

# Best Practices for Teledentistry Today and in the Future

CareQuest Institute Continuing Education Webinar

December 16, 2021

# Housekeeping

- We will keep all lines muted to avoid background noise.
- We will send a copy of the slides and a link to the recording via email after the live program.
- We'll also make the slides and recording available on [carequest.org](https://carequest.org).

## To receive CE Credits:

- Look for the evaluation form, which we'll send via email.
- Complete the **evaluation** by **December 24.**
- Eligible participants will receive a certificate soon after via email.

**We appreciate your feedback to help us improve future programs!**



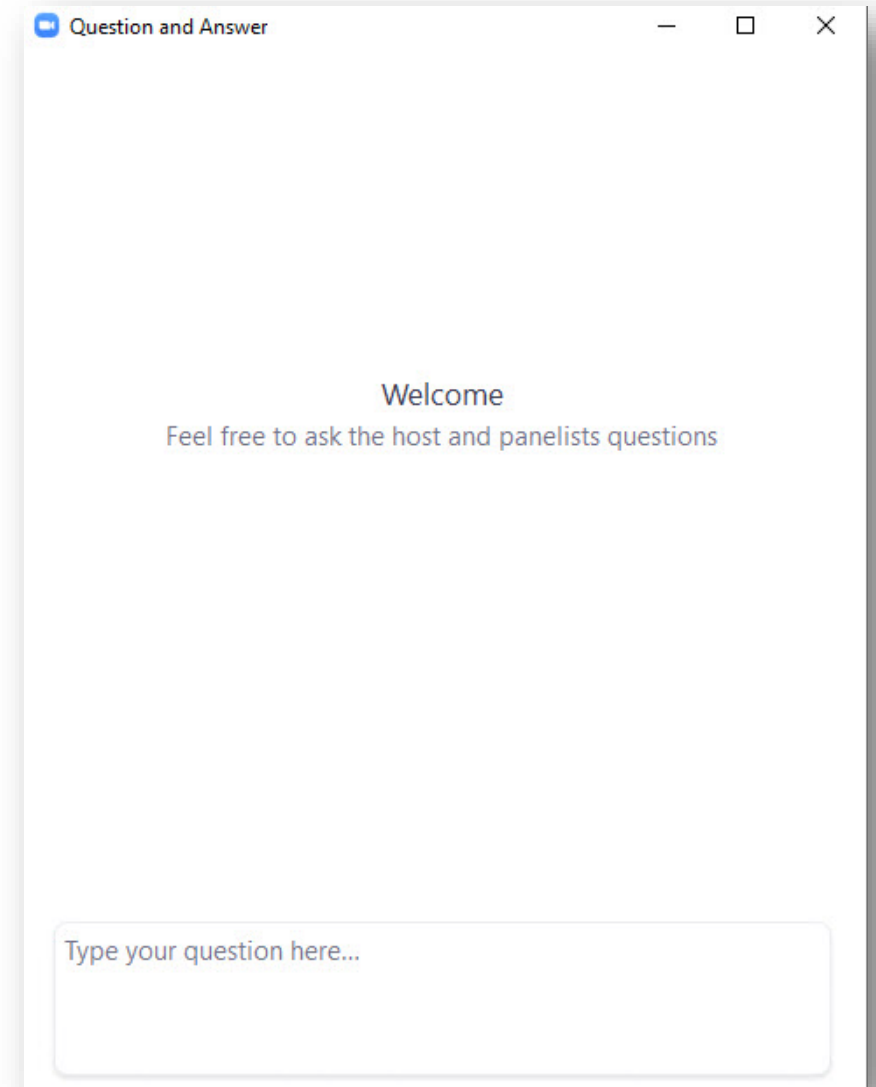
The CareQuest Institute for Oral Health is an ADA CER-P Recognized Provider. This presentation has been planned and implemented in accordance with the standards of the ADA CER-P.

\*Full disclosures available upon request



# Question & Answer Logistics

- Feel free to enter your questions into the **Question & Answer box** throughout the presentations.
- We will turn to your questions and comments toward the end of the hour.



# Learning Objectives

At the end of this webinar, you'll be able to:

- Identify best practices that facilitate the delivery of oral health care using teledentistry.
- Examine criteria to guide oral health stakeholders in developing their teledentistry best practices.
- Describe the methodology for creating the teledentistry best practices report.
- Discuss CareQuest Institute's strategic priorities around teledentistry and how they will influence the industry.

# Our Strategy

## Vision

A future where every person can reach their full potential through optimal health

## Mission

To improve the oral health of all

## Purpose

To catalyze the future of health through oral health



# Today's Presenters

## Best Practices for Teledentistry Today and in the Future



**WEBINAR | Thursday, December 16, 2021 | 3 p.m. ET | ADA CERP Credits: 1**

**MODERATOR & PRESENTER**



**Caroline McLeod, RDH, MS**  
Value-Based Solutions Manager,  
CareQuest Institute for Oral Health

**PRESENTER**



**Lori Kepler Cofano, RDH, BSDH**  
Dental Public Health Consultant,  
Association of State and Territorial  
Dental Directors (ASTDD)

**PRESENTER**



**Scott Howell, DMD, MPH**  
Associate Professor, Director of Public  
Health Dentistry & Teledentistry,  
A.T. Still University-Arizona School  
of Dentistry & Oral Health

# ASTDD Best Practice Approach Report Process

Lori Kepler Cofano, RDH, BSDH

Dental Public Health Consultant Association of  
State and Territorial Dental Directors



# ASTDD Best Practice Approach Report Process

**Topic selected by ASTDD Board and/or member suggestions**

-  
May be new topic or update to existing report

**Select Primary Author**

-  
May be a subject matter expert or a dental public health resident

**Best Practices Committee (BPC) forms workgroup**

-  
Several members of BPC and subject matter experts



# ASTDD Best Practice Approach Report Process

## Communication Plan Developed

- Problem statement
- Goal
- Target audience
- Key messages
- Dissemination plan
- External reviewers identified

## Primary Author Develops Narrative

- Developed by section
- Workgroup reviews and provides input
- Process can take 6-12 months
- Final narrative reviewed by external subject matter experts, ASTDD Board and ASTDD editor

## Request Examples

- States, territories, and organizations are contacted for examples related to the topic
- Examples linked in document
- Thank you sent with link to example and BPAR
- Ask them to disseminate BPAR and let ASTDD know where it has been shared

# ASTDD Best Practice Approach Report Process

## Final BPAR Posted

- <https://www.astdd.org/best-practices/>
- <https://www.astdd.org/bestpractices/teledentistry-bpar-2021-final.pdf>
- Please let ASTDD know if you use or share BPARs  
[cwood@astdd.org](mailto:cwood@astdd.org)

# Contact Information

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# Best Practice Approaches for State, Community, and Territorial Oral Health

## ► Programs

Scott Howell, DMD, MPH

Associate Professor

Director of Public Health Dentistry & Teledentistry

A.T. Still University-Arizona School of Dentistry & Oral Health

December 16, 2021

# Outline of Paper



Background and Rationale



Guidelines and Recommendations



Best Practice Criteria



Research Evidence



State Examples

# Background and Rationale

- ▶ Why Teledentistry?
  - ▶ Majority of US population does not receive dental care. Barriers include cost, distance to office, lack of time, no dentist available.
  - ▶ Teledentistry brings oral health services to people and connects them with providers over a distance.

# Background and Rationale

- ▶ What is teledentistry? - Examples
  - ▶ 1990's Department of Defense - increased access to specialists, improved communication between providers and patients
  - ▶ Virtual Dental Home - Two-thirds of school aged children managed by hygienist in community location, collaborated with remote dentist
  - ▶ Brazil - Dentists and specialists collaborated, 36% decrease in number of referrals made to oral medicine specialist
  - ▶ Video Conferencing - Consultations, post-op evaluations, counseling, emergency triaging all done by video decrease need for PPE and preferred by patients

# Background and Rationale

- ▶ A Pathway To Widespread Teledentistry
  - ▶ Policies need to be adopted that allow full range of technologies. Ex: don't limit to just synchronous.
  - ▶ Reimbursement on par with in-person visits and don't limit to certain procedures. Ex: only limited exams, not comprehensive or periodic.
  - ▶ Prepare the patients, the providers, and the community by providing training and technical support.



# Guidelines and Recommendations

## ▶ Policy

- ▶ <https://www.carequest.org/topics/teledentistry>
- ▶ [https://www.carequest.org/education/resource-library?keywords%5B0%5D=&type=&category\\_member\\_doc=Teledentistry&category\\_webinar=](https://www.carequest.org/education/resource-library?keywords%5B0%5D=&type=&category_member_doc=Teledentistry&category_webinar=)
- ▶ <https://www.medicaid.gov/medicaid/benefits/telemedicine/index.html>
- ▶ <https://www.medicaid.gov/medicaid/benefits/downloads/medicaid-chip-telehealth-toolkit.pdf>
- ▶ <https://southwesttrc.org/resources/funding>

# Guidelines and Recommendations

- ▶ Reimbursement
  - ▶ Payment parity
  - ▶ Considerations for new models
  - ▶ Cohesive regulations
  - ▶ Aligning state policies
  - ▶ Reassure and guidance for providers and patients
  - ▶ Coverage for a range of services

# Guidelines and Recommendations

## ▶ Provider, Patient, and Community Readiness

- ▶ <https://www.carequest.org/education/online-courseware/teledentistry-series>
- ▶ <https://azdhs.gov/prevention/womens-childrens-health/oral-health/azsmiles/index.php#toolkits-teledentistry>
- ▶ <http://www.ihi.org/resources/Pages/IHIWhitePapers/tel-emedicine-safe-equitable-person-centered-virtual-care.aspx>
- ▶ <http://www.cavityfreesf.org/video-resources/>
- ▶ <https://www.atsu.edu/asdoh-teledentistry>
- ▶ <https://www.ama-assn.org/system/files/2020-04/ama-telehealth-implementation-playbook.pdf>

# Best Practice Criteria

- ▶ Impact/Effectiveness
  - ▶ Have more people received oral health services and has oral health improved (i.e., improving access to care and reducing health disparities)?
- ▶ Efficiency
  - ▶ Are waiting times for appointments decreased?
- ▶ Demonstrated Sustainability
  - ▶ Are reimbursement policies reviewed regularly and adjusted given ongoing technological improvements?
- ▶ Collaboration/Integration
  - ▶ Is oral health integrated into non-oral health systems of care using teledentistry?
- ▶ Objectives/Rationale
  - ▶ Is there an identified need within the community that can be addressed with teledentistry?

# Research Evidence

- ▶ There are cost benefits for both patients and providers.
- ▶ There is an increased availability of knowledge and education for communities.
- ▶ Care provided with teledentistry can improve treatment efficiency.
- ▶ Collaboration between providers can improve using teledentistry and patients have greater access to specialty care when their dentist uses teledentistry.
- ▶ Findings from a teledentistry visit are equivalent to that of an in-person visit.
- ▶ Teledentistry is becoming more widely accepted among stakeholders.
- ▶ Oral health can improve when teledentistry is utilized.

# State Practice Examples

- ▶ Arizona - Private practice partnered with Head Start programs
- ▶ California - Community health centers and IPE
- ▶ Minnesota - Community health centers
- ▶ Missouri - Community health centers, schools, and nursing homes
- ▶ North Carolina - Teledentistry legislation
- ▶ Oregon - DentaQuest, responding to COVID-19
- ▶ South Dakota - Community health center
- ▶ CareQuest Institute - Strategic priorities and innovative advancements

# Contact Information

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# Teledentistry as a Strategic Priority at CareQuest Institute for Oral Health

Caroline McLeod, RDH, MS  
Value-Based Solutions Manager





# Aims

1. Promote teledentistry as a tool to enable health equity, prioritizing the underserved and increasing their access to care.
2. Endorse and grow teledentistry as a vital tool for education and preventive care.



<https://www.carequest.org/topics/teledentistry>

# Strategic Priorities

Community Oral  
Health  
Transformation  
(COrHT) Initiative

Grantmaking

Advantage Dental  
Partnership

# Community Oral Health Transformation (COrHT) Initiative

## What

Learning community with FQHCs in MA, OH, AZ

## Why

Operationalize integrated and value-based care, inclusive of virtual care

## Costs

Two learning communities at approx. \$350,000 over the last 2 years

## Outcomes

Increased utilization of teledentistry for emergent and preventive care



<https://www.carequest.org/health-improvement-programs/cohrt-dental-transformation>

# Grantmaking

## What

Awarding grant funds for teledentistry since 2012

## Why

Supports initiatives focused on models that better serve historically marginalized populations

## Costs

\$1 million awarded over the last 9 years

## Outcomes

Sustained preventive care delivery through teledentistry and to patients with special health care needs



<https://www.carequest.org/grantmaking>

# Advantage Dental Strategic Partnership

## What

Develop a synchronous emergency access program using MouthWatch TeleDent

## Why

Sustain patient access to care during the pandemic

## Costs

Funding by Advantage Dental

## Outcomes

Increased access to care; risk identification, management, and triage; cost savings in a VBC system



<https://www.advantagedental.com/teledentistry>

# Lessons Learned

## Impact

Teledentistry use based on consumer engagement/community needs

## Efficiency

Measuring takes intentionality, clearly defined measures, and consistent tracking

## Sustainability

Need for provider training and buy-in, viable reimbursement pathways, enabling policy

## Collaboration

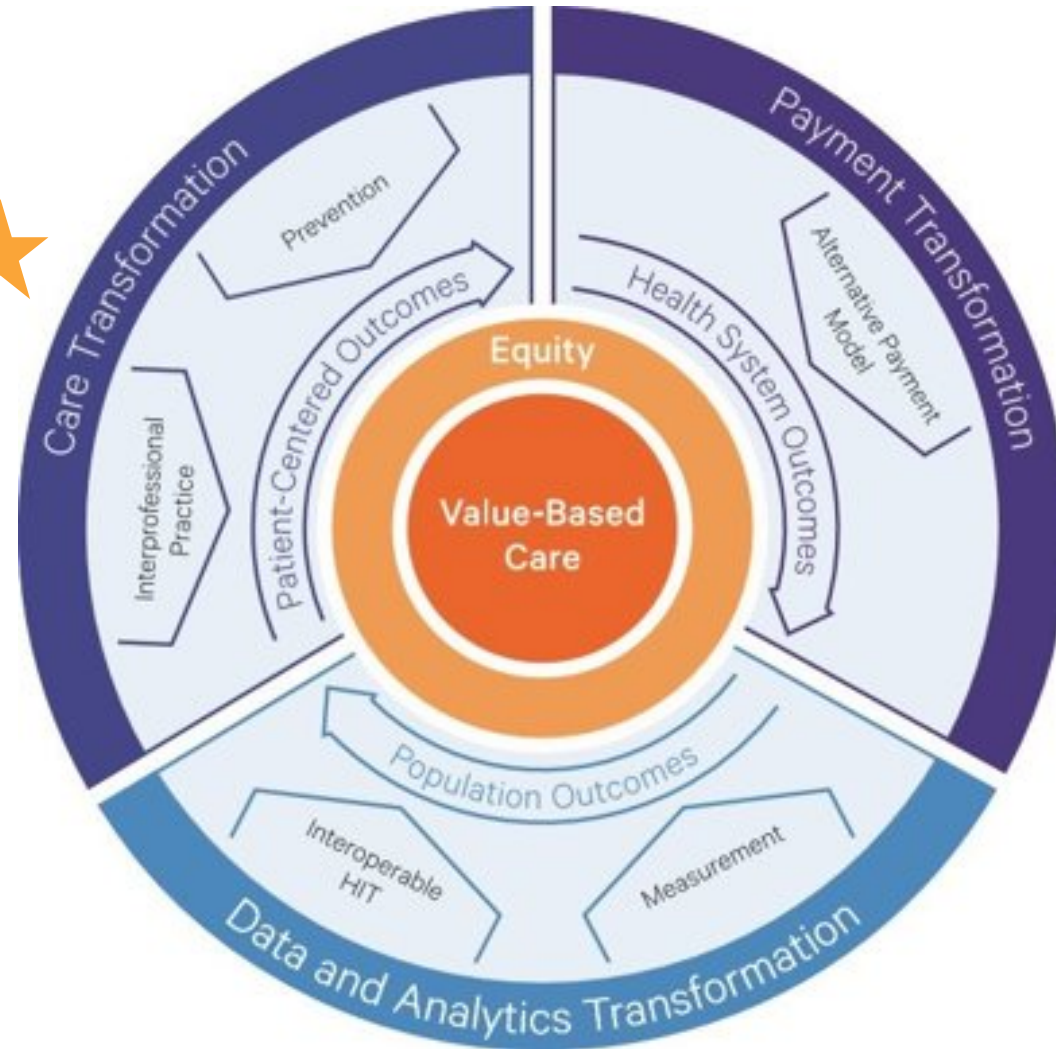
Strategic partnership and commitment is required

## Rationale

Clearly defined goals, objectives, and measures are vital to success

Teledentistry as  
a component of

# VALUE BASED CARE





Collaboration and partnership are key to achieving our mission — to improve the oral health of all.

**We hope you'll join us!**



# Contact Information

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# Questions

# To Explore More Industry-Leading Research

**CareQuest**  
Institute for Oral Health

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Reimagining Oral Health How We Work Topics Resources & Tools Education & Training

## Resource Library

We publish white papers, research reports, briefs, articles, posters, infographics, and tools on topics ranging from adult dental benefits to teledentistry. Use the filters below to find resources by type or topic.

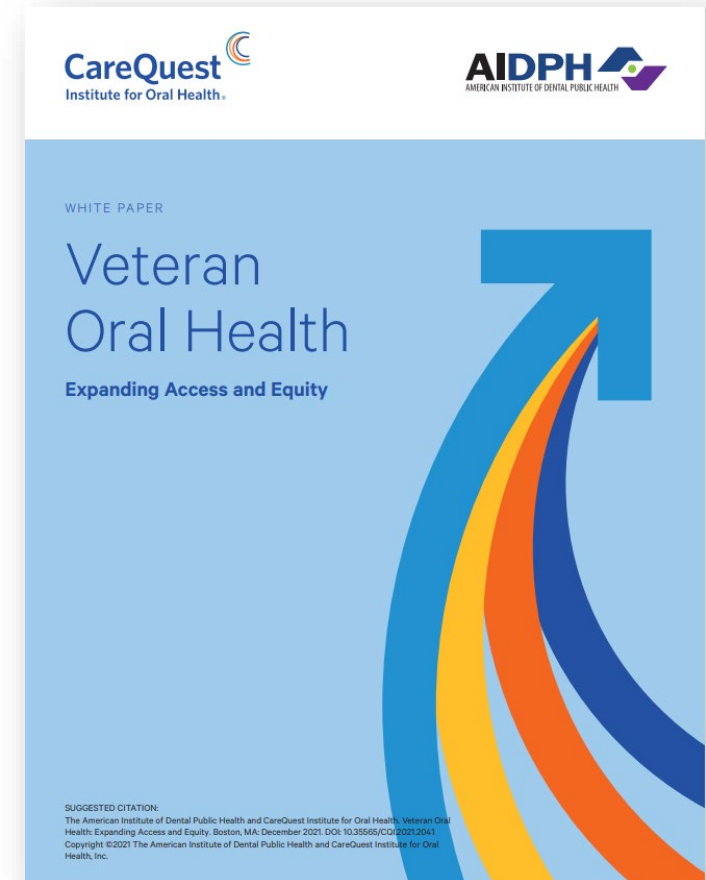
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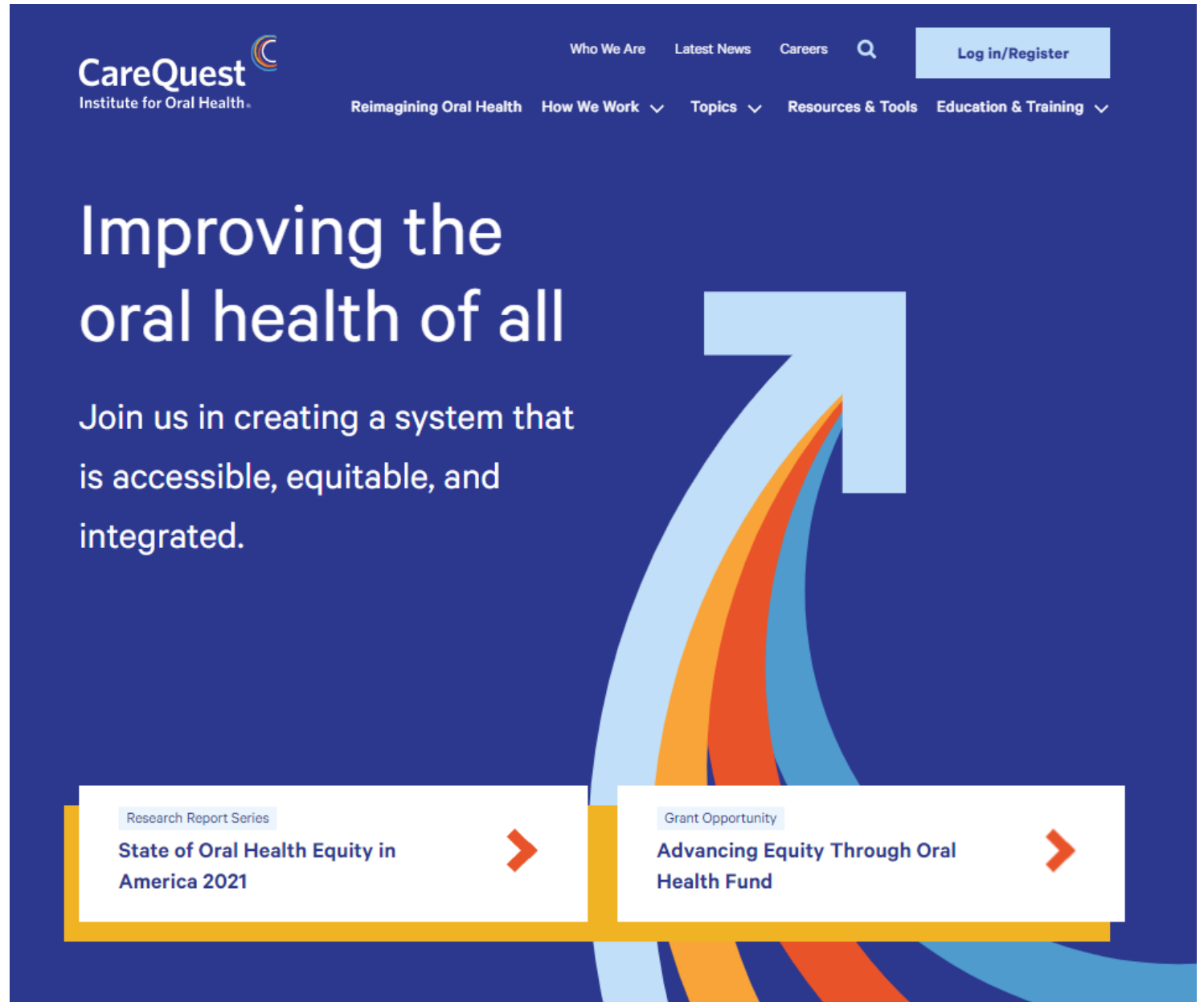
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Title	Topic	Type
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<a href="#">Veteran Oral Health: Expanding Access and Equity</a>	Expanding Access	White Paper
<a href="#">2021 Oral Health Information Technology Virtual Convening</a>	Care Coordination	Presentation
<a href="#">Dental Fear Is Real. Providers Can Help</a>	Expanding Access, Health Equity	Visual Report
<a href="#">Why We (Still) Need to Add Dental to Medicare</a>	Adult Dental Benefit, Expanding Access, Health Equity	Report
<a href="#">A Cross-Sectional Analysis of Oral Health Care Spending over the Life Span in Commercial- and Medicaid-Insured Populations</a>	Expanding Access, Health Equity	Article
<a href="#">Time Is on the Side of Change in Dentistry</a>	COVID-19 and Oral Health, Health	Article



# New Website

Keep an eye out for  
a new carequest.org!



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