Lunch & Learn

The Community Dental Health Coordinator in Your Oral Health Program

August 22, 2018
Welcome!

Today’s Session Objectives:

By the end of this webinar participants will be able to:

• Define the role of the Community Dental Health Coordinator in a health center dental program
• Take steps to create & develop this position within your own program
• Understand how you can utilize this position, including the elements needed to make the position work within your team
Q&A Logistics

• After the presentation we’ll have time for Q&A

• Two options:
  • Use the raise hand feature and we will unmute you
  • Type your question in the chat box
Additional Housekeeping

• All lines will remain muted to avoid background noise.

• A copy of the slides & a link to the recording will be shared after the webinar concludes.

• In order to receive CE credit you must fill out the evaluation, which will be shared at the end of the presentation.

The DentaQuest Institute is an ADA CERP Recognized Provider. This presentation has been planned and implemented in accordance with the standards of the ADA CERP.

*Full disclosures available upon request
About our First Presenter

Calvin Hoops is the dental practice administrator at Esperanza Health Center, located in Philadelphia, PA.

He has worked in the dental department at Esperanza for over 10 years, having started as a dental assistant and translator.

He became a Community Dental Health Coordinator (CDHC) in 2009 after participating in the second cohort of the ADA's pilot program.

Since then, he has transitioned to managing the dental clinic, where he continues to serve the Latinx and underserved populations of North Philadelphia, working to improve the oral health of his community.
Esperanza Health Center

Medical clinic established in 1989

Dental clinic opened 2008

3 total sites

1 site with full dental services

1 medical site has portable equipment for PHDHP cleanings and screenings within the medical clinic
Esperanza Health Center

Medical productivity:

- Providers: 17.925 FTE
- Encounters FY2017-2018 = 43,875

Dental productivity:

- Providers:
  - Dentist: 1.24 FTE
  - Hygienists: 2 FTE
- Encounters FY2017-2018 = 6,493
Esperanza Health Center: Dental Clinic

Main Dental Site:
- 7 Operatories
- Dental Providers:
  - 1.07 FTE dentist
  - 2 FTE hygienist
- Staffing:
  - 2 assistants
  - 2 front desk clericals
  - Office manager
- Visits: 6,493
  - Dentists: 2,936
  - Hygienists: 3,557

Payer Mix:
- 57.6% Medicaid/CHIP
- 31.9% Uninsured
- 6.9% Medicare
- 3.5% Commercial

Dental Patient Demographics:
- Total patients: 3,281
- Under 18: 43%
- Hispanic or Latino: 84%
- Under 100% FPL: 69% (entire clinic)
CDHC Pilot:

Fall 2009: EFDA training

Mar-Sep 2011: Internship

1-3 days per week, other days as assistant/dental billing

Focus areas:

- Outreach
- Education
- Medical/dental integration
- Inreach
Outreach and Education

Community Health Fairs

- 6 health fairs in service area
- Screenings and education
- 81 people
- Limited patient follow up

Community Organization:

Congreso de Latinos Unidos: Esfuerzo
HIV/AIDS Support Group

- Ryan White recipient
- HIV-specific oral health education
- Screenings
- Dental appointments coordinated with care managers
- Group visit follow up at the dental clinic
Improving Medical/Dental Integration

EMR improvements: Anticipatory guidance

Introduction of dental screening during medical visit

Fluoride education and supplements from medical providers
Inreach

Oral health education within existing Esperanza programs:

- Promotores classes
- Diabetes group visits
- Centering prenatal classes

Medical visit integration:

- HIV clinic:
  - Screenings and education
  - Follow up with existing dental patients
    - In 2 months, 45 patients seen
- Prenatal visits
Results

**Positive Outcomes:**

- Initial conversation for integrating oral health into medical visit
- Increased oral health awareness within Esperanza
- Increased community access to affordable dental care

**Challenges:**

- Time for CDHC and organizational commitment
- Difficult to build momentum
- Lack of tracking mechanism within EMR
- Time-crunched medical visits
- Sustainability
Future Plans

Need for care management for dental patients

Funding possibilities? Medicaid insurance incentives

Resurgence of support from medical clinicians
About our Presenters

Angelica Rivera grew up in the Inland Empire.

She began her journey at East Valley Community Health Center, Inc. 2014 as a Dental Front Desk Receptionist.

In 2016 Angie changed roles and became the Community Dental Health Coordinator.

Angie is very versatile, from coordinating to helping out at the front desk and dental assisting. She is very dedicated and continues to help in the local community.
Dr. Alison Sung grew up in Orange County, California.

She graduated from the University of California, Irvine with a degree in Biology and attended Temple University School of Dentistry in Philadelphia, PA.

Dr. Sung worked in New York City for a couple years before returning to California.

Through pure happenstance, Dr. Sung began working at East Valley Community Health Center, Inc. in 2005 and is still there today as the Dental Director.
THE COMMUNITY DENTAL HEALTH COORDINATOR IN YOUR ORAL HEALTH PROGRAM

Angie Rivera, Community Dental Home Coordinator (CDHC)

Alison Sung, DMD, Dental Director

August 22, 2018
East Valley
COMMUNITY HEALTH CENTER
Our Mission
To provide access to excellent health care while engaging and empowering our patients, employees and partners to improve their well-being and the health of our communities.

Who We Are
We are a Federally Qualified Health Center (FQHC) that provides medical, dental, and mental health services to individuals across the San Gabriel and Pomona valleys. We practice patient-centered care and strive to serve each patient with the care that meets their individual needs.

Who We Serve
Our service area is a large, diverse, complex and rapidly changing geographic area that is home to over 700,000 people and many face significant challenges in chronic disease, including diabetes, hypertension and asthma. The majority of our patients are the working poor, and many are uninsured. East Valley holds public and private contracts with many funding sources, which allow us to provide medical services at very low cost to qualifying individuals. Fees for our services are on a sliding scale, but no one is turned away because of inability to pay. East Valley accepts all public health insurance, such as Medi-Cal (also known as Medicaid), Medicare, and My Health L.A. as well as private health insurance.

East Valley is a health home for people who cannot be seen or cared for anywhere else.
Our Services

- Medical
- General Medicine
- Women’s Health
- Prenatal Care
- Family Planning
- Pediatrics
- HIV/AIDS Services
- Diabetes Care
- Chronic Conditions Treatment (diabetes, asthma, hypertension)
- Behavioral
- Assessments and Diagnosis
- Children’s Therapy
- Adult Therapy
- Couple’s Therapy
- Anxiety and Depression Support Groups

- Enabling services
- X-rays
- Transportation
- Case Management
- Education
- Diabetes Management
- Nutrition
- Chronic Condition Management
- Pregnancy Support
- Exercise
- Dental
- Child Dentistry
- Adult Dentistry
- Annual Exams
- Teeth Cleanings
- Tooth Fillings
- Tooth Extractions
- Denture Services
EVCHC CLINICS

5 clinics: 2 School-based clinics (SBC)

1 SBC opening soon (Dental/Vision)

2 sites have dental, soon to be 3
POMONA DENTAL

3 operatories
1.2 FTE Dentist
2.2 FTE Dental Assistants
2017 Dental Visits: 2,556
WEST COVINA DENTAL

6 Operatories
2.15 FTE General Dentists
0.2 FTE Pediatric Dentist
0.6 Hygienist
4.2 FTE Dental Assistants
1.0 FTE Lead Dental Assistant
1.0 FTE CDHC
2017 Dental Visits: 6,228
GOAL: INCREASE THE NUMBER OF ORAL HEALTH SERVICES THROUGH MEDICAL-DENTAL INTEGRATION

Specific Target - Pediatric Care Team in West Covina (Pomona did not have a steady Pediatrician at the time)
The CDHC is the point person for project related activities and communications pertaining to improving the capacity of the community clinics to deliver quality oral health care to young children. This consists of planning, executing, and ensuring quality control throughout the project.

*UCLA – First5LA Children’s Dental Care Program definition*
OUR WC TEAM

Medical Team

Dental Team
CHALLENGES

Buy-in of the Pediatrician
Increased workload
More paperwork
Entering of new codes into EHR
Inconsistent workflow with front desk team
Unsure of the role of a CDHC

Outreach

Once Medical/Dental Integration was fully integrated, Pediatric Dentist’s schedule very full; next visit 3 months out
General Dentists seeing younger children
HOW WE CONQUERED THE CHALLENGES

Chief Medical Officer was supportive and believed in the goal

Training for Pediatric Team:
- Onsite UCLA Training
- Training by Pediatric Dentist
- Training by CDHC

Having constant open communication with Pediatric Medical Team – CDHC

Regular check-ins with Pediatric Medical Team - CDHC
HOW WE CONQUERED THE CHALLENGES

Address Pediatric Team concerns by changing workflow, paperwork (PDSAs)

- initial “passports” didn’t go as well as expected
- patients asked to go upstairs to dental - challenging

Work closely with Patient Retention/Health Promotion Team for outreach opportunities, health fairs

In-reach at East Valley

Oral Health posters in all Medical Exam Rooms
HOW WE CONQUERED THE CHALLENGES

- Increased Pediatric Dentist’s hours from 6 hours/week to 8 hours/week
- Training for General Dentists by Pediatric Dentist
- “Graduated” pediatric patients from Pediatric Dentist to General Dentist
ONGOING CHALLENGES

*Entering codes into EHR

CDHC picking up the Caries Risk Assessment (CRA) Forms and emailing the codes to our Certified Professional Coder. Coder enters the codes.

*General Dentists sending younger patients back to Pediatric Dentist

*Outreach

Challenging to establish an MOU. Interest during initial talks, but upon follow-up, no response.
...BUT LOTS OF SUCCESS!!

Pediatric Medical Team have incorporated CRAs and fluoride varnishes as part of their Well Child Visits for ages 0-5.

Pediatric Medical Team CRA completion rate is in the 90%.

Medial Assistants schedule dental appointments directly into Dentrix, EDR.

Increased number of children ages 0-5 seen in dental.
## Dental Visits in West Covina

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<th>Category</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>YTD2018</th>
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<tr>
<td>Dental Only: 0-5 yrs. old patients (unduplicated)</td>
<td>58</td>
<td>159</td>
<td>219</td>
<td>214</td>
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<tr>
<td>Dental Only: 0-5 yrs. old encounters (visits)</td>
<td>76</td>
<td>274</td>
<td>485</td>
<td>374</td>
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</tbody>
</table>
WCV WITH FLUORIDE APPLICATION
FUTURE PLANS

Hope to expand successes to Pomona and Villacorta sites
Pomona has co-located dental while Villacorta does not – new challenges
Have been able to utilize CDHC’s skills for Virtual Dental Home (VDH) Program
CDHC assists in the coordination of other services needed for dental patients
Pediatric Dental Rotations for General Dentists
THANK YOU

Angie Rivera, Community Dental Home Coordinator (CDHC)
anrivera@evchc.org

Alison Sung, DMD, Dental Director
asung@evchc.org
Questions?
Post-Webinar Evaluation

*Click here for the:

**CDHC Post Evaluation Survey**

*required for CE credit*
Next Lunch & Learn Webinar

Developing a Provider Incentive Program

During this webinar a Health Center Dental Director and Chief Financial Officer will share their experience developing a dental provider incentive program that emphasizes a balance between financial, productivity and quality goals. They will discuss the planning process, how the program is structured, and challenges and successes that occurred during implementation.

Wednesday, September 19, 2018
1:00 pm – 2:00 pm, Eastern Daylight Time

Presenters:

• Dr. Nathan Suter, Dentist & Oral Health Program Specialist, COMTREA Comprehensive Health Center
• Amy Rhodes, Chief Financial Officer, COMTREA Comprehensive Health Center

*1 CDE credit available