Place-Based Care - Provide Access by Implementing School-Based Oral Health Programs

June, 2023

The participant will be able to apply quality improvement concepts, successful oral health prevention and treatment strategies, and parent and student engagement to support implementing a school-based oral health program.

Presentation Objectives

1. The participant will be able to apply quality improvement concepts, successful oral health prevention and treatment strategies, and parent and student engagement to support implementing a school-based oral health program.

2. The participant will be able to replicate the monitoring and evaluation process used to identify challenges and successes and analyze outputs from a school-based oral health program.

Panelist

Ericca Facetti, BS
VP of Clinical and Community Care

Joanna Pitts, RN
School Health Nurse Consultant

Janna Laverdiere, DMD
Dental Director
Catalyst SBOHP 2021-2023 Successes

- Over 13,000 students across Virginia have access to oral health services at school
- Communities have opportunities to connect to health care providers and dental homes
- **Almost 100** new schools implemented SBOHPs with the participating clinic teams

Project Objectives

Clinic participants learn:

- Best practices in school-based oral health care;
- Components of successful implementation (consent forms/parent engagement, services, equipment and space, scheduling/logistics, care coordination); and
- Strategies to maximize communication and coordination among schools and clinic teams.

Outcomes

- Replicable strategy for dental safety net clinics and local schools to implement SBOHPs
- New, sustainable SBOHPs that operate with strong collaboration between clinics and school nurses
- Enhanced partnership among VDH, VA Dept. of Education, school nurses, and safety net clinics
- An increase of children that receive oral care in the school year

Quality Improvement (QI)
Foundational QI

- Leadership Commitment
- QI Infrastructure
- Teamwork & Collaboration
- Employee Empowerment
- Patient Focus

Quality Improvement Tools

Areas of Focus
- Introduction to SBOHP
- Form the Teams
- Establish Measures
- Select Changes
- Test Changes
- Document Changes
- Implement Changes
- Sustain Changes

Core QI Tools
- Aim Statement
- Process Maps
- Root Cause Analysis
- PDSA
- Future State Process

Additional QI Tools
- Impact Matrix
- Fishbone
- Driver Diagram
- 5 Whys

SBOHP Implementation

Process for a Successful SBOHP

Program Teams
- Internal and external communication
- Education of team members
- Mutual trust

Family Engagement Process
- Communication
- Oral health education
- Consent forms
- Trust

Program Logistics
- Clinical care: preventive and restorative dental services
- Operations (scheduling, referrals, location, etc.)

Information Collection
- Consent forms
- Monthly reporting
- Patient records
- Improvements
- Patient feedback
Successful Implementation – **Things to Consider**

- School space
- Language translation
- Timeline to get started
- Electronic or paper consent forms
- MOUs
- Equipment
- Back-to-school events

June 22, 2023

Successful Implementation – **Who and How**

- Shared Vision, Outcomes, Integration, and Collaboration
  - School Nurses and Clinic Team
  - School Principal, School Board or Education Officials, State or Local Official
  - Funders and Facilitators

Successful Implementation – **Communication**

- **Internal Communication**
  - Referral sources
  - Consent forms
  - Program updates, including students with oral health needs
  - Logistics

- **External Communication**
  - Caregivers
  - Teachers
  - Students

June 22, 2023

Successful Implementation – **Program Operations**

**Determine program operations:**
- Days/times for in-school service
- Appropriate dental services
- Staffing
- Insurance acceptance and Medicaid enrollment for eligible patients
- Referral protocol
- Location set-up
- Engaging parents and teachers in oral health education and consent form returns

June 22, 2023
Successful Implementation – Educating Caregivers

Oral Health Education
- Oral health is overall health
- Importance of baby teeth
- Association between school performance and health
- Fluoride plays a critical role in the prevention of tooth decay

SBOHP Outreach
- The SBOHP is available onsite at your child’s school
  - What will the visit look like?
  - Billing and payment
  - Medicaid eligibility
- Expect to see consent forms

Successful Implementation – Following Up

- Track your program’s referrals
- Re-assess as many students as possible
- Awareness of oral health needs among the student population
- Understand the effectiveness of follow-up methods
- Connection with family
- Need for additional care
- Clinic contact information

How will you build long-term relationships with students and families?

Consent Forms – Components

**Include**
- Dental services available
- SBOHP contact information
- Billing information
- COVID safety protocols

**Demographics:**
- Student’s legal name + Name student goes by
- Date of birth
- Race
- Ethnicity
- Gender identity
- Address
- Grade and teacher
- Parent/guardian contact information
- Dental insurance

**Dental and Medical History:**
- Last dental visit
- Current dental provider
- Current medical provider
- Medical conditions

Consent Forms – Tips for Success

- Begin consent form distribution and collection early
- Develop a “no wrong door” process with consistent messaging to answer parent questions (at both the school and clinic)
- Use various distribution methods

<50% consent forms signed and returned

Don’t Forget
- Translate into appropriate languages
- Review each for caregiver signatures
Qualitative & Quantitative Information Collection

Reporting Instructions

One response per clinic.

The monthly form takes approximately 15 minutes to complete, but it may take several days to collect the necessary information. Many clinics have multiple staff working on the SBOHP.

Beginning the 1st of the reporting month:

- Designate a reporting lead
- Obtain clinic team insights
- Collect patient information
- Submit report

Project Measures

Aim statements

- Students eligible for the SBOHP
- Students enrolled in the SBOHP
- Dental sealants delivered
- Key patient demographics
- Dental services provided
- SBOHP insights
- SBOHP services provided

Qualtrics Platform

Qualtrics Platform

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Information Collection

Services Provided

- Oral Health Education
- Oral Health Screening/Assessments (D0190 or D0191)
- Preventive Services (D1000-D1999) Excluding Sealants, SDF, and FV
- Diagnostic Services (D0100-D0999)
- Restorative Services (D2000-D2999)
- Sealant by Molar by age
- FV
- SDF (D1354 or D1355)

Collection Per Schools

- Consent Forms
- Patients seen
- Type of Service

UDS Demographic Domains

- Race
- Ethnicity
- Gender
- Insurance

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Clinic Insights

Challenges in the Reporting Period

- Current workforce
- Patient retention and reduction
- Retention of the existing workforce to ensure long-term patient satisfaction
- Invest in future workforce

Strategies to Address Challenges in the Reporting Period

- Increase utilization of telehealth for emergency care, consultations, and care coordination
- Identify and improve clinic efficiencies
- Support staff in team-based care coordination
- Increase patient/provider satisfaction
- Increase the use of data collection, sharing, and analysis to monitor and improve outcomes
- Increase patient and staff engagement

Aim Statement Progress

- Create a SMARTIVE Aim Statement
- A project description of a team’s desired outcomes, which are represented in a measurable and time-specific manner
- Make it achievable
- Does not have to end within the project cycle
- Monitor progress and adjust goals

Data Collection

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</tr>
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Vision, Mission and Defining Goals

To provide affordable and comprehensive healthcare with quality services and strong community partnerships to improve access to healthcare for all.

“No one size fits all”
There are several models to delivering dental care in a School Based Oral Health Program

The Facts

1. Dental Caries is the most common childhood disease, 5x more common than asthma (2)
2. An estimated 51 million school hours are lost each year due to dental-related illnesses (3)
3. Poor oral health has been related to decreased school performance, poor social relationships and less success later in life. (3)
4. Low-income children, such as children on Medicaid or enrolled in Headstart, are more likely to suffer from dental disease (4)
5. Children who have a preventative visit by Age 1 have less restorative and emergency dental visits in the future, and therefore less overall dental cost (4)
6. In Virginia, 27% of children aged 1-2 had a preventive dental visit through Medicaid in 2022 (1)

Operations, Planning and Development

- What is the mission and goal of the program?
- What services can the dental team provide?
- When will the school programs occur?
- Is this program sustainable yearly? Bi-annually?
- Which demographics is the goal target?
- Identifying team members and execution of program
- Mobile unit parking logistics

Clinic Team Members and Goals

Dental Clinic Team
- Dental Director
- Staff Dentists
- Dental Hygienists
- Dental Assistants
- Dental Front Office Lead
- Dental Front Office Team
- Patient Engagement Specialists
- Transportation Coordinator
- Director of Operations
- Other Support: IT, Facilities, QI Team

School Team
- School Board
- School Nurse Coordinators
- Staff School Nurses
- Principals
- Other Support Members
Initial Outreach

- **Contact School Nurse Coordinators**
- **Arrange 1:1 Meeting**
- **Develop an MOA**

General Workflow

1. **Initial Outreach**
   - Contact School Nurse Coordinators
   - Meetings arranged
   - Develop an MOA (Memorandum of Agreement)
2. **Consent Forms & Services**
   - Consent forms available in both English and Spanish
3. **Day Prior (Transportation)**
   - Dental Team (Transportation Coordinator) contacts School Nurse (or other representative identified by School Nurse Coordinator) for parking logistics and set up. Unit is moved to location.
   - Dental Team ensures all supplies are ready for operations.
4. **Day of Operations**
   - Dental Team arrives in the morning for set up, introduction to School Nurse.
   - A list of eligible students is shared with the School Nurse.
   - School nurse escorts 2 children at a time to the mobile dental unit for treatment.
   - Treatment is rendered and completed, documented in an EHR by the Dental Team. Referrals written individually as needed.
5. **Follow Up**
   - The Dental Team gives each student a treatment recommendation form for communication along with a dental "goodie bag" to communicate with parents.
   - School Nurse ensures this gets home safely, securely and confidentially.
   - School nurses are given a list of high-priority patients and instructed to follow up with parents as needed.

**General Workflow**

- Initial Outreach: Contact School Nurse Coordinators, meetings arranged, develop MOA.
- Consent Forms & Services: Consent forms available in English and Spanish.
- Day Prior (Transportation): Dental Team contacts School Nurse Coordinator for parking logistics, unit moved to location. Supplies are ready.
- Day of Operations: Dental Team arrives, introduces to School Nurse, shares list of eligible students. School Nurse escorts students for treatment. Treatment rendered, documented in EHR. Referrals written.
- Follow Up: Dental Team provides treatment recommendation form and goodie bag. School Nurse ensures safe and confidential delivery to parents. School Nurses follow up with high-priority patients.
Communication and Follow-Up

Dental Team to Parent & Child

Communication and Follow-Up

Dental Team to School Team

Alerting School Nurse of Students with Urgent Dental Needs:
- Dental Team supplies a list of students to the school nurses who require urgent treatment as a secondary line of accountability to help students get the dental treatment completed.

Established line of communication between dental school and school nurse:
- School nurse can contact dental team for any questions/follow up advice, dentist is now a resource for collaboration.

Dental Team can assist School Staff on Oral Hygiene Instruction and proper Brushing/Flossing Form:
- Dental Team can teach school nurses on proper technique in the classroom for longevity of school program.

Important to keep track of success of program and extent of outreach for everyone involved:
- Services Rendered
- Consent Forms Returned
- Patient & Care Satisfaction

Quality Improvement - Data and PDSAs

Considerations and Tips for Success

IDENTIFY MOTIVATED STAFF & TEAM MEMBERS
SPEND QUALITY TIME WITH EDUCATION & OUTREACH
START WITH SMALL, ACHIEVABLE GOALS, PDSA
LASTLY AND MOST IMPORTANTLY – HAVE FUN!
THANK YOU