Community Dental Health Coordinator- New Member of the Dental Access to Care Team

National Network for Oral Health Access  August 2014
Jane Grover DDS MPH- Director Council on Access, Prevention and Interprofessional Relations  American Dental Association
Marcia Beatty  BS MPH- Assistant Professor of Research
Oklahoma University College of Dentistry
Definition of a CDHC

The CDHC is a new dental team member who serves as a conduit between underserved communities and dentists.

- Curriculum developed by dentists
- 1872 hours of instruction
- Work under a dentist’s supervision
- Educate, inform and prevent
- Provide dentist referrals
Life Changing Results

Community Dental Health Coordinator

ADA American Dental Association®
America's leading advocate for oral health
Reduce oral health disparities
Improve access to dental care

Patient Navigation
Prevention of Dental/Oral Diseases
Health Promotion
Community Engagement
Palliative Care
One Year Dental Exam
Application of Fluoride Varnish - Prevention
Overall, patients who interacted with a CDHC were satisfied with services.

-- American Indian
  • 100% were “very satisfied” or “satisfied”

-- Urban
  • 98% were “very satisfied” or “satisfied”
Patient Satisfaction: Comments

“Thank you and God bless you for your service to this community.”

“It was a very good experience! The staff was extremely helpful, kind, and explained everything so nicely! Thank you so much for your service.”

“I think the knowledge about my teeth help me very much. I will be back so I can keep my teeth.”
Prevention Opportunity
Career Opportunities

- FQHCs - many with high no show rates
- Community Clinics
- Social Service Organizations
- Private Practices
- Educational Institutions
- Health Educational Programs
- Assisted Living/Nursing Homes
88 Case Studies include:

Over a 9 month period, providing dental services only one day per week, the CDHC served 114 patients in the diabetic clinic within a community health center.

The total care value: $45,800

Rate of missed appointments dropped to zero
Additive Effect of CDHC

With the addition of a CDHC to the dental team, a community clinic saw an increase of services provided:

- in 2010  1,066
- in 2011  2,307
- Total value of care: $91,399 in 2010
- $231,551 in 2011
Community Oral Health Education
More Case Study Results

• Over a 7 month period of time, 201 children received care in an elementary school
• Total care provided at the school and brought into the community health center was $130,499
• Billable services at the school alone were $41,613 $88,886 at the health center
“The curriculum appears to be well-founded and has the potential to be incorporated into the programs of other educational institutions.”

“From the Structure and Process Evaluation and our assessment of that process, it can be concluded that the CDHC curriculum is very appropriate for educating this new category of dental health care worker.”
Community Dental Health Coordinators (CDHCs) address barriers to oral health by providing patient navigation for people who typically do not receive care for a variety of reasons—among them poverty, geography, language, culture, and a lack of understanding of oral hygiene and the importance of regular dental visits. CDHCs typically work in inner cities, remote rural areas and Native American lands. Learn more about CDHCs.
Questions

- Dr. Jane Grover
- groverj@ada.org
- 517 7403637
ADA Focused on Barriers to Oral Health Care in:

Disadvantaged Populations
Sparsely Populated Rural Areas
Program Philosophy

Educate Students Who Will…

Work in communities where residents have limited or no access to dental care

Come from the community in which they will serve

Understand the culture, language, and other barriers to care because they are members of the community
Future CDHCs Can Be …

- Residents of the community who are:
  - High school graduates
  - Dental assistants
  - Dental hygienists
  - Other health care/health service providers
  - Community health care workers without dental skills
CDHC Project Evaluation Goals

- To evaluate a new workforce model through a thorough review of the pilot training program and field internship.
- To determine the value of the new dental team member in a variety of practice settings.
CDHC .......................... a new perspective

Working remotely with teledentistry

Based in a community clinic and providing care

In the community promoting healthy living

A community health worker with dental skills and a member of the dental team
Types of Data Collected

- Clinic profiles
- Community profiles
- Feedback from community stakeholders
- Outreach activity data
- Encounter data captured by clinic computers
- Patient satisfaction surveys

✓ Clinics are never identified in external reporting
✓ All data is confidential
✓ Fully HIPAA compliant and secure database
CDHCs Can Also be Based

- Schools
- WIC Programs
- Head Start Centers
- Long-Term Care Facilities & Other Institutional Settings
- Social Service Agencies
- Community Dentists’ Offices
• **Full training program** can be offered as needed.

• **Individual modules** can be offered as **stackable credits** in existing **dental assisting and dental hygiene programs** for persons with relevant experience, existing certifications, etc.
ADA Series on Access to Oral Health

Breaking Down Barriers to Oral Health for All Americans: The Role of Workforce
A Statement from the American Dental Association
February 23, 2011

Breaking Down Barriers to Oral Health for All Americans: Repairing the Tattered Safety Net
A Statement from the American Dental Association
August 2011

Breaking Down Barriers to Oral Health for All Americans: The Role of Finance
A Statement from the American Dental Association
April 2012

http://www.ada.org/breakingdownbarriers.aspx
CDHC Employment Opportunities

- Rural and Urban Communities
- Underserved / Disadvantaged Communities
  - Community Health Clinics
    - FQHCs
    - Tribal Health Centers
    - Indian Health Service Units
Primary and Secondary Prevention

Under supervision of dentist **per state statute**:

- Caries risk assessment (Triage)
- Clinical and radiographic screening
- Oral hygiene services (Coronal Polishing)
- Fluoride -- topical application
- Sealants
- Scaling (Type 1 Gingivitis only)
- Temporary restoration placement
- $ SUSTAINABILITY = BILLABLE PROCEDURES$
Thank You!

• Questions?

• Marsha Wilkes Beatty, BS MPH
  Marsha-Beatty@ouhsc.edu

• 405 2714919  x 46238