Elimination of Dental Disease and Self Management Goals

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Madison Cooper Community Dental Clinic (MC3)

- A department within Heart of Texas Community Health Clinic (HOTCHC) in Waco, Texas
- One of four dental clinics
- Provide dental care to adults and children
- Opened July 2012
- Started working with EDD August
- Set up clinic procedures from the beginning using CRA and SMG.
MC3
Our Team
PREPARATION
OUR EXPERIENCE

- Ongoing learning process.
- Rolling out to other clinics, see how far we have come.
- Strength: systems, awesome team willing to work together.
- Weakness: Data, collection and reporting.
EDD/ECC- exams (protocol)

Pt arrives:
FO checks-in pt (hands all paperwork)
Once PW is finished, FO hands pt recall card/info sheet to pt (once done FO will place on outside of chart under paperclip)

**FO puts pt as ready**
Then assistant will place “In TX”
(make sure all setup is complete; ex. Instruments, mask & gloves, x-rays, SMG paper, survey, post-it for **BP: P: /Age: / Tx for today**)
Asst. will call pt back, **verify birthdate**

**Stop & take PANO (if needed)**: this helps to verify if additional PA’s are needed (decayed/ broken teeth),
if so take these x-rays when taking BW’s & PA of anterior teeth (MC3-protocol for x-rays)

**Pt is then seated in room to take all x-rays**
Take all x-rays needed, once done scan into Scan-X, then mount & sync x-rays
Set complete all x-rays that were taken in chart (this helps Dr know which x-rays were done)
Return to room & clean up room (remove apron from pt, clean x-ray machine, etc...)

**Take BP on pt & review Medical History, place in clinical notes**
(if no medical Hx/meds/allergies, please input None in chart-never leave empty or place N/A)
(if pt has meds not listed in Dentrix **PLEASE MANUALLY input** into chart & NOT put * other see chart*)
UNDER description place what tx is getting done today (ex. Comp, 4bw, 1pa, pano)

**Then asst. will go over EDD pre-questions with pt or parent** (these questions are asked in a conversational manner prior to calling Dr in for exam.
Asst. will explain to pt that we are asking these questions in order to get an idea of their @ home routine & to help identify any areas that they could improve their dental care. Explain that once the Dr. does the exam, the Dr. will recommend some ways the pt. can decrease their risk of having dental disease. These can be a goal that the pt will work on for the next 6 months to help prevent disease (cavities) and maintain their dental disease oral health. We will explain as we go.

**Once done call provider**
When Dr. arrives in room, **asst. will inform Dr. of any particular risk factors to consider.**

**Dr will introduce themselves, review medical Hx, sign chart, review x-rays, do oral exam** and charting of existing restorations, caries, white/brown spot lesions, etc......

Once completed, **we start the note template (in MC3 template area)** template is a click answer template, will need to add any additional notes into chart.

**Last step is the discussion of caries risk with pt/parent** (Dr will do) identifying factors that indicate caries, contribute to caries risk, and protective factors.

*Main thing to say is: We want to help you in 2 ways. First, you have ‘disease’ and we will fix the damage that has been done. Second, we want to help you prevent having any new disease. You are High risk and I am concerned about your/your child dental disease, based on my exam I would recommend: 1 or 2 SMG (let pt know what SMG is), you are currently High risk & our goal is to help you reduce your risk of new disease to moderate or even low. you to Low risk, I am going to have my asst. ____ explain more thoroughly your SMG, order of tx & any prices in more detail.*

**Hand over to asst & dr moves on to next pt.**
Asst. will disclose w/TBI if needed & apply fluoride, go over SMG & explain order of tx/prices (if needed), will print out copy of tx order & place on outside of chart under paperclip. Give pt/parent survey to fill out. Help find appt & write on appt sheet (if time permits), Walk pt to FO to get appt card

**FO will verify date & time with pt, give card & Ask SMG question (then place # on pt chart in appt.book)**
**Benefits**

- Less trauma for patients
- Less restorative needed over time
- SMG leads to patient involvement and change in behavior
- Life long oral health improvement
- Increased job satisfaction for providers and assistants
- (possibly decreased no show rate)
SMG PROCESS

- Begins with pre-exam questions
- Following exam, explanation of CRA
- SMG discussed with pt and agreed upon
- Reinforced at check out (Front office staff)
- Reinforced at every visit: “Do you remember your homework/smg? How have you been doing with it?”
SELF MANAGEMENT GOALS

- Regular dental visits for yourself (every 6 months)
- Family receives dental visits (every 6 months)
- Eat healthy snacks daily
- Brush 2 times a day (morning & night) with fluoride toothpaste (in circles)
- Drink NO or LESS soda or juice
- Use fluoride rinse at night
- Drink tap or filtered water (dilute sugary drinks)
- Use Dental floss daily
- No or Less junk food and candy
- Use PreviDent Booster/Sensitive after brushing & flossing @ bedtime

IMPORTANT: the last thing that touches your teeth before bedtime is your toothbrush with fluoride toothpaste, if you need to drink something only water.

On a scale from 1-10, how confident are you, that you can accomplish this goal?

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NOT likely | sometimes | VERY likely

My promise: I agree to follow this goal and understand that the staff may ask me how I am doing following this goal at my next dental visit.

Signature: ___________________ Date: ___________

Dr/Assistant: ___________________ Date: ___________
EDD PRE-QUESTIONNAIRE
(THESAE ARE ASKED @ EVERY EXAM)

Original questionnaire (February 2013)

Questions to Ask:

1). When was your last dental visit?
2). How many times do you brush your teeth/child’s teeth?

When do you brush your teeth?
   Morning, Afternoon, Night

How do you brush your teeth?
   Circles, back & forth, up & down, all ways

3). Do you floss your teeth?
   Yes, No, Sometimes

When do you floss?

4). What prompted you to make your appt (main concern)?

5). What do you hope to get out of your dental visit today?

Update questionnaire (August 2013)

EDD pre-questions

1). When was your last dental visit?
2). How many times do you brush your teeth/child’s teeth?

When do you brush your teeth?
   Morning, Afternoon, Night

How do you brush your teeth?
   Circles, back & forth, up & down, all ways

3). Do you floss your teeth?
   Yes, No, Sometimes

When do you floss?
   N/A, When I have food stuck in between teeth, Daily/ After each meal, Nightly, 1x/week, 2x/week, 3x/week

4). What type of water do you use/ drink?
   Tap water/ filtered water/ bottled or gallon water

5). Do you use a fluoridated toothpaste?
   Yes or No

6). How many sugary drinks do you/ your child drink in a day?
   N/A, none, Less than 1, between 1-2, more than 3

7). Do you drink sugary drinks in a timely manner?
   N/A, with meals/snacks only, Sip throughout the day

8). What prompted you to make your appt (main concern)?

9). What do you hope to get out of your dental visit today?
First Disclosing
SECOND DISCLOSING (BEFORE PROPHY)
Self management Goals
Thanks for taking the time to fill out this short survey about our Self Management Goals.

Please answer all questions & add feedback if possible:

Did you feel like you were involved in your Self Management Goal/Homework?

Yes. I was given important information

Can you explain what your Goal/homework is for yourself/child?

How to manage oral health properly

Can you explain why your Goal/homework is important?

Yes, oral health care and keeping teeth healthy

Can you explain what will happen if you don’t participate in your goal/homework?

He will lose his teeth
Self management Goals
Thanks for taking the time to fill out this short survey about our Self Management Goals.
Please answer all questions & add feedback if possible:

Did you feel like you were involved in your Self Management Goal/Homework?
Yes.

Can you explain what your Goal/homework is for yourself/child?
Brush my teeths in the morning and in the night.

Can you explain why your Goal/homework is important?
Because i need to keep my teeths clean.

Can you explain what will happen if you don’t participate in your goal/homework?
My teeths are going to be bad.
WHAT’S THE PASSWORD?
SMG Playoffs
No Cavity Club
TREATMENT PLAN COMPLETE

Congratulations

Has successfully completed all Dental Treatment
Keep up the good work!!!

Madison Cooper Dental Clinic

Date
Cavity Free!
WHERE ARE WE NOW?

- Started in August of 2012, not really understanding what we were doing or even why.
- Developed over the past 14 months through pdsa, trial and error, and determination.
WHAT’S NEXT?

Not a single person, at MC3, who has participated in this prevention/education/behavior change process would want to go back to the ‘old way’.

Develop ways to make this approach financially sustainable, easy to learn, and simple to use.
How?

- **By majority**: Entire staff at MC3 uses this approach with all patients of all ages.
- **Training**: new provider/assistants in EDD process.
- **Embedding**: EDD embedded in templates, including risk assessment.
- **Rolling out**: Elm clinic via assistants and front office first, then providers starting next week.
Why?

- Very rewarding to see the changes patients make that are potentially life altering.
- Consequences of not preventing disease is heartbreaking.
- At the end of the day we know we have helped a lot of people.
- In my experience: “Meaningful work is hard to come by.”
Thank you!