INTEGRATING ORAL HEALTH AND PRIMARY CARE

A COLLABORATION BETWEEN APPLE TREE DENTAL AND CHI ST. GABRIEL'S HEALTH
Rhonda Buckallew, Clinic Administrator

Family Medical Center, Little Falls, MN
APPLE TREE DENTAL PRESENTERS

Karen Engstrom, RDH, COO

Brenda Prosa, IS Director
Missions aligned

Both organizations understand that health care is more than the treatment of disease.

- Family Medical Center’s patient-centered approach to care: “whole” person care rather than care based solely on a specific condition.
- Apple Tree Dental seeks to improve the oral health of all people, including those with special access needs who face barriers to care.
Our Goals

- Increase access to oral health care for underserved populations
- Integrate preventative oral health care into primary care
- Increase referrals for oral health care—especially care coordinated patients
- Develop a system/process for bi-directional exchange of medical and dental health information (manual then electronic)
- Provide education about mouth-body connection, prevention, and treatment
IDENTIFYING THE NEED

- Patients travelling long distances to find an oral health provider
- Back-log for appointments
- Low percentage of dental claims for those on medical assistance
- Emergency department usage for dental pain
PLAN OF ACTION

- Expanding access (increasing days/hours)
- Assessing patient oral health behaviors and attitudes, and barriers to accessing oral health care
- Integrating preventative services into primary care (fluoride varnishing)
- Establishing process for referrals
- Developing systems for information exchange
- Providing oral health education and mouth-body connection
What difference has this grant made to increase access to care in Morrison County?

a) Little Falls area residents now have increased access to care.
b) More medical assistance patients are receiving the care they need.
c) More patients do not have to drive long distances to receive care.
d) All of the above.
# 4 – All of the above!
EXPANDING ACCESS

- What we did – SCHA request to provide on-site services
- Successes – eliminated travel barriers for patients
- Challenges – dentist recruitment; high demand and high needs
ASSESSING ORAL HEALTH BEHAVIORS AND BARRIERS TO CARE

Brushing Frequency

Apple Tree Dental patients: How often do you brush your teeth?
- Twice a day or more often: 42.9%
- At least once a day: 30.6%
- A few times a week: 14.3%
- Rarely: 10.2%
- Never: 2.0%

Family Medical Center patients: How often do you brush your teeth?
- Twice a day or more often: 45.7%
- At least once a day: 41.2%
- A few times a week: 9.0%
- Rarely: 2.9%
- Never: 0.8%
Toothache in the past 12 months

Apple Tree Dental patients: During the past 12 months, have you had a toothache?
- 39.6% Yes
- 60.4% No

Family Medical Center patients: During the past 12 months, have you had a toothache?
- 83.4% Yes
- 16.6% No
Needing dental care but unable to see a dentist

Apple Tree Dental patients: During the past 12 months, have you needed dental care, but were unable to locate or see a dentist?

- Yes: 47.9%
- No: 52.1%

Family Medical Center patients: During the past 12 months, have you needed dental care, but were unable to locate or see a dentist?

- Yes: 12.1%
- No: 87.9%
Barriers to accessing care-Apple Tree Dental patients

<table>
<thead>
<tr>
<th>Problem</th>
<th>Percentage</th>
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<tr>
<td>Problems getting to the dental office due to transportation</td>
<td>31.6%</td>
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<tr>
<td>Problems getting to the dental office due to lack of childcare</td>
<td>10.5%</td>
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<tr>
<td>Problems getting to the dental office due to work schedule</td>
<td>7.9%</td>
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<td>No dental insurance/can’t afford the cost</td>
<td>23.7%</td>
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<td>I couldn’t find a dentist or dentist does not accept my insurance</td>
<td>81.6%</td>
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<td>It takes too long to get an appointment</td>
<td>21.1%</td>
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<td>I have dental anxiety</td>
<td>13.2%</td>
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ASSESSING ORAL HEALTH BEHAVIORS AND BARRIERS TO CARE

Barriers to accessing care - Family Medical Center patients

- Problems getting to the dental office due to transportation: 10.0%
- Problems getting to the dental office due to lack of childcare: 6.7%
- Problems getting to the dental office due to work schedule: 27.8%
- No dental insurance/can't afford the cost: 38.9%
- Couldn't find a dentist or dentist doesn't accept my insurance: 22.2%
- It takes too long to get an appointment: 18.9%
- I have dental anxiety: 0.3%
Asked about oral health by a doctor

Apple Tree Dental patients: Have you ever been asked about oral health care by your doctor or provider?
- Yes: 18.8%
- No: 35.4%
- Not sure: 45.8%

Family Medical Center patients: Have you ever been asked about oral health care by your doctor or provider?
- Yes: 14.5%
- No: 15.7%
- Not sure: 69.8%
REFERRAL PROCESSES

- What we did
- Successes
- Challenges
What we did
Successes
Challenges
PROVIDING EDUCATION

A HEALTHY MOUTH - A HEALTHY YOU

ORAL HEALTH IS IMPORTANT TO YOUR OVERALL HEALTH

Your provider will likely ask you about your oral health during your visit. If you have any concerns about your oral health or accessing dental care, talk to your doctor.

A CHI St. Gabriel’s Health
Imagine better health.

Apple Tree Dental
Access • Compassion • Excellence

POWERED VS. MANUAL

Both manual and powered toothbrushes can effectively and thoroughly clean teeth. People who have difficulty using a manual toothbrush may find powered toothbrushes easier to use. Your dentist can help you decide which type is right for you.

45°

Dentists recommend placing your toothbrush at a 45-degree angle where the teeth meet the gums. Press firmly, and gently rock the brush back and forth using small circular movements.

Flossing Facts

Look for toothbrushes that display the ADA Seal of Acceptance.

DID YOU KNOW...

Poor oral health is connected to a number of diseases, including:

- HEART DISEASE/STROKE
- DIABETES
- RESPIRATORY ILLNESSES
- WEAKENED IMMUNE SYSTEM
- AND MUCH MORE!

95% of Family Medical Center patients AGREE taking care of teeth and gums is important for overall health.

A HEALTHY MOUTH - A HEALTHY YOU

KEEP THESE TIPS IN MIND WHEN CHOOSING MEALS & SNACKS!

- Drink plenty of water.
- Eat a variety of foods from each of the five major food groups (fruits, vegetables, lean sources of protein, and low-fat and fiber-rich dairy products).
- Limit the number of snacks you eat.

The American Dental Association recommends brushing twice a day for two minutes with fluoride toothpaste. Nothing works better to remove plaque and prevent cavities.

2 times per day

3 to 4 months

Floss daily to remove food particles that get caught between your teeth.

Brushing your teeth without flossing is like washing only 70% of your body.

Improper and irregular flossing leads to bleeding gums.

Flossing Facts
Fluoride Varnishing Record

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<th>Name:</th>
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<tr>
<th>Data</th>
<th>Provider</th>
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How many patients have been seen at the Little Falls Outreach Clinic between January 23 to September 30, 2017

- a) 155
- b) 274
- c) 380
- d) 525
c) 380
Waiting room banners

DID YOU KNOW...

Poor oral health is connected to a number of diseases, including:
- Heart Disease/Stroke
- Diabetes
- Respiratory Illnesses
- Weakened Immune System
- And Much More!

Your provider will likely ask you about your oral health during your visit. If you have any concerns about your oral health or accessing dental care, talk to your doctor.

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Apple Tree Dental
HEALTH INFORMATION EXCHANGE

- What we did – Paper exchange; Summary of Care; Referral
- Successes – Both have EHR
- Challenges – Exchange determined: Direct Messaging
OUTCOMES

- Clinic days: 61
- Patients seen: 380
- Appointments: 958
- Services provided: preventative, restorative, oral surgery, prosthodontics
- Service value: $359,290
OUTCOMES

- Oral health needs are assessed at Family Medical Center
- Processes for referrals and manual paper exchange of information has been established with progress towards electronic exchange
- Family Medical Center is providing fluoride varnishing to pediatric patients
- Social worker connecting patients to community services and resources to address unmet social needs
OUTCOMES

Victoria’s story
What was the #1 reason residents did not visit a dentist regularly? (of the Apple Tree Dental patients surveyed)

- a) work schedule
- b) dentists not accepting Medical Assistance plans
- c) transportation problems
- d) teeth seemed OK
b) dentists not accepting Medical Assistance plans
NEXT STEPS

- Renovation of space
- Increase days and hours of operation
- Expand to include sedation services
- Fluoride varnishing for Child and Teen Check-up patients at FMC
THANK YOU!

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