My Story as a
Community Dental Health Coordinator

Jenna Linden RDH, CDHC
“The biggest problem we have at our office is making the connect between people in need and the ability to navigate the system to get access. The CDHC model connects the community access needs with providers. This social service component is essential. It has worked especially well at our office. Jenna Linden did a spectacular job in her role as a CDHC. I am confident that utilizing CDHC's will effectively enhance access through its effective community outreach.”

— Dr. Chuck Seleen D.M.D Director Vermont Dental Care Programs
INTRODUCTION

My mission
Exemplify how the role of a CDHC can benefit a dental clinic and a community

Key Points:

• Background
• CDHC Training
• CDHC Demonstration Projects
• Reaction and reception of role
• Where it has brought me to today
### Background

Dental Hygienist to RDH/CDHC

<table>
<thead>
<tr>
<th>Dental Hygiene</th>
<th>Work</th>
<th>CDHC Pilot Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>- University of MN, Twin Cities</td>
<td>- Minneapolis and Green Bay- non-profits</td>
<td>- Why?</td>
</tr>
<tr>
<td>- Community outreach and rotations</td>
<td>- Clinics and School based</td>
<td>- Why not?</td>
</tr>
<tr>
<td>- Public Health intentions</td>
<td></td>
<td>- 3rd and final class</td>
</tr>
<tr>
<td>Pilot Program</td>
<td>As a Dental Hygienist</td>
<td>New and Advanced Skills</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• 18 Months: Online and in person training/hands-on modules</td>
<td>• Blends Community Health Worker skills with established clinical skills</td>
<td>• Community Mapping</td>
</tr>
<tr>
<td>• Cohorts</td>
<td>• Social Service Aspect</td>
<td>• Utilize community partners and organizations</td>
</tr>
<tr>
<td>• 6 month externship</td>
<td>• Community Based Prevention</td>
<td>• Safety during community outreach</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Motivational interviewing/Case Management</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Grant writing- school based program/sealant program</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Medicaid background</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Cultural Sensitivity</td>
</tr>
</tbody>
</table>
Demonstration Projects

To exemplify the IMPACT a CDHC can have on a dental clinic and a community as a whole

1. Winooski, Vermont-Vermont Dental Care non-profit private practice
2. Vero Beach, Florida Treasure Coast Community Health FQHC
3. Eastern Shore of Virginia Eastern Shore Rural Health System FQHC

Reference: The basics you can find anywhere 5 Steps To Successful Storytelling Published on April 5, 2014 Featured in: Marketing & Advertising
Vermont

- Transportation program from school to clinic
- Senior Citizen outreach and access
- Integration of medical clinic with dental care
- Patient education and financial resources
- Emergency room diversion
- Bhutanese Population/ Betel Nut Intervention K-12 grade
- Additional Outreach: Community College, Teen Center, Radio interviews, women’s home

6 weeks: over 1300 people reached
Florida

- Referral of High-risk pediatric patients
- Integration of Medical and Dental
- Women’s Care Center
- Redlands Christian Migrant Association
- Boys and Girls Clubs and Gifford Youth Center
- Sealant Program Planning - Outcomes and measurements
- Dental Hygiene Program
- Senior Congregate Meal Sites/ Health Fairs
- Family Homeless shelter

5 weeks: over 1500 people reached
- Geographical isolation
- Medical case management
- Migrant Outreach
- Strategies to increase patient capacity and decrease no show rate
- Integration of Medical and Dental FQHC
- Neo-natal high risk babies - 18 months
- Go and Grow Hospital bags
- Local OBGYNs
- Health Department - Home visiting nurses/WIC
- Train the trainer model
Were the clinics and communities receptive?

- The community recognizes a great need for dental care however...

- Have seen significant need for the role of a CDHC within a community in just weeks

- The most profound thing I have noticed: response of the community and reception of the role by each clinic
The Impact Today
Oral Health Partnership- Green Bay, WI

- Non-profit for children-3 clinics and 2 school based teams
- 10,000 + patients annually
- Tooth brushing program
- Community Partnerships
Role of a CDHC

**DEFINED**

- Educate the Community
- Prevent disease, break the cycle
- Connect the community to the care they need through patient navigation
Ultimately about ACCESS
“I was not quite convinced that this (CDHC) program was something we should be putting resources into, but after seeing Jenna work and how the people in the rural health system would hire her in a second, I now realize that this thing is going to be a home run. Now, I see situations where I think, ‘this would be a perfect place for a CDHC.”

Dr. Terry Dickinson, executive director of the Virginia Dental Association.