2012 National Primary Oral Health Conference
Diane Oakes, Washington Dental Service Foundation
Brett Pack, DMD, Moses Lake Community Health Center
Objectives

- Snapshot of WA CHCs
- WDS Foundation and PCA partnership
- Development of the Learning Network
- Dr. Brett Pack – Moses Lake CHC
- Key Success Factors
- Introduce Learning Network members
Washington’s Community Health Centers
Dental Patient Visits 2000 - 2010

% WA Residents below FPL treated at FQHC

WA FQHC Dental Patients

WA FQHC Dental Visits/Encounters
Medicaid Patient Visits 1993-2011
To prevent oral disease and improve overall health.

We do this through innovative programs and policies that produce permanent changes in the health environment so that over the long-term oral disease is prevented.
Young Children

 Seniors

(includes prenatal)
Expanding capacity (since 2000):
- Grants to 20 CHCs
- 190,000 additional patient visits annually

2005/2006 – observed HRSA funded Oral Health Disparities Collaborative in Colorado

2007 – Survey of Dental Directors

2008 – Learning Network began
Collaboration with PCA
Goal

Provide space for CHC Dental Directors to discuss together common challenges and share promising practices in order to increase the ability of CHC’s to improve the oral health of the patients they serve.
January 2009 – Quarterly mtgs began

- First Phase:
  - Facilitated by external consultant
  - all dental staff invited
  - Presentations by external experts
2nd Year – increased engagement

- Second Phase:
  - Dental Director chair
  - Planning committee
  - Dental Directors only
  - Meetings highly participatory (panels, open discussion)
The Environment

CHC Dental Clinics

- Increased poverty
- State Budget Cuts
- ACA
- New Workforce Proposals
- Patient Centered Health Home
<table>
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<tr>
<th>Year</th>
<th>Topic</th>
<th>2009</th>
<th>2010</th>
<th>2011</th>
<th>2012</th>
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<tr>
<td>2009</td>
<td>Early Childhood Oral Health</td>
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<td>Leadership Challenges</td>
<td>Managing in Changing Times</td>
<td>Quality Improvement I</td>
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<td>2010</td>
<td>Perinatal Oral Health</td>
<td>New Workforce Models</td>
<td>Medical / Dental Integration</td>
<td>Quality Improvement II</td>
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<td>Leadership</td>
<td>Building a Vibrant Workforce</td>
<td>Telling the CHC Story/Silver Nitrate</td>
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<td>2012</td>
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<td>Budget Cuts</td>
<td>Disease Management</td>
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**Speakers**

- Dr. Irene Hilton
- Dr. Dan Watt
- Dr. Marty Lieberman
- Dr. Mark Koday
- Dr. John Caron
- Dr. Alex Narvaez
Data is submitted quarterly. Quarters are defined as ending on the last date of the quarter and rolling back 12 months.

Numerators and denominators for the following metrics are being tracked –

- % and number of children registered as a clinic patient (medical) who have a dental visit prior to their second birthday (% is calculated)
- % and number of pregnant women registered as clinic patients (medical) who have a dental visit during their pregnancy (% is calculated)
Moses Lake Community Health Center

Brett L Pack, DMD
Dental Director
When I started at MLCHC:

- Dental providers held differing opinions about treating patients during pregnancy
- No standard for when to establish dental care to young children
  - Numerous young children being referred to OR with dental caries
- Dental and Medical Departments working completely independently
As a new Dental Director...

How can we integrate Dental and Medical?

How to prevent child OR visits?

How to direct a Dental Department?

How best to treat pregnant patients?
Solutions

How to integrate Dental and Medical?
How to prevent child OR visits?
How to direct a Dental Department?
How best to treat pregnant patients?

WA Dental Learning Network
Dental Learning Network Meeting Topics:

- Medical/Dental Integration
- Provider incentive programs
- Meaningful peer review
- Green Dental Clinics
- Quality measures and Dental metrics:
  - Pregnant patient treatment
  - Early Childhood Treatment
Highlight of topics implemented at MLCHC:

- **Medical/Dental Integration**

- **Quality measures and Dental metrics:**
  - Pregnant patient treatment
  - Early Childhood Treatment
% of Medical patients < 2 who have had a dental exam

% kids < 2
MA explains importance and offers Dental visit

MA calls Dental on dedicated line

Dental prepares paperwork & materials

Dentist and DA go to treatment room in Medical and complete exam and parent education

MA re-calls Dental when Medical provider finishes

Dentist and DA at the ready

Dentist documents dental visit in EMR and copies to Dental record

Needed immunizations are administered by nurse

End Process
Moses Lake Metrics

% of Medical patients < 2 who have had a dental exam

- % kids < 2
Where to go from here?

Pre-program base data has been collected

Continuing to measure caries prevalence

GOAL: Measurable success of our Pediatric Oral Health Initiative

Diabetic Oral Health Initiative. . .
“Contact with other dental directors is really what keeps me going”

“It’s a brain trust...I can bring my unique challenges to a select group of peers and benefit from the collective thoughts”

“Seeing a level of cooperation that I didn’t realize was there before between the CHCs”
Key Success Factors

- Engaging Dental Directors in the planning and facilitation of the meetings
- Ensuring meeting topics are relevant and interesting to Dental Directors
- High level of interaction opportunities
- Gaining buy-in from Health Center CEOs
- Primary Care Association link
WA Dental Directors Here

Moffett Burgess
John Caron
Michael Insani
Mark Koday
Marty Lieberman
Alex Narvaez

Roxanne Oshiro
Brett Pack
Jeff Reynolds
Kinshore Shetty
Bruce Wilcox