Dental Hygienists: Innovations in Practice Settings

Susan Hanson, RDH
Kelli Johnson, RDH
Alfreda Lanier, RDH, BS
Moderator: Ann Lynch
Session Objectives

- Describe the role of dental hygienists in school-based oral health programs
- Understand how dental hygienists can contribute to increased Health Center medical-dental integration
- Determine if your Health Center is a good candidate to be a placement site for a dental hygiene educational program
- Learn how dental hygiene innovation can make your program more sustainable
2012 HRSA Uniform Data Set (UDS)

- 1,435.58 FTE RDH
- 1,854,820 visits
- 1,292 visits/FTE RDH
- 0.43 RDH/1.0 DDS in Health Centers

- 2011 ADA ratio for general dentists in private practice 1.9 RDH/1.0 DDS
Benefits of Utilizing a Dental Hygienist

- Efficient use of resources
- Maximize scope of practice
- Manage oral health education & prevention programs
- Chronic disease management of populations with periodontal disease
HOW CAN A DENTAL HYGIENIST IMPROVE ACCESS AND PRODUCTIVITY IN YOUR COMMUNITY HEALTH CENTER (CHC)?

Wondering how to meet the challenge of providing more oral health care for your patients? Consider the unique ways a dental hygienist can help establish or increase dental services in your community health center. Under the Affordable Care Act, more children and adults than ever before will be entitled to dental benefits.

What Can a Dental Hygienist Do? -

Dental hygienists are primary care oral health professionals who administer a range of oral health services. The range of services dental hygienists offer includes:

- prophylaxis
- periodontal scaling & root planing/periodontal maintenance
- tobacco cessation counseling
- local anesthetic administration
- supportive restorative services (i.e. placing & removing temporary fillings)
- oral health education
- assessments/screenings
- radiographs (x-rays)
- sealants
- fluoride treatments
- nutritional counseling
- nitrous oxide administration

Although hygienists administer care according to state practice acts, in most states hygienists can deliver services without the presence of a dentist in at least one setting.

Dental Hygienists: Educated and Licensed Providers -

Dental hygienists are licensed, preventive oral health professionals who have graduated from accredited dental hygiene programs in institutions of higher education. They provide educational, clinical, research, administrative, and therapeutic services supporting total health through the promotion of optimal oral health. Dental hygienists must graduate from an accredited dental hygiene education program (typically three academic years in length or more) and pass national written and regional clinical examinations prior to obtaining a license. Additionally, dental hygienists must take continuing education courses in order to renew their license. This ensures a working professional that is current with the latest technologies, regulations and delivery of patient care.
Dental Hygienist Challenges

- Prohibitive state dental practice acts
- Recruitment
  - HC salary 50-60K per 2013 NNOHA salary survey
  - ADA 2011 survey of dental practice $35.80/hr x 2080 hrs/FTE = $74,464
- Lack of dental clinic capacity/competing services
Innovative Strategies

- Increase RDH services
- Reach patients where they are
- Maximize efficiency
- Can be implemented now in many states
- Increase medical-dental integration
- Horizon: tele-dentistry
- More independent practice
Medical - Dental Integration at Salud Family Health Center

Susan Hanson RDH, BS
Salud Family Health Center
Fort Lupton, CO
The Start
Available at:
Measurement
http://www.mchoralhealth.org/materials/consensus_statement.html
Smiles for Life: A National Oral Health Curriculum

Smiles for Life is the nation’s only comprehensive oral health curriculum. Developed by the Society of Teachers of Family Medicine Group on Oral Health and now in its third edition, this curriculum is designed to enhance the role of primary care clinicians in the promotion of oral health for all age groups through the development and dissemination of high-quality educational resources.

For Individual Clinicians

We’ve made it easy for individual physicians, physician assistants, nurse practitioners, students, and other clinicians to access the curriculum and learn on their own time and at their own pace. Each of the courses is available online. Free Continuing Education credit is available.

For Educators

This curriculum format can be easily implemented in an academic setting. Included is a comprehensive set of educational objectives based on the Accreditation Council for Graduate Medical Education (ACGME) competencies, test questions, resources for further learning, oral health web links, an implementation guide, and detailed module outlines.

www.smilesforlifeoralhealth.org
Small Clinic
Large Clinic
<table>
<thead>
<tr>
<th>Date AM/PM</th>
<th># of kids seen</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
<th>I</th>
<th>J</th>
<th>K</th>
<th>L</th>
<th>M</th>
<th>N</th>
<th>O</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total kids (Age 0-21) with medical appointment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total of siblings seen (Age 0-21)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Edentulous/Oral</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Within 2 mos</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Has an outside dental home (has had one H2)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Seen within the last 30 days</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient too sick</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient has had 3 fluoride treatments</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient in clinic before or after hygiene hours</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient has a hygiene appt</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Patient has a hygiene scheduled</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total possible patients</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Let go by Medical Staff</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fast-Track visit let go</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hygienist busy or in another room</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Parent refuses fluoride Treatment</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
GOOD INTENTIONS
## Data

<table>
<thead>
<tr>
<th>Dental FU</th>
<th>below5</th>
<th>5 to 21</th>
<th>below5</th>
<th>5 to 21</th>
<th>All Ages Count</th>
<th>All Ages %</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No</strong></td>
<td>5213</td>
<td>6143</td>
<td>89.88%</td>
<td>92.96%</td>
<td>11356</td>
<td>91.52%</td>
</tr>
<tr>
<td><strong>Yes</strong></td>
<td>587</td>
<td>465</td>
<td>10.12%</td>
<td>7.04%</td>
<td>1052</td>
<td>8.48%</td>
</tr>
<tr>
<td><strong>Grand Total</strong></td>
<td>5800</td>
<td>6608</td>
<td>100.00%</td>
<td>100.00%</td>
<td>12408</td>
<td>100.00%</td>
</tr>
</tbody>
</table>
Contact Us!

Susan Hanson, RDH, BS
Salud Family Health Center
Fort Lupton, CO
shanson@saludclinic.org
A Smile Every Mile - A Systematic Mobile Approach to the Dental Crisis

Kelli Johnson, BS, RDH
Suncoast Community Health Centers, Inc
Riverview, Florida
Suncoast Community Health Centers, Inc (SCHC)

- 10 Brick and Mortar Clinics/Health Centers (5-dental clinics)
  - 10 FTE RDHs (2 administrative)
  - 9 FTE Dentists
  - 4 FTE Postdoctoral Residents
Suncoast Mobile Dental Program

- Mobile Program
  - .5 FTE Dentist
  - 2.5 FTE RDH
  - Program Coordinator
  - Driver/Front Office
  - 2 FTE Dental Assistants
Innovation: finding a better way of doing something (Wikipedia)

- Increase the number of children who receive a preventive dental visit
- Decrease the number of children showing up in the ER
- Provide quality dental care to our community
  - Remove barriers
  - Develop a sustainable program
A Little History...

Florida Fails:

- Only 14% of children on Medicaid received a preventive dental visit (2009, HHS)
- 1,358 children went to the ER in Hillsborough County for preventable dental related issues

- In 2008 SCHC began addressing children’s dental disease with 3 portable dental chairs
- In 2010 we received funding for a 3-chair mobile dental coach
August 2010

November 1, 2010
When life gives you lemons... make lemonade, right?
Identify Your Partners

- Who is serving your target population?

- What is the partnering organization’s mission? Does it align with yours?

- What services will you provide to their clients?
What does a community based program look like?

- The Greater Tampa Bay Oral Health Coalition
- Hillsborough County Health Department
- WIC
- Title 1 charter schools
- Boys and Girls Clubs/recreation centers
- Foster Organizations
- Redlands Christian Migrant Association
- Housing Authority
- Family Support and Resource Centers
- Food banks
Innovation:
2011- Florida passed the Health Access Law

Providers working at the top of their license

Allows RDHs working in health access settings to provide dental sealants and preventive services without the prior examination of a dentist.
Innovative Collaborations and Partnerships

- WIC Smiles 4 U
  - RWJ Foundation-Innovative Oral Health Programs 1/25 nationally
  - Davis Productivity Award, tax payer watch group

- Partner with WIC to provide preventive dental services to prenatal mothers, infants and children. Clients are then referred to a Suncoast CHC clinic for no-cost preventive, urgent restorative and periodontal treatment.
WOW, You did what?

- Placed RDHs in medical clinics without dental components
- Partnered with Department of Health to obtain Title V funding for the placement of primary sealants
- Collaborated with the GTBOHC in the creation of a sealant activity book, “Mojo’s Dental Day”
- Utilized coach to establish need in underserved communities
Good News
Sustainability

- Utilize providers working at the top of their license
- Medicaid (payor mix)
- Partner with dental suppliers who offer FQHCs a greater discount
- Oral Health America-sealant material programs
- Funding opportunities for non-funded
The Future Looks Very Bright

- Engage the contact person…find your oral health champion.

- Praise OFTEN and LOUDLY! Flattery will get you EVERYWHERE!
Contact Us!

Kelli C. Johnson, RDH
Dental Program Manager
Suncoast Community Health Centers, Inc.
(813) 380-5791
Kjohnson@suncoast-chc.org
Neighborcare Health and Seattle Central College Dental Hygiene: A Partnership Program

Alfreda Lanier, RDH, BS
Neighborcare Health, Rainier Beach Medical and Dental Clinic
Seattle, WA
Neighborcare Health’s Mission

- To provide comprehensive healthcare to families and individuals who have difficulty accessing care; respond with sensitivity to the needs of our culturally diverse patients; and advocate and work with others to improve the overall health status of the communities we serve.

- Our purpose is to improve health by engaging, educating and empowering people in the communities we serve.

- Our Ultimate Goal is 100% Access, Zero Health Disparities.
Neighborcare Health Dental Sites

45th St. Medical & Dental Clinic

High Point Medical & Dental Clinic

Central Area Dental Clinic

Georgetown Family Dental Clinic

Rainier Beach Medical & Dental Clinic
Neighborcare Health – Rainier Beach Clinic
Neighborcare Health – Medical

9 Medical Clinics

Medical Visits in 2013

- Primary Care/OB 112,579
- MSS 1,872
- Mental Health 7,027
- Total Medical Program 121,478
Neighborcare Health: Dental

- 5 dental clinics located throughout the city
- 51,000 visits in 2013
- 12 full time dentists & 4 part time dentists
- 3 full time RDH & 3 part time RDH
- 6 Expanded Function Dental Assistants
Seattle Central College: Dental Hygiene

- One of many allied health programs at school
- Mission: Promote educational excellence in a multicultural urban environment; provide opportunities for academic achievement, workplace preparation, and service to the community.
  - Core Values: creating a learning environment that is accessible, diverse, responsive, and innovative.
- 20 students per class
- Recently changed to B.A.S. program
Training Site for Dental Hygiene Students: Win-Win

- Partnership since 2009
- 2nd year dental hygiene students have clinical rotations through 3 Neighborcare clinics
- Supervision provided by Neighborcare RDH
- Patients: increases access to hygiene services
Background/Rationale for Partnership

- Why did we decide to do this?
- Required collaboration between Neighborcare Health & SCC RDH Program
Partnership Objectives

- RDH Program:
  - Shared responsibility
  - Jointly developed structure with mutual authority and accountability for success
  - More than a “rotation” in which students treat alternate patient populations
Partnership Objectives

- Neighborcare Health:
  - Experience of the patient and experience of the student are both important, but the patient experience remains at the center
  - Open communication via progress reports
  - Providers calibrated and trained in accordance with RDH program standards
  - Students report an enhanced educational experience and enter into the workforce to serve in community health
Project Planning Process

- Planned a year in advance given academic calendar and scheduling considerations
- Affiliation agreement established between two partners
- Other resources:
  - Training Neighborcare staff at clinic sites
Implementation Process

- Paperwork received in the fall for all students
- School is responsible for “student readiness” to rotate
- 5 students as a group to each site for a session
- Orientation for students prior to clinical days
- Clinical orientation at sites
- Auxiliary staff training
Implementation Process

- Provider training
- Site visits by program administrator
- Student feedback and evaluations regarding instructors and training site as a whole
- Schedules:
  - Start slow and move to push students beyond academic clinic expectations
Partnership Outcomes

- Longevity: Entering into our 5th year
- Patient Satisfaction
- Student Feedback:
  - Best part of their academic experience
  - 3 previous graduates are now part of our team
Partnership Outcomes

Access:
- Increased appointment availability for RDH appointments
- Often more care is provided (longer time than traditional appointments) → improves patient experience

Revenue:
- Supervising RDH has increased RVUs and encounters as compared to other RDHs in our programs
- Patients may need fewer visits
Challenges

- Past: new partnership→ bumps/growing pains along the way with site changes, staff changes, etc.
- Current:
  - Schedules: Challenging to manage our schedules and integrate an academic calendar into it
  - Patient acceptance: Does not work for all patients
Challenges (continued)

- Students: managing different personalities/learning styles/levels of confidence
- Balancing teaching role with regular hygiene responsibilities
- Scope of practice i.e. x-ray taking, restorative
- Chair space/utilization
Lessons Learned/Future of Partnership

- Partnership has proven to work and continues to grow and strengthen
  - Partnership is sustainable from a process, education, community health, and financial perspective
- Long term benefits are great: contributing to the education of future providers and hopefully, changing the way they will choose to practice
Lessons Learned/Future of Partnership

- 2015: Opening a clinic that is a truly integrated site with SCC, Neighborcare Health, and a dental assisting program
Contact Us!

Alfreda Lanier, RDH, BS
Neighborcare Health
Rainier Beach Medical and Dental Clinic
AlfredaL@neighborcare.org
Questions?

Susan Hanson, RDH
Kelli Johnson, RDH
Alfreda Lanier, RDH, BS
Moderator: Ann Lynch