SIGNATURE RESEARCH & PREVENTISTRY

DentaQuest Partnership Continuing Education Webinar
February 27, 2020

DOI: 10.35565/DQP.2020.3001
Learning Objectives

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

1. Understand the status of our current health care system and the role of the oral health in attaining optimal overall health.

2. Identify barriers patients face in accessing quality health care, and why a prevention-first approach can help achieve oral health for all.

3. Recognize the potential solutions to improve and transform the oral health industry, such as Value-based Care and Medical-Dental Integration.
Housekeeping

• All lines will remain muted to avoid background noise.
• A copy of the slides and a link to the recording will be shared after the webinar concludes.
• In order to receive CE credit you must fill out the webinar evaluation, which will be shared at the end of the presentation. The evaluation must be completed by **EOD Wednesday, March 4** to receive CE credit.

*Full disclosures available upon request
Q&A Logistics

After the presentations we hope to have some time for Q&A

Two ways to engage:

• Use the raise hand feature and we will unmute you

• Type your question in the chat box
Presenters:

**SIGNATURE RESEARCH & PREVENTISTRY**

Myechia Minter-Jordan, MD, MBA, President and CEO, DentaQuest Partnership for Oral Health Advancement and Catalyst Institute

Julie Hawley, Ph.D., CAE, Director, Analytics & Evaluation, DentaQuest Partnership for Oral Health Advancement
REVERSIBLE DECAY: ORAL HEALTH IS A PUBLIC HEALTH PROBLEM WE CAN SOLVE

Myechia Minter Jordan, MD, MBA
President & CEO, DentaQuest Partnership for Oral Health Advancement & Catalyst Institute
DentaQuest wanted to understand the current state of oral health in America.

To accomplish this objective, we gathered input from five key oral health stakeholders via an online survey. Their responses provided a full 360-degree view of oral health in America.

- 1500 Patients
- 305 Dentists
- 252 Employers
- 301 Physicians
- 41 Medicaid Dental Administrators (MDAs)

360° View of Oral Health:
- Importance
- Access
- Desires
SECTION 1: CURRENT HEALTHCARE SYSTEM
Most rate the oral health of Americans as Very Poor, Poor or Fair.

- Patients: 61%
- Dentists: 65%
- Physicians: 64%
- Employers: 58%
- Medicaid Dental Administrators: 90%

- Very Poor, Poor, Fair
- Good or Excellent
- Don’t Know
Routine Dental Care: Employment and Medical Costs

AVERAGE MEDICAL COSTS
$1,999 LOWER

for patients who received appropriate
oral health care compared to patients
who had not obtained such care

Giving all working-age adults access to
routine dental care would generate

JOBS FOR 9,972
CURRENTLY UNEMPLOYED ADULTS
And many don’t expect it to improve soon, noting significant barriers to care.

8 in 10 Physicians predict oral health will stay the same or get worse.

And

2 in 3 dentists, patients, employers agree

3 in 4 Americans report barriers to accessing dental care.

Why?

52% Cost
36% Lack of Insurance
Oral health is the top personal health concern.

Dental/oral: 51% for patients, 50% for parents (for children)
Cardiac/heart: 47% for patients, 39% for parents
Ophthalmologic/eye: 45% for patients, 36% for parents
Digestive/gastro-intestinal: 39% for patients, 32% for parents
Mental: 37% for patients, 30% for parents
Dermatologic/skin: 34% for patients, 26% for parents
Americans recognize a strong connection to overall health.

Access to Dental Care is Important for Improving Overall Health

- Patients: 93%
- Dentists: 98%
- Physicians: 98%
- Employers: 96%
- Medicaid Dental Administrators: 100%
There is universal agreement that access to dental care and dental insurance are important for improving overall health.

Access to Dental Care for Improving Overall Health is Important (among all stakeholders)

- Patients: 93%
- Dentists: 98%
- Physicians: 98%
- Employers: 96%
- Medicaid Dental Administrators: 100%

Importance of Dental Insurance for Dental Care Needs for Improving Overall Health (among all stakeholders)

- Patients: 90%
- Dentists: 87%
- Physicians: 94%
- Employers: 94%
- Medicaid Dental Administrators: 98%
Key stakeholders agree: oral health and overall health are connected.

In your experience, do you typically see a connection between patients’ oral health and their overall health?

- **Patients**: 79%
- **Dentists**: 96%
- **Physicians**: 90%
- **Employers**: 92%
- **Medicaid Dental Administrators**: 85%

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(Yes / No / Don't know)
Most believe that Medicaid and Medicare should include dental benefits.

Should These Programs Include Dental Benefits? (among all patients)

<table>
<thead>
<tr>
<th>Program</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid</td>
<td>78</td>
<td>22</td>
</tr>
<tr>
<td>Medicare</td>
<td>80</td>
<td>20</td>
</tr>
</tbody>
</table>

Patients are Misinformed

62% are not sure or incorrectly believe that Medicare currently includes dental benefits...

...Which it does not.
Adult Emergency Department (ED) Visits

14% Working-age adults enrolled in Medicaid

37% Adult visits to ED paid for by Medicaid

Low-income adults visit EDs for dental issues 2½X MORE THAN EXPECTED

Adult enrolled in Medicaid

ONE VISIT EVERY 43 SECONDS

Adult covered by private insurance

ONE VISIT EVERY 95 SECONDS
REVERSIBLE DECAY: ORAL HEALTH IS A PUBLIC HEALTH PROBLEM WE CAN SOLVE

Julie Hawley, PhD
Director of Analytics & Evaluation, DentaQuest Partnership for Oral Health Advancement
SECTION 2: BARRIERS TO HEALTH
Cost and access issues are patients’ top challenges for maintaining overall health—for oral health, cost is even more of a challenge.

### Challenges to Maintaining Overall Health (among Patients)

- It's too expensive: 39%
- Access issues*: 38%
- My health insurance doesn't cover everything I need: 24%
- Fear of the unknown: 23%
- Too much conflicting information about what's best for my health: 20%
- Lack of communication between my different care providers: 12%
- Other: 4%
- None of the above: 20%

### Barriers to Accessing Oral Health (among Patients)

- Cost of dental care: 52%
- Lack of dental insurance: 36%
- Access issues**: 32%
- Fear or anxiety about seeing a dentist/oral care provider: 28%
- Uncertainty about how often preventive dental/oral care visits are needed: 9%
- I have not had any trouble getting dental care: 25%
- Other: 1%
Americans want more than they are getting: most want to see a dentist at least once per year, but four in ten haven’t in the past year.

Desired Frequency of Regular Check-ups with Dentist or Oral Health Professional (among Patients)

- Multiple times per year: 12%
- Every 6 months: 47%
- Once a year: 16%
- Every other year: 7%
- Only as needed: 17%

Haven’t Seen a Dentist In the Past Year (among Patients)

- 76% haven’t seen a dentist in the past year.
- 43% of patients have seen a dentist in the past year.
One in three Americans lacks dental insurance, and those without insurance coverage are less likely to seek out preventive dental care.

Patients’ Dental Insurance Status

- Insured: 66%
- Uninsured: 34%

Dental Care Sought by Patients

- Saw dentist in past year
  - Insured: 41%
  - Uninsured: 65%
- Ever sought teeth cleaning
  - Insured: 76%
  - Uninsured: 94%
- Ever sought fluoride varnish
  - Insured: 18%
  - Uninsured: 36%
Dentists, Patients, Physicians, and Employers View the Dental System as Expensive.

Describe US Oral Health Care System as ‘Expensive’
(among Dentists, Patients, Physicians, and Employers)

- **Patients**: 70% rated it as expensive, mean score 2.8 on a scale of 1-7 (1 = Inexpensive, 7 = Expensive).
- **Dentists**: 57% rated it as expensive, mean score 3.3.
- **Physicians**: 77% rated it as expensive, mean score 2.6.
- **Employers**: 70% rated it as expensive, mean score 2.8.

On a scale from one to seven, how would you rate the current oral health care/dentistry system in America, based on your own perspective? [Expensive to Inexpensive]
Dentists acknowledge cost, misinformation, and fear as major barriers to care.

**Barriers to Maintaining Oral Health for Patients**
(among Dentists)

- **Cost of dental care:** 84%
- **Fear or anxiety about seeing a dentist/oral care provider:** 73%
- **Lack of dental insurance:** 65%
- **Misperceptions about how often preventive dental visits are needed:** 53%
- **Inability to take time off from work:** 45%
- **Lack of child care so that a patient can see a dentist/oral care provider:** 26%
- **Lack of transportation:** 21%
- **Language or cultural barriers:** 20%
- **Few dentists/oral care providers in area:** 15%

In your experience, how significant are each of the following barriers to accessing oral health care/dentistry for your patients, if at all?
However, many patients are misinformed about key oral health facts.

Top Oral Health Knowledge Gaps
(among Patients)

58% **incorrectly** think cavities are caused by sugar.

53% **incorrectly** believe people can be born with soft teeth.

49% **incorrectly** believe that tooth decay cannot be reversed.
And, half of patients see the system as scary, confusing, inconvenient, or ineffective.

Perceptions of the US Oral Health Care System (among Patients)

- Scary: 32%
- Confusing: 28%
- Inconvenient: 27%
- Ineffective: 16%

52% of Patients have at least one of these perceptions about the US oral health care system.

On a scale from one to seven, how would you rate the current oral health care/dentistry system in America, based on your own perspective?
Patients who are younger, lower educated, lower income, and speak languages other than English are most likely to struggle with the current system.

Who is the System Failing?
(% believing system is inconvenient, scary, confusing, or ineffective, among Patients)

- Young Adults: 61%
- HS Education or Less: 58%
- Income Below $50k: 59%
- Speaks a Language Other than English at Home: 60%

On a scale from one to seven, how would you rate the current oral health care/dentistry system in America, based on your own perspective? [Inexpensive to Expensive] [Scary to Comforting] [Confusing to Simple] [Ineffective to Effective]
Most Medicaid administrators do not believe current dental funding in their state is adequate.

Do you agree or disagree with the following? “Medicaid dental funding in my state is adequate.”

- Strongly agree: 7%
- Somewhat agree: 12%
- Neither agree nor disagree: 15%
- Somewhat disagree: 22%
- Strongly disagree: 44%

Total Disagree: 66%
SECTION 3: STAKEHOLDERS AGREE ON SOLUTIONS
Stakeholders are strongly aligned on solutions.

1. PREVENTION FIRST
2. MEDICAL-DENTAL INTEGRATION
3. EXPANDED ACCESS
4. COMPREHENSIVE ADULT BENEFITS
5. VALUE BASED CARE
1

START WITH PREVENTION

ALL SOLUTIONS WILL BE MORE IMPACTFUL IF THEY START WITH A FOCUS ON PREVENTION
Everyone agrees: prevention is key to improving health.

Importance of Access to Preventive Dentistry for Improving Overall Health (among all audiences)

- **Total Important**
  - Patients: 91%
  - Dentists: 98%
  - Physicians: 96%
  - Employers: 95%
  - Medicaid Dental Admins: 100%

- **Somewhat Important**
  - Patients: 22%
  - Dentists: 10%
  - Physicians: 17%
  - Employers: 25%
  - Medicaid Dental Admins: 100%

- **Very Important**
  - Patients: 69%
  - Dentists: 88%
  - Physicians: 79%
  - Employers: 70%
  - Medicaid Dental Admins: 100%

In your opinion, how important are each of the following for improving overall health? [Access to dental care]
Dentists believe preventive dental screens are most important to expand to nontraditional locations.

### Important Services to Expand (among Dentists)

<table>
<thead>
<tr>
<th>Service</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventive screens</td>
<td>83%</td>
</tr>
<tr>
<td>Examinations</td>
<td>79%</td>
</tr>
<tr>
<td>Flouride treatment</td>
<td>79%</td>
</tr>
<tr>
<td>X-rays</td>
<td>73%</td>
</tr>
<tr>
<td>Cleanings</td>
<td>70%</td>
</tr>
</tbody>
</table>

And, how important is it to expand the following procedures to traditionally non-dental settings?
MEDICAL-DENTAL INTEGRATION AND COLLABORATION: FOR PREVENTION AND BEYOND
There is ubiquitous belief that greater collaboration between dental and medical providers will improve patient wellbeing.

Agree that “Greater collaboration between dentistry and medical providers would improve patient care.”
(among all stakeholders)

- Patients: 76%
- Dentists: 93%
- Physicians: 86%
- Employers: 82%
- Medicaid Dental Admins: 98%
All audiences express strong support for dentists and physicians to provide reciprocal referrals.

“Dentists should refer patients to medical providers.”
(% agree, among all audiences)

“Medical providers should provide oral health care referrals.”
(% agree, among all audiences)
Dentists and physicians believe collaborative care teams improve patient outcomes.

### Collaborative Teams Improve Health Outcomes (among Dentists and Physicians)

<table>
<thead>
<tr>
<th></th>
<th>Dentists</th>
<th>Physicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improve health outcomes</td>
<td>74%</td>
<td>77%</td>
</tr>
<tr>
<td>Neither improve nor health outcomes</td>
<td>19%</td>
<td>16%</td>
</tr>
<tr>
<td>Impair health outcomes</td>
<td>7%</td>
<td>8%</td>
</tr>
</tbody>
</table>

**Mean Score (1-7):**
- Dentists: 5.3
- Physicians: 5.3

*In your own opinion, on a scale from one to seven, how would you rate collaborative health care teams? [Impair health outcomes / Improve health outcomes]*
Patients and Dentists support expanding dental services to primary care offices and community health centers.

For each of the below, please indicate how important expanding services to these locations would be to improving access to dental care.

How interested would you be in receiving dental care in each of the following locations?

- **Primary Care Office:**
  - Importance of Expanding Care (among Dentists): 72
  - Interest in Receiving Care (among Patients): 75

- **Community Health Center:**
  - Importance of Expanding Care (among Dentists): 75
  - Interest in Receiving Care (among Patients): 73

For each of the below, please indicate how important expanding services to these locations would be to improving access to dental care. How interested would you be in receiving dental care in each of the following locations?
A cohort of physicians (generally younger and serving lower-income populations) recognize the value of including dental services in their practice.

Interest in Adding Procedures to Practice
(among Physicians)

- Preventive screens: 44%
- Fluoride treatment: 38%
- Examinations: 29%
- Cleanings: 17%
- X-rays: 15%
In fact, a good number of physicians (especially pediatricians) are already offering preventive services to their patients.

Actions in the Past 12 Months
(among Physicians)

- Provide oral health screen as part of the general medical exam
  - Adult Care: 37%
  - Pediatric Care: 55%
  - Family Care: 50%

- Administer preventive services [like fluoride varnish]
  - Adult Care: 9%
  - Pediatric Care: 33%
  - Family Care: 15%
Dentists and Physicians agree that collaborative health teams improve health outcomes, and see some room for improvement in simplicity and agility.

Views of Collaborative Health Teams
(among Dentists and Physicians)

- Impair health outcomes
- Efficient
- Inefficient
- Cost ineffective
- Confusing
- Simple
- Cumbersome
- Agile

In your own opinion, on a scale from one to seven, how would you rate collaborative health care teams?
EXPANDING ACCESS TO NONTRADITIONAL LOCATIONS
A cohort of dentists have already taken action to expand access to care via school-based dentistry, collaborative care, and mobile care.

**Currently Implementing Practices to Address Patient Barriers (among Dentists)**

<table>
<thead>
<tr>
<th>Practice</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Collaborative care (interprofessional practice initiatives)</td>
<td>36%</td>
</tr>
<tr>
<td>School-based dentistry/oral health services</td>
<td>27%</td>
</tr>
<tr>
<td>Mobile/home/community-based care</td>
<td>14%</td>
</tr>
<tr>
<td>Shared EHRs</td>
<td>14%</td>
</tr>
<tr>
<td>Wraparound services to facilitate care (e.g. transportation, child care)</td>
<td>9%</td>
</tr>
<tr>
<td>Telehealth or e-visits</td>
<td>9%</td>
</tr>
<tr>
<td>Any of the above</td>
<td>56%</td>
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Do you currently participate or implement any of the following strategies for overcoming patients' barriers to oral health care?
Additionally, dentists’ top area of innovation is in providing convenient access to urgent care.

Currently Utilizing in Practice (among Dentists)

- Providing convenient access to urgent dental care: 58%
- 3D printing and/or scanning technology: 40%
- New professional preventive treatments, such as silver diamine fluoride: 34%
- Providing medical screenings and associated referrals to health professionals: 33%
- Connected smart toothbrushing apps and products: 28%
- Mobile apps that simplify the dental experience: 22%
- None: 7%

Which of the following innovations are you currently utilizing in your practice? Select all that apply.
Schools appear to be the most logical for expanding access to pediatric dentistry; community centers are a good option for expanding access to both adult patients and children.

Interest in Expanded Care Locations
(among Dentists, Patients, and Parents)

- School: 46% (Patients), 68% (Dentists), 74% (Parents)
- Community Center: 56% (Patients), 59% (Dentists), 69% (Parents)
- Pharmacy: 50% (Patients), 57% (Dentists)
- Workplace: 40% (Patients), 44% (Dentists), 51% (Parents)

For each of the below, please indicate how important expanding services to these locations would be to improving access to dental care. [Dentists] How interested would you be in receiving dental care in each of the following locations? [Patients] How interested would you be in your child receiving dental care in each of the following locations? [Parents]
DENTAL COVERAGE UNDER PUBLIC INSURANCE PROGRAMS
Most believe that Medicaid and Medicare should include dental benefits.

Should These Programs Include Dental Benefits? (among all patients)

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Patients are Misinformed

62% are not sure or incorrectly believe that Medicare currently includes dental benefits…

…Which it does not.
Medicaid Dental Administrators believe they play an important role in addressing patient barriers to care.

MDA’s Role in Addressing Patients’ Barriers to Proper Oral Health Care
(among Medicaid Dental Administrators)
Medicaid Dental Administrators believe comprehensive coverage improves overall health, not just oral health

Most Important Benefits of Comprehensive Dental Coverage Under Medicaid (among Medicaid Dental Administrators)

- Prevents development of diseases related to untreated oral health issues: 68%
- Improves the health of the state population: 59%
- Leads to savings on emergency care: 59%
- Leads to savings on chronic disease management: 56%
- Improved oral health allows individuals to find and maintain jobs: 34%
- Cost-effective for the state's budget: 17%

In your opinion, what are the most important benefits of offering comprehensive dental coverage to Medicaid beneficiaries? Please select up to three
PAYMENT MODELS THAT PRIORITIZE HEALTHY OUTCOMES
Dentists, physicians, and employers all agree: dental insurance should prioritize healthy outcomes over volume of services delivered.

“Dental insurance should prioritize healthy outcomes over volume of services delivered.”
(among Dentists, Physicians, and Employers)
Patient care coordination is appealing to dentists, physicians, and Medicaid Dental Administrators, while a more comprehensive fee for service program appeals mostly to dentists.

**Appeal of Value-Based Care Initiatives**
(among Dentists, Physicians, and Medicaid Dental Administrators*)

<table>
<thead>
<tr>
<th>Initiative</th>
<th>Dentists</th>
<th>Physicians</th>
<th>Medicaid Dental Admins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient care coordination</td>
<td>74%</td>
<td>79%</td>
<td>93%</td>
</tr>
<tr>
<td>More comprehensive fee for service program</td>
<td>69%</td>
<td>68%</td>
<td>68%</td>
</tr>
<tr>
<td>Accountable care organizations</td>
<td>54%</td>
<td>61%</td>
<td>90%</td>
</tr>
<tr>
<td>Outcomes-based contracts</td>
<td>33%</td>
<td>54%</td>
<td>90%</td>
</tr>
<tr>
<td>Capitation and bonus payment programs</td>
<td>31%</td>
<td>48%</td>
<td>68%</td>
</tr>
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* Medicaid Dental Administrators were asked how important, rather than how appealing, these initiatives were.
Most Employers are open to value-based benefit design for dental; cost savings and total program cost would be top considerations in the decision.

**Interest in Value-based Benefit Design**
(among Employers who have not implemented value-based design)

- Extremely interested: 21%
- Very interested: 30%
- Fairly interested: 27%
- A little interested: 11%
- Not at all interested: 10%

**Considerations When Deciding to Adopt a Value-based Benefit Design**
(among Employers)

- Total cost savings as a result of the program: 59%
- Total cost of the program to organization: 58%
- Projected health outcome impact: 36%
- Data you would receive by participating: 34%
- Affordable care act coverage requirements: 33%
- Implementation and communication: 31%
- Total lost productivity savings as a result: 27%
- Benchmarking data: 21%
- Population trends: 19%
Medicaid Dental Administrators would be motivated to implement VBC by lower costs and improved quality.

### Important Motivations for Implementing Value-based Care Initiatives in Oral Health
(among Medicaid Dental Administrators)

<table>
<thead>
<tr>
<th>Motivation</th>
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</tr>
</thead>
<tbody>
<tr>
<td>To help lower dental care costs.</td>
<td>85%</td>
</tr>
<tr>
<td>To improve the quality of beneficiaries’ healthcare.</td>
<td>83%</td>
</tr>
<tr>
<td>To meet overall beneficiary demand.</td>
<td>66%</td>
</tr>
<tr>
<td>To meet affordable care act requirements.</td>
<td>61%</td>
</tr>
<tr>
<td>To meet demand of specific group [e.g. key executives or beneficiary…]</td>
<td>56%</td>
</tr>
<tr>
<td>To help reduce lost productivity.</td>
<td>46%</td>
</tr>
</tbody>
</table>
DentaQuest’s Approach

PREVENTISTRY®

Preventistry is our all-in approach to revolutionizing oral health in fundamental ways

CARE  VALUE  INNOVATION  TRANSFORMATION
Preventistry® enjoys broad support across key audiences.

“The Preventistry approach can contribute to a better oral health system.”
(%. agree, among all audiences)
REVERSIBLE DECAY: ORAL HEALTH IS A PUBLIC HEALTH PROBLEM WE CAN SOLVE

DentaQuest.com/ReversibleDecay
QUESTIONS?
Webinar Evaluation

https://www.dentaquestpartnership.org/node/193734

*Must complete by **EOD Wednesday, March 4** in order to receive CE credit