

# Teledentistry in Schools: An Innovative Way to Expand School-Based Health Programs

June, 2024

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# Presentation Objectives

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- 1 The participant will be able to differentiate the various methods of school-based teledentistry, identify quality improvement strategies, and utilize this information to inform future potential school-based teledentistry program development

# Panelist



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School Program Manager

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# Catalyst School-Linked Initiatives- A Foundation for Success

- Over 14,000 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

By August 2026, participants will learn:

- The quality improvement process
- Best practices in school-based oral health care
- Best practices to implement and sustain teledentistry
- Implementation guidance (consents/parent engagement, services, scheduling/logistics, care coordination);
- Communication and coordination among school and clinic teams and implementation
- Sustainability plans for the initiative



# Anticipated Outcomes

The development and implementation of a model that utilizes teledentistry to link schools and safety-net dental clinics

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graph TD; A[The development and implementation of a model that utilizes teledentistry to link schools and safety-net dental clinics] --> B[Increased access to oral health care services for children participating in school-based care]; B --> C[Increased knowledge of teledentistry policy, and clinical best practices]; C --> D[Effective communication and coordination among school staff and clinic teams];
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Increased access to oral health care services for children participating in school-based care

Increased knowledge of teledentistry policy, and clinical best practices

Effective communication and coordination among school staff and clinic teams

# Anticipated Outcomes (cont.)

Creation of a referral process for complex patient needs and Social Determinants of Health



Increased revenue through teledentistry billable services



A functioning school-based teledentistry program



Continuation of care strategy to promote dental homes in underserved areas

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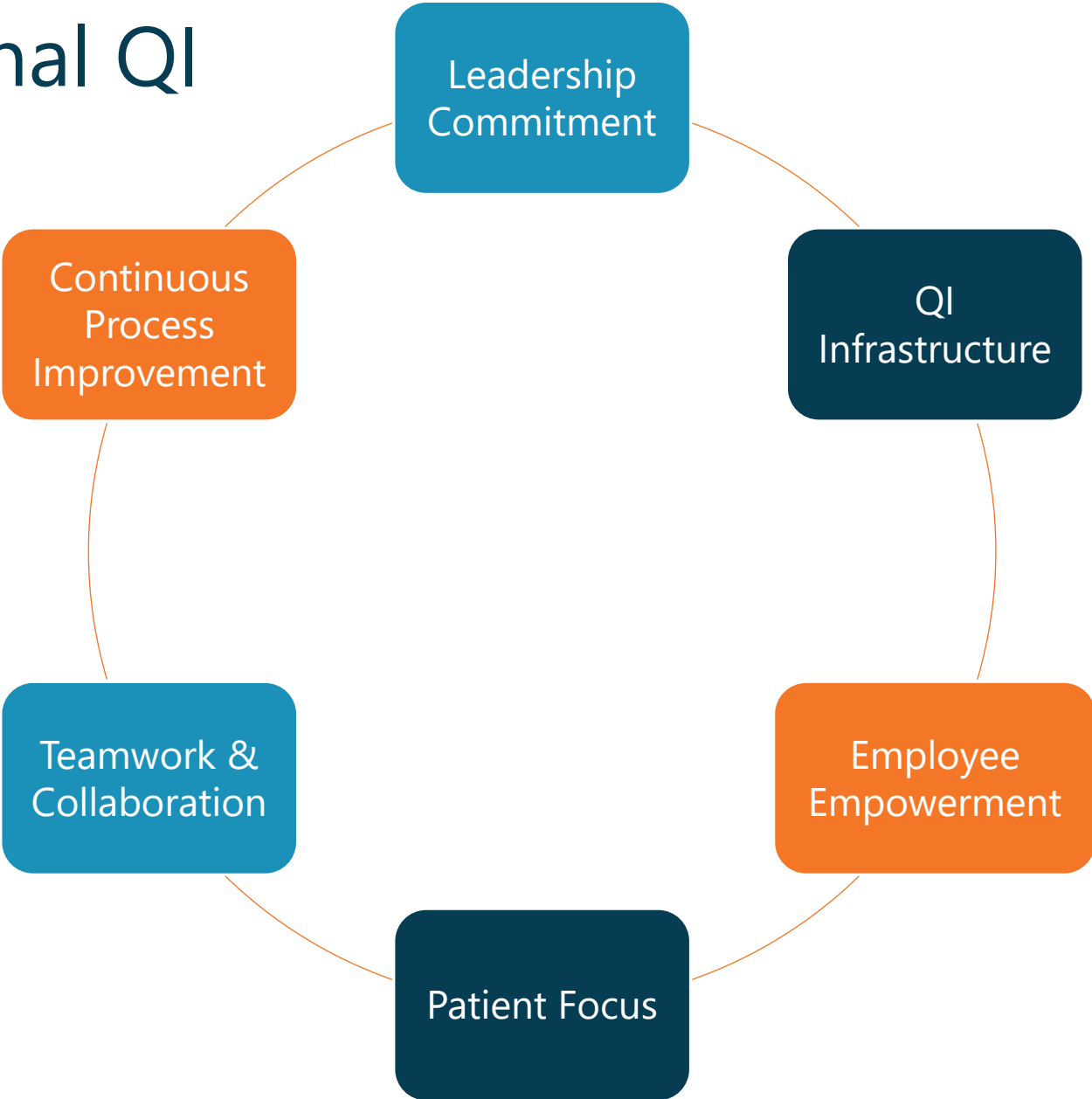
# Quality Improvement (QI)

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# Foundational QI



# Quality Improvement Tools

## Areas of Focus

- Introduction to SBT
- Form the Teams
- Set a SMARTIE Aim
- Establish Measures
- Select Changes
- Test Changes
- Document Changes
- Implement Changes
- Spread 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

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# SBT Implementation

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# Successful Implementation – **Things to Consider**

School  
space

Intraoral  
Cameras

Synchronous

Referrals

Consent  
forms

Billing &  
SOP

Asynchronous

# Community Health Center of the New River Valley: **Program Implementation**

- School Based Oral Health Program, Routine
  - All schools, rotating basis
- Remote Supervision
  - Working to the top of licensure
- Asynchronous/Synchronous
  - Workflow compliant with medical benefits
- Dental and Medical Integration
  - Total care for the Patient



Use what works for your practice.



Reevaluate and make changes as needed.



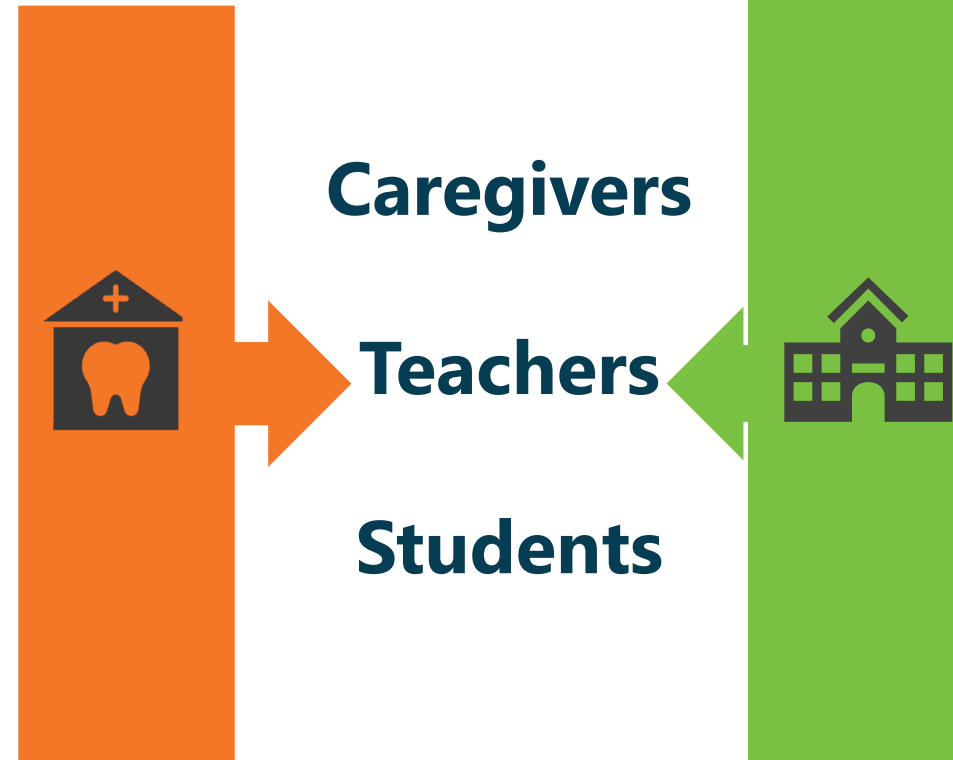
# Successful Implementation – **Communication**

## Internal Communication

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

**How will your  
team  
communicate?**

## External Communication



# 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



# 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
- Use CHWs to support collection
- Include process within the workflow
- Refine and adjust the forms

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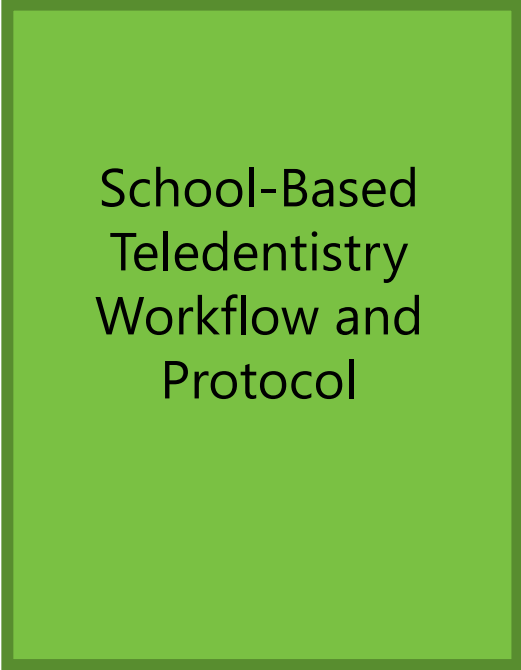
**consent forms  
signed and  
returned**



# Successful Implementation – **Program Operations**

## **Determine program operations:**

- Synchronous or asynchronous services
- Appropriate dental services during TD visit and in-person follow-up
- Staffing
- Insurance acceptance and Medicaid enrollment for eligible patients
- Referral protocol
- Engaging parents and teachers in oral health education and consent form returns



School-Based  
Teledentistry  
Workflow and  
Protocol

# 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?

# Community Health Center of the New River Valley: **Following Up**

- Mail, Phone, Email
  - Know Your Population
- Address concerns and questions
  - Validate parent/guardian/student
- Explain with Simple Language
  - Health Literacy
- Become their Navigator
  - Earn Trust
- Inform of Additional Services
  - Medical, Behavioral Health



*Be your patient's advocate.*



*Meet them where they are.*



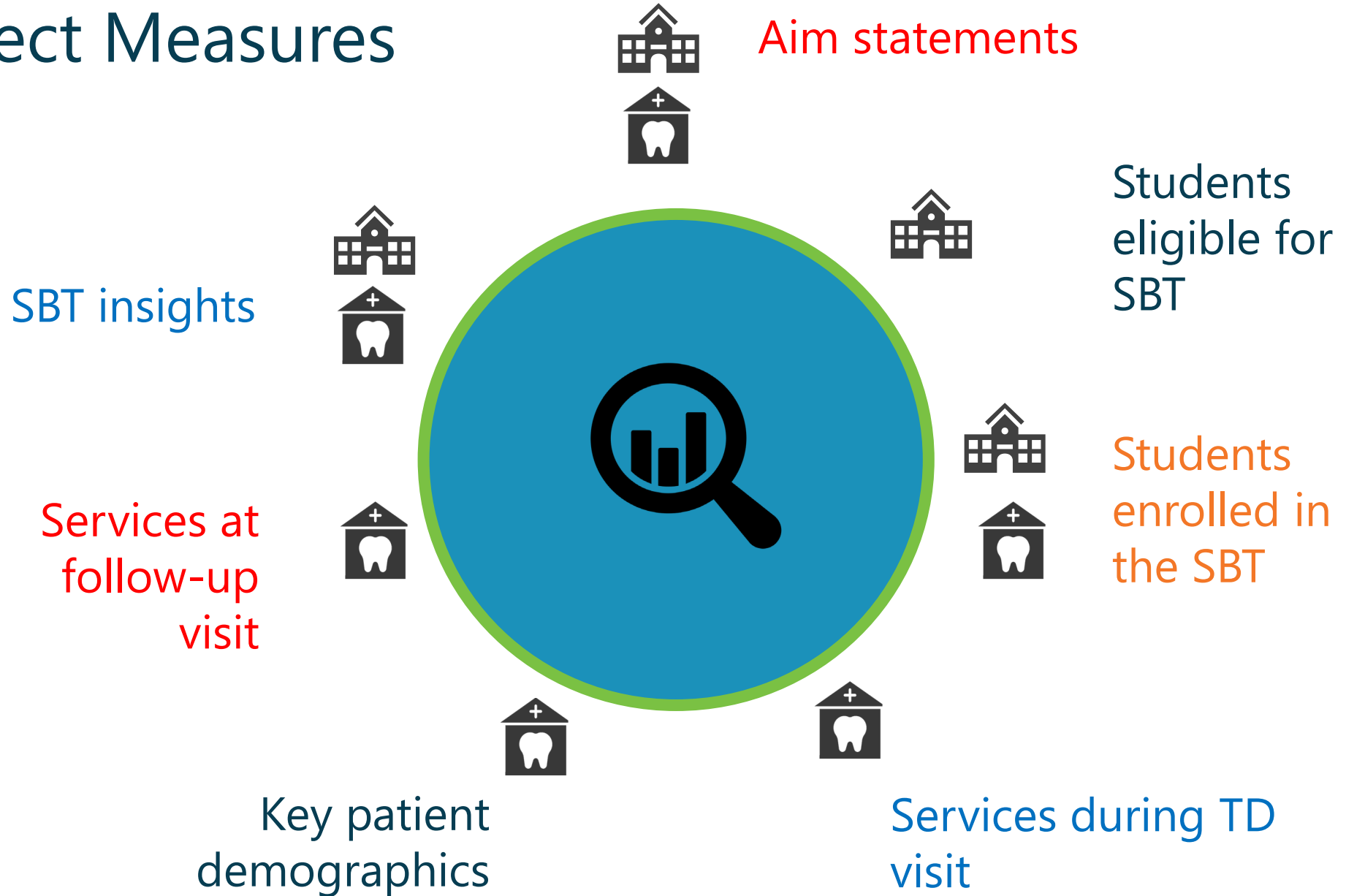
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# Qualitative & Quantitative Information Collection

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# Project Measures



# Information Collection

## Services Provided

### During TD Visit

- Asynchronous services (D9996)
- Synchronous services (D9995)
- Oral health education (D9994)
- Oral screenings (D0190 or D0191)
- Did you order a prescription for the student during the teledentistry visit?

### Post TD Visit

- Prophylaxis cleaning (D1120)
- Sealants (D1351)
- SDF (D1354)
- Limited oral exam (D0140)
- Recall visit (D0120)

## Eval Tools

- Baseline participation survey/Teledentistry Readiness Assessment
- Post-group meeting surveys
- Patient and parent/guardians surveys
- Information collection

## UDS

### Demographic Domains

- Race
- Ethnicity
- Gender
- Insurance

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# THANK YOU

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