Improving Oral Health Using Telehealth-Connected Teams And Virtual Dental Homes

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The Era of Accountability

Dental Care Utilization in US

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Population</th>
<th>% Utilization</th>
<th>Utilizers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-18</td>
<td>69,916,504</td>
<td>48.5%</td>
<td>33,909,504</td>
</tr>
<tr>
<td>20-64</td>
<td>195,794,862</td>
<td>36.0%</td>
<td>70,486,150</td>
</tr>
<tr>
<td>65+</td>
<td>47,760,852</td>
<td>43.7%</td>
<td>20,871,492</td>
</tr>
<tr>
<td>Total Utilizers</td>
<td>333,472,218</td>
<td>40.0%</td>
<td>125,267,147</td>
</tr>
<tr>
<td>Total Non-Utilizers</td>
<td>60.0%</td>
<td></td>
<td>188,205,071</td>
</tr>
</tbody>
</table>

Most non-utilizers are low income and have significantly more disease than utilizers!


Health Care and Social Spending as a Percent of GDP 2013

The current dental care system primarily serves the wealthiest and healthiest segments of the population
Social Determinants of Health

The Quadruple Aim

The Declining Role for the Dental Drill

Care for Chronic Oral Diseases
Community-based Prevention and Early Intervention Procedures

The Virtual Dental Home Concept Model

The Virtual Dental Home Sites
Oral Health Systems for Underserved Populations

Telehealth-Connected Teams

- Reach people, emphasize prevention, and lower costs
- Majority of people kept and verified healthy on-site
  - About 2/3 of children had all needed services completed by dental hygienist
- Continuous presence
- Community organization integration
- Dentist integration

The Virtual Dental Home Current Trainees

- 8- DentalQuest Learning Collaborative
- 19- DHCS Dental Transformation Initiative
- 1- Delta Dental
- 5- HRSA
- 1 – CA Wellness
- 2 – Regional Centers
- 1 – Hawaii
- 1 – Oregon
- 5 – Colorado
- 2 – Idaho
- 2 – Rhode Island
Total = 50 entities

San Mateo County

- 1 site in VDH Demonstration
- Partner – IHSD Head Start Agency
- 1 part time community team
- East Palo Alto

Ravenswood Family Health Center

- Serving Children of All Ages
- 1807 Bay Road
- East Palo Alto
- (650) 289-7700
San Mateo County

2018
- 27 sites
- Multiple agencies and schools
- 2 full time community teams
- Across San Mateo County

States Adopting Virtual Dental Home Systems

2010

2014

2018

2019

Dental Care in the Future

- Dental Practice =
  - Geographically distributed
  - Telehealth enabled
  - Oral health teams
- Chronic disease management
  - using biological, medical, behavioral, and social tools
- Integrated with general health, educational, and social service systems
- Interacting with the majority of the population
- Focused on oral health outcomes in the
  Era of Accountability
The Legal and Regulatory Environment

There are a number of legal and regulatory issues to consider when designing or implementing a telehealth-connected system of care. These issues are briefly described here.

Legal and Regulatory Environment

Ability to use telehealth

- Scope of practice laws, regulation, interpretation
- Ability of allied personnel to collect diagnostic records prior to a patient being seen by a dentist
- Ability of allied personnel to perform procedures in locations separate from dentists
- Understanding that dentists can develop a diagnosis and treatment plan without an in-person visit with the patient

Dentist Examination

ADA CDT 2017 Definitions

- “Clinical Oral Evaluations”
  - “… recognize the cognitive skills necessary for patient evaluation. The collection and recording of some data and components of the dental examination may be delegated; however, the evaluation, which includes diagnosis and treatment planning, is the responsibility of the dentist.”

Legal and Regulatory Environment

Ability to be paid for services performed using telehealth technologies

- Principle: consider telehealth technologies as communication tools, distinct from the health services that are being provided.
- Require payors to pay for covered services whether performed in-person or with the use of telehealth technologies
- Include store-and-forward as well as real time
Legal and Regulatory Environment

Ability to be paid for services performed using telehealth technologies

- Suggested language:
- “face-to-face contact between a health care provider and a patient is not required for services performed using real time or store-and-forward teledentistry.”

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