

The Power Behind the Smiles

Building School Communities in a Mobile Dental
Setting

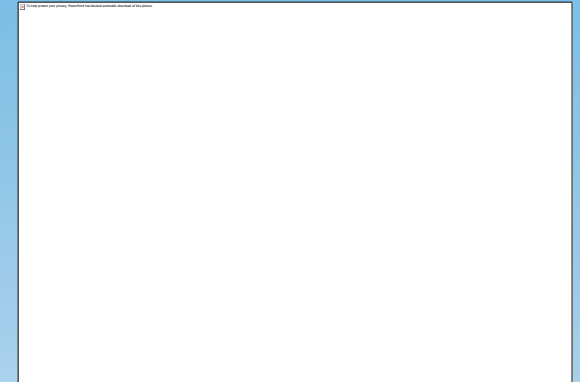


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This series is intended for Dentists, Nurses, Nurse Practitioners, Pharmacists, Physicians, Physician Assistants, Psychologists, Registered Dietitians, and Social Workers.

Please complete the survey and claim your post-session certificate on the Weitzman Education Platform after today's session. **Please note:** Pharmacists must claim credits within two week's following today's session or we will not be able to award ACPE credits.



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Disclosure Statement

Facilitator of this presentation have no actual or potential conflict of interest in relation to this program/presentation.



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Objectives

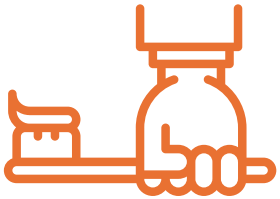
- Increase awareness on the importance of community feedback for a mobile clinic setting.
- Increase knowledge and skills around outreach and oral health practices.



Going the extra
smile since 2000.

Our Dental Program At a Glance

Providing free dental care for economically disadvantaged students enrolled in Title I Elementary schools in Central Texas



Largest charity-based program in the country



Serves 9 school districts and 2 charter schools



50+ clinical and operations staff



5,500 + students treated annually

What We Provide

Free

Dental care for economically disadvantaged students enrolled in Title I Elementary schools in Central Texas

Dental Treatment at Schools

K – 5th grade students receive:

- X-Rays and exams
- Cleanings
- Restorative treatment

12+

Community-partner pediatric dentists and specialists

Complex Care Services

Facilitate the coordination between dental specialists and economically disadvantaged families:

- Pediatrics and endodontics
- Oral surgeons and orthodontics
- General





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**What does community
outreach mean to you?**

The Challenge

- Stigma around free healthcare services
- Limited trust in institutions due to past experiences
- Low awareness of available resources
- Difficulty reaching underserved population

First attempt: Clinic on Wheels (Community)

- **Goal:** Increase community connection and service awareness
- **Method:**
 - Hosted event or joined existing event
 - Brought mobile unit to event and opened doors for community tours
 - Oral Health education booth for families
 - Opportunity to sign up for services
 - Gift cards and electrical toothbrushes used as incentives per survey completions





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**What were the areas of
opportunity for growth?**

What is the PSS advisory committee?

- Consist of **15 advisory members** to serve as representatives for their respective communities.
- **Five to six meetings** will be conducted over the course of a year-long commitment
- The purpose of the Advisory Committee is to **elevate the collective community expertise** on engaging with families that community members bring to the table.
- The Advisory Committee is not a decision-making body, rather a **committee that guides and informs** the framing of community issues, co-designs community solutions with the Foundation, and shapes the actions of the Foundation.

Community and Team Feedback

Community (Parent Support Specialist Advisory Committee):

- “Warm hand-off is essential. Sometimes teachers are first responders; they need to know the process.”
- Allow parents to learn more about the dentist providing the service

Team:

- Many parents and teachers believed mobile clinics performed screenings only, not full treatments.
- Consider making the first day or more of the program set up a ‘pop-up’, ‘office hours’, or open appointment time, to help the community understand the program.



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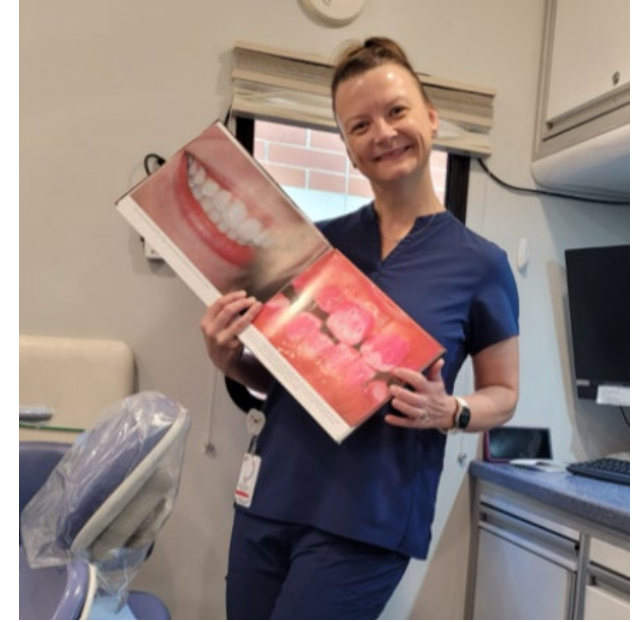
Clinic on Wheels for Kids

Goals

- Provide all students on campus the opportunity to tour the vans and meet our dental team prior to receiving treatment
- Create meaningful 1:1 time with teachers to explain our program and set clear expectations of what to expect during our time serving students on their campus
- Build student comfort and familiarity with our staff, equipment and environment-helping them feel more at ease when returning for treatment

Clinic on Wheels Activities

- **Pano Machine**
- **Exam chair and tools**
 - Provided a dental explorer guide booklet to follow along
- **Restorative procedure**
 - Tell, Show, Do
- **Oral Health Education**
- **Teacher presentation**





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What did we learn from Clinic on Wheels?

Outreach Efforts

Clinic on Wheels impact is equal to multiple outreach efforts:

- Teacher Meetings
- Principle Meetings
- Multiple email/texts communications
- Unplanned in-person



Oral Health Education

OHI sessions can be completed during Clinic on Wheels Event

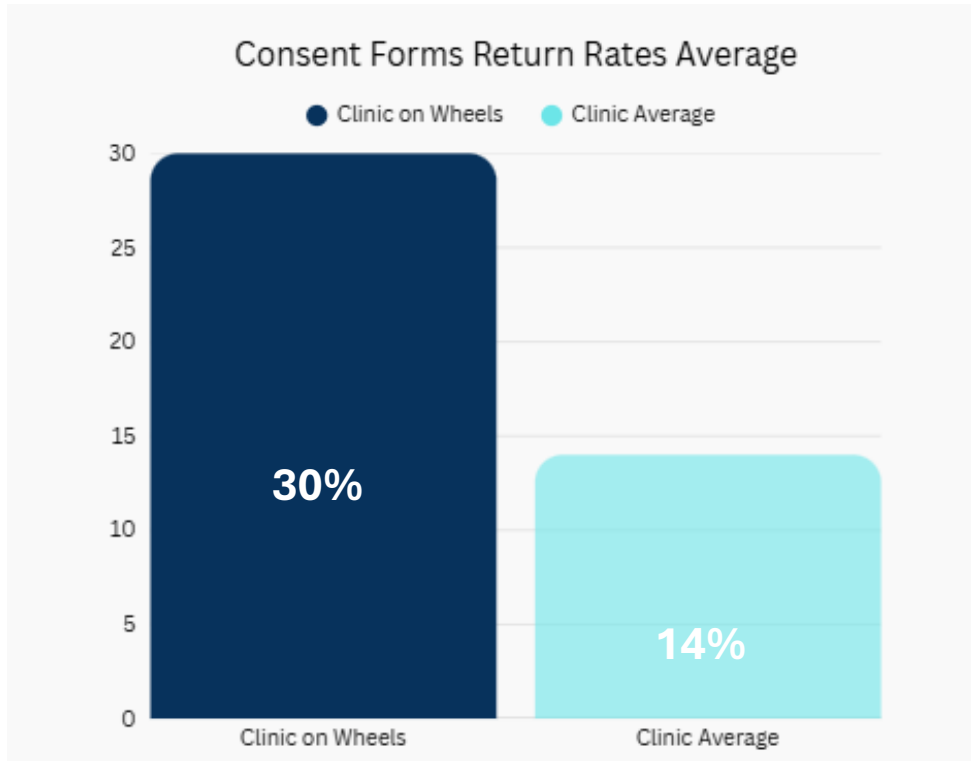
- Smaller groups receive oral hygiene education
- More engagement than in larger group settings as current set up during PE classes

Opens up capacity to increase amount of parent workshops

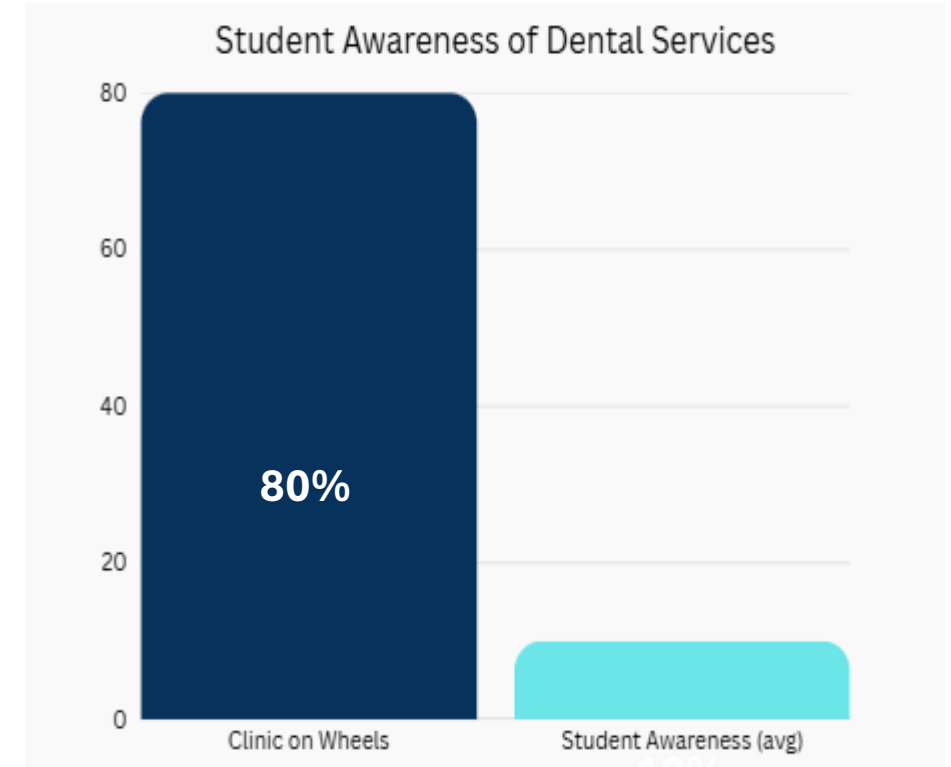
- Allows Oral health program manager to have larger capacity to perform parent workshops-whole family approach to oral hygiene education on larger scale



Consent Form Return Rate after Clinic on Wheels



For this event, returns reached **30%**, more than **2×** the usual rate.



Student **awareness was 8× higher** than the typical average, reducing nervousness and **improving student collaboration**.

Clinical Impact



- Clinical staff had direct engagement with school staff and students
- Teachers had 1:1 conversation with our staff
 - Clinical staff noted better relationships with teachers throughout clinical stay
 - Teachers were more trusting of clinical team
 - Less pushback when pulling students
- Staff really enjoyed the 2-day event and getting to know students better
- Able to start treatment more easily on first patient visit

Reflection:

- **What are the issues?**
 - Lack of school community trust and understanding of our program/services.
- **How did we gather feedback?**
 - Parent support specialists (PSS) and internal team members
- **How did we utilize their feedback?**
 - Developed and updated a new way to experience a clinical visit
 - Built relationships and educate school faculty/staff on dental program and clinic visits
 - Bringing awareness and familiarity to a clinic visit to lessen fear and stigma around dental visits for students
- **How are we going to continue the work?**
 - Continue getting feedback (from school partners and internal team members)
 - Formalize processes and workflow
 - Establish scripts

Breaking down that big IDEA

- Think and reflect on a project/idea you've been contemplating.
- Use the following worksheet to break it down.



Discussion

What was your experience like filling out the worksheet?



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Questions?

