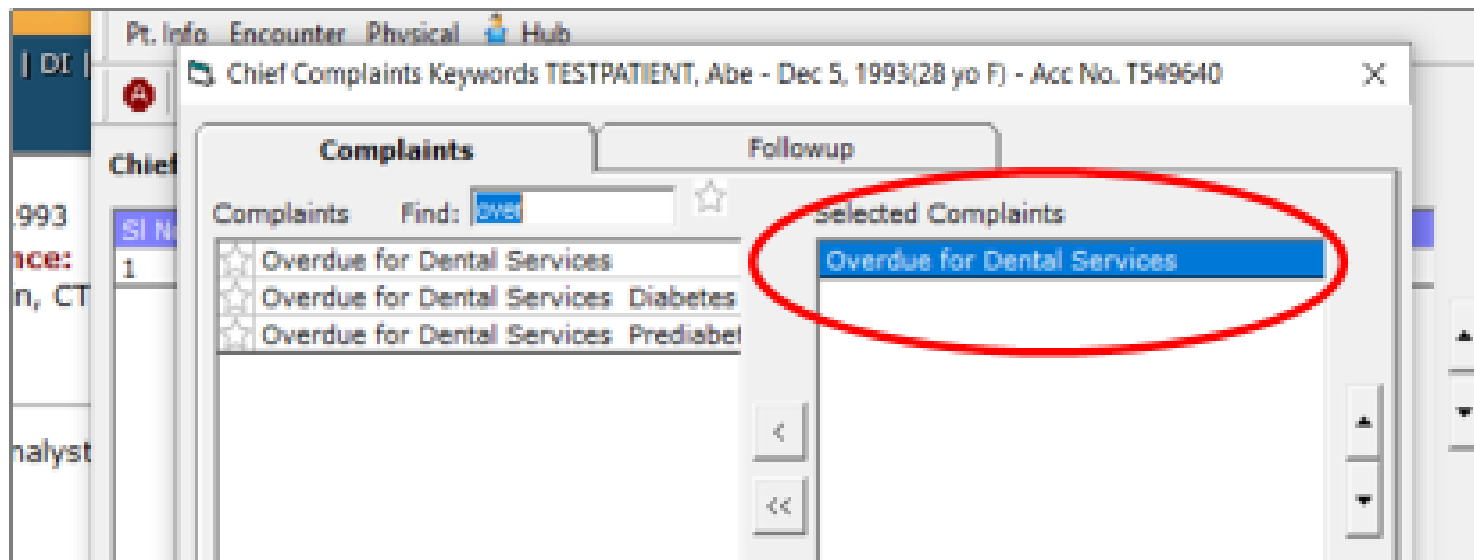
## Oral Exam Alert

Patient	PCP and Visit Info					
531612 Sex: M Age: 3.0  Last Dental Visit: 3/15/2022 Location: CHC SiteName: New Britain Dental  Reason for Visit: 3 yr WCC-AL	Farb MD, Alan J PEDS  Next Medical Appointment: 9/20/2022 11:00:00 AM New Britain Medical	<b>ALERTS</b>	<b>Last Date</b>	<b>Due Date</b>	<b>Value</b>	<b>Note</b>
		▲▲ BMI Percentile	3/15/2022		98.93	
		<b>VARNISH CANDIDATE</b>				Flu5
		<b>Oral Exam</b>				<b>MDIP Refer to Dental</b>
		Needs Flu Vaccine 2022-2023				
		Lead Test	2/15/2021	2/15/2022		
		Needs SMG	Never Done			Obesity



# MA Role: eCW Patient Chief Complaint

**Pediatric: Overdue for Dental Services**



Pt. Info Encounter Physical Hub

Chief Complaints Keywords TESTPATIENT, Abe - Dec 5, 1993(28 yo F) - Acc No. T549640

Complaints	Followup
Complaints Find: <input type="text" value="over"/>	Selected Complaints
<ul style="list-style-type: none"><li>Overdue for Dental Services</li><li>Overdue for Dental Services Diabetes</li><li>Overdue for Dental Services Prediabet</li></ul>	<ul style="list-style-type: none"><li>Overdue for Dental Services</li></ul>

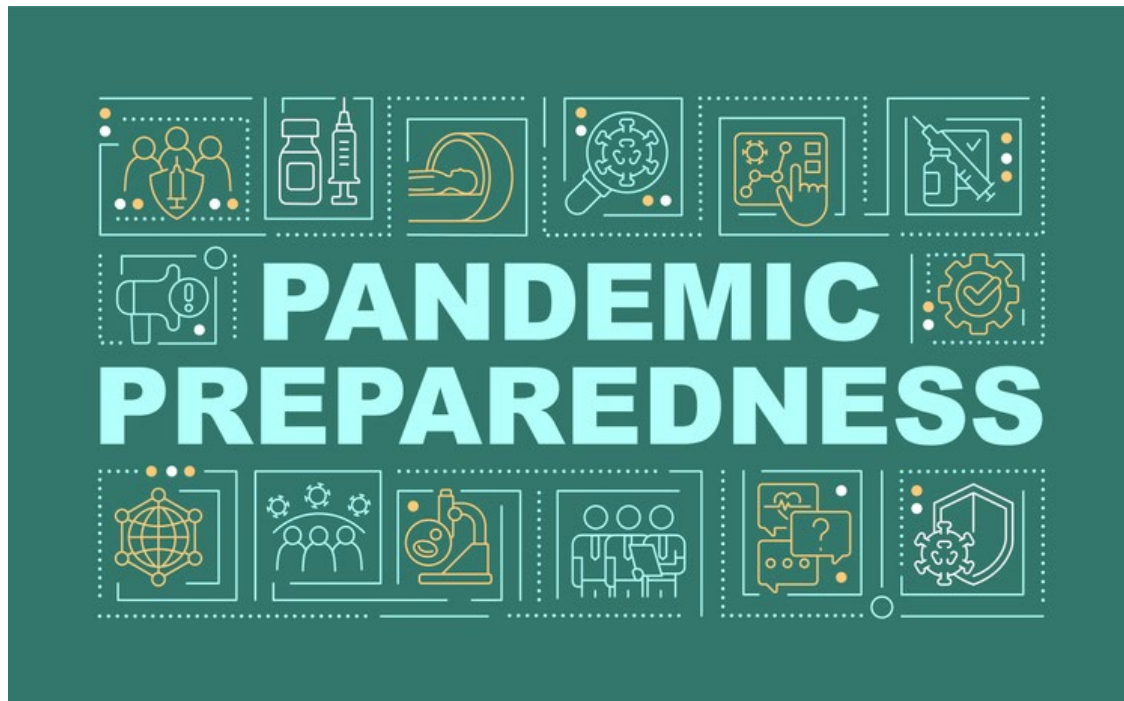


Subjective:  
**Chief Complaint(s):**  
• Overdue for Dental Services



PCP and Visit Info					
	ALERTS	Last Date	Due Date	Value	Notes
<p>Patel DO, Dipak--FP</p> <p>Next Medical Appointment: 12/6/2022 7:40:00 AM Meriden Medical</p> <p>Last Dental Visit: 4/11/2022 Location: CHC SiteName: Meriden Dental</p> <p>Reason for Visit: *MED PCP Recall. diabetes - 1 month follow up - yr // Luma confirmed 12/5/22 7:43am</p>	*** HTN	10/31/2022		145/82	
	*** HTN Offer BP Cuff			145/82	Patient has not completed Initial SMBP Questions
	*** Colonoscopy Screening	Never Done	Never Done		
	*** Depression Screening				
	*** Cardiovascular Statin Med				
	Needs Flu Vaccine 2022-2023				
	HCV Screening Needed				Needs HCV Screen
	SBIRT	4/6/2020			Yearly, 18+ yrs old
	Annual Chronic Pain Screening	4/6/2020	4/6/2021		If pos (most days/every day), administer PEG
	Diabetes Dental				MDIP Refer to Dental
	ACES Screening	Never Done			
Needs SMG	Never Done			Uncontrolled HTN	





# Poll: Are you prepared for the next pandemic?

- Yes
- No

# Recommendations

- Disease-centered model to patient-centered care
- Oral health is linked to medical and behavioral services diseases that manifest in mouth
- Encourage patients to receive dental care
- Trying to do as much as possible (accomplish exams, restorations, sealants) when patients come in
- Open up more hours – access, Saturdays, evening hours, fill opening
- What is the technology that will help us keep going forward?

# Ideas to Think About

The implementation of modern technology in dentistry

Revolution in oral health prevention

Teledentistry — remote provision of oral health care

New oral cancer screening devices

A multidisciplinary approach

Aging population

# Resources

## **NNOHA Workforce Resources**

[www.nnoha.org/pages-1/resources-%7C-workforce](http://www.nnoha.org/pages-1/resources-%7C-workforce)

## **NNOHA COVID-19 Resources**

[www.nnoha.org/pages-1/resources-%7C-covid-19](http://www.nnoha.org/pages-1/resources-%7C-covid-19)

## **NNOHA Access to Care Resources**

[www.nnoha.org/pages-1/resources-%7C-access-to-care](http://www.nnoha.org/pages-1/resources-%7C-access-to-care)

# Questions





# Contact Information

For information on future webinars, activity sessions, and learning mom: please reach out to [\*\*nca@chc1.com\*\*](mailto:nca@chc1.com) or visit [\*\*www.chc1.com/nca\*\*](http://www.chc1.com/nca)