

Community Dental Health Coordinator New Dental Team Member 2015 Update

Mr. Jon Holtzee – Director State Government Affairs

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

CDHCs Ms. Lisa Flatt, Nicole Tomlin, Angela Black

Action for Dental Health

Dentists Making a Difference

- These are Initiatives which:
 - Provide Care Now
 - Strengthen the Safety Net
 - Promote Prevention



Community Dental Health Coordinator Program

- Pilot Program began in 2007 and concluded in 2012
- 37 CDHCs currently working in 8 states
- CDHC Transition underway...
- Focus on Connecting Patients to Care

CDHC Oklahoma Profiles - Nicole Tomlin



What are CDHCs?

- Dental “community health workers” who perform outreach, individual and community education, and preventive services
- Dental team members who work in community settings, FQHCs, Tribal clinics, senior citizen centers, Head Start programs, religious institutions and 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

Case Management- Value Proposition

- Why it matters
- Connecting people with resources
- Being “The Dental Lady”



The Ultimate Prevention Strategy

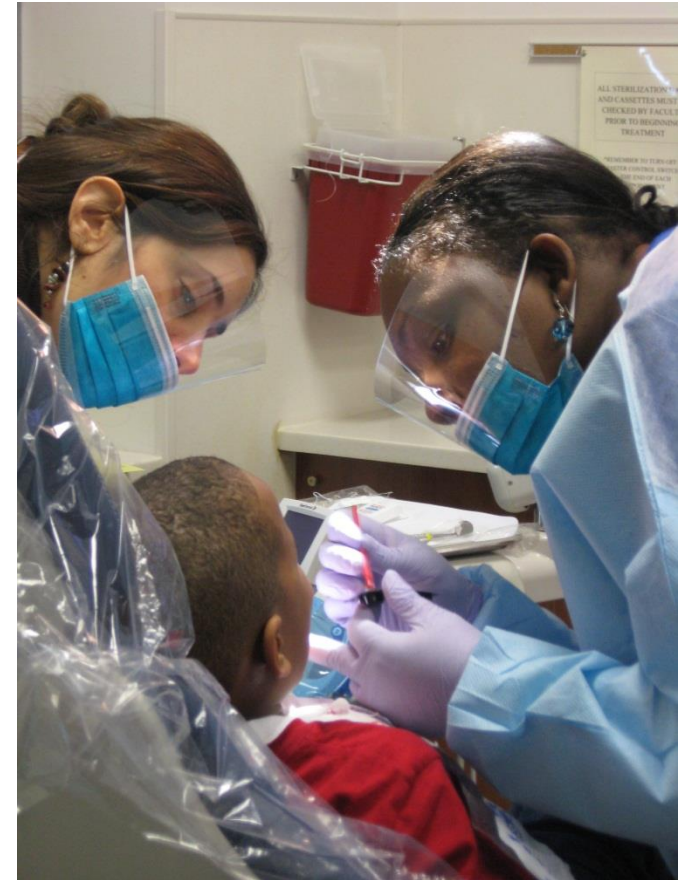


CDHC Profile: Lisa Flatt

- Head Start Program
- Expanded Duty Dental Assistant Value
- Communicating with Patients
- Connecting to Community via Outreach

CDHC Curriculum: Dental Skills

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



Potential Future Employers

- Community health clinics
 - FQHCs, IHS, Local Health Departments
- Schools
- WIC programs
- Head Start centers
- Dental Schools/ Hospitals
- Institutional settings
- Social Service agencies
- Community dentists



Community Health Worker Skills

- Community Mapping
- Motivational Interviewing
- Home Visit Strategies
- Evaluating Credible Data
- Being a “Change Agent”
- Cultural Competence
- Case Management



First Dental Exam : 12 months



CDHC Profile: Angela Black

- Evolution of CDHC program - from pilot to practice
- The value of dental case management through the lifespan
- CDHC certificate for professional success

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
- Tracking preventive services and completed treatment

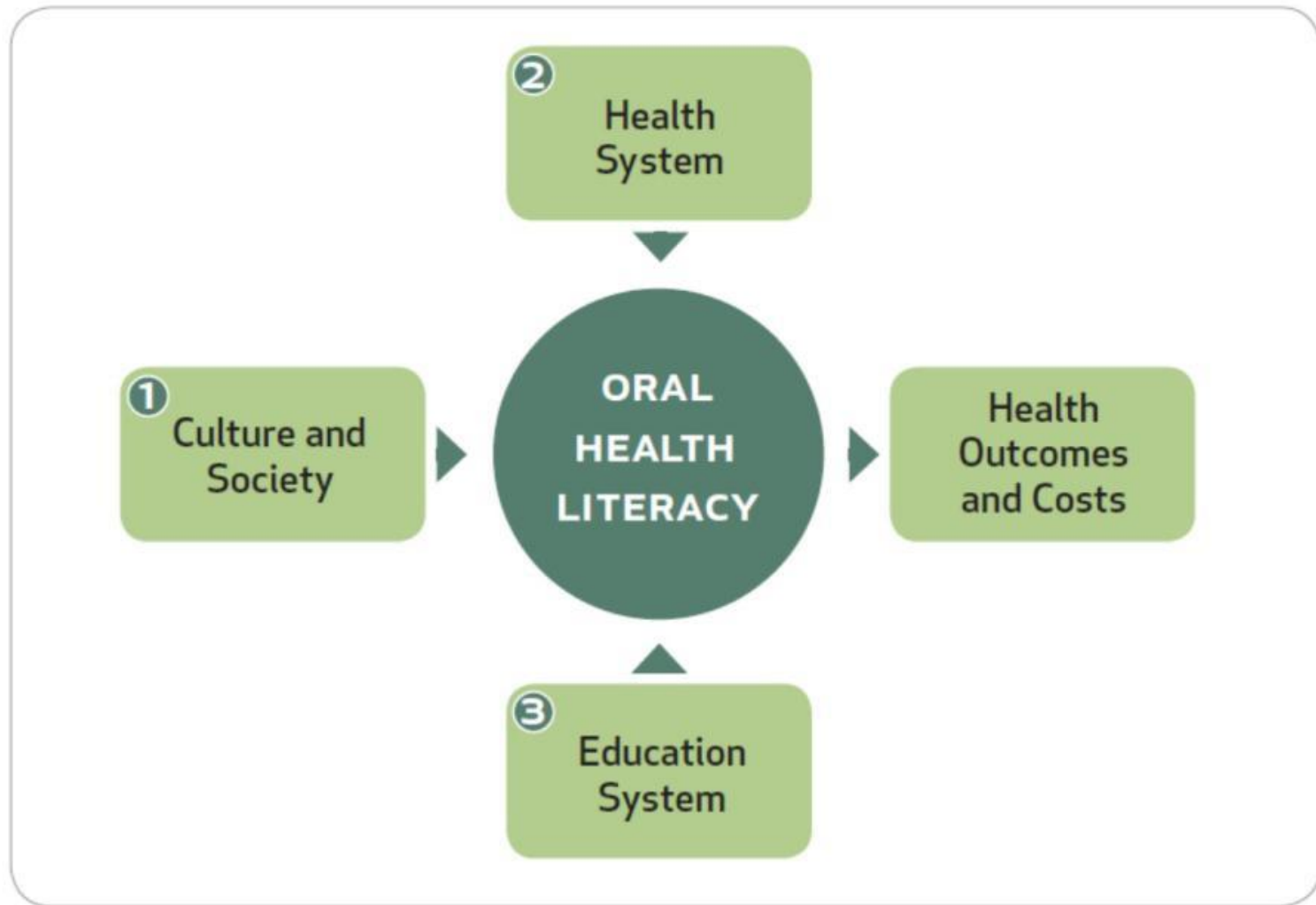


Patient Access and Outcome Metrics

- 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



Multiple Factors



Clinical Internship with Online Learning

- Typically in a **community clinic**, such as a Health Department clinic, school-based clinic or FQHC
- **Making a difference:** From the Pilot Program
 - 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.**

More results from the CDHC Pilot Program

- 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.**

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

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.”

CDHC Program Update

- Pilot Program (2007-2012) : 37 CDHCs now work in 8 states
 - New graduates from CCNM
- Program begins September 2015 in Florida, Arizona and Illinois
- Schools in Virginia and California begin program in 2016



Questions - Comments

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