

A Cross-Organizational Approach to Oral Health Integration in Primary Care

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Executive Leadership Commitment

- Oral health included as a priority at the highest levels of the organization
- Direct Chief Leader support
 - CEO
 - Chief Medical Officer
- Organizational Goals
 - Oral Health included in the top 15 goals of the organization
 - Goals are measurable and progress is transparent
 - Accountability at the executive level of the organization

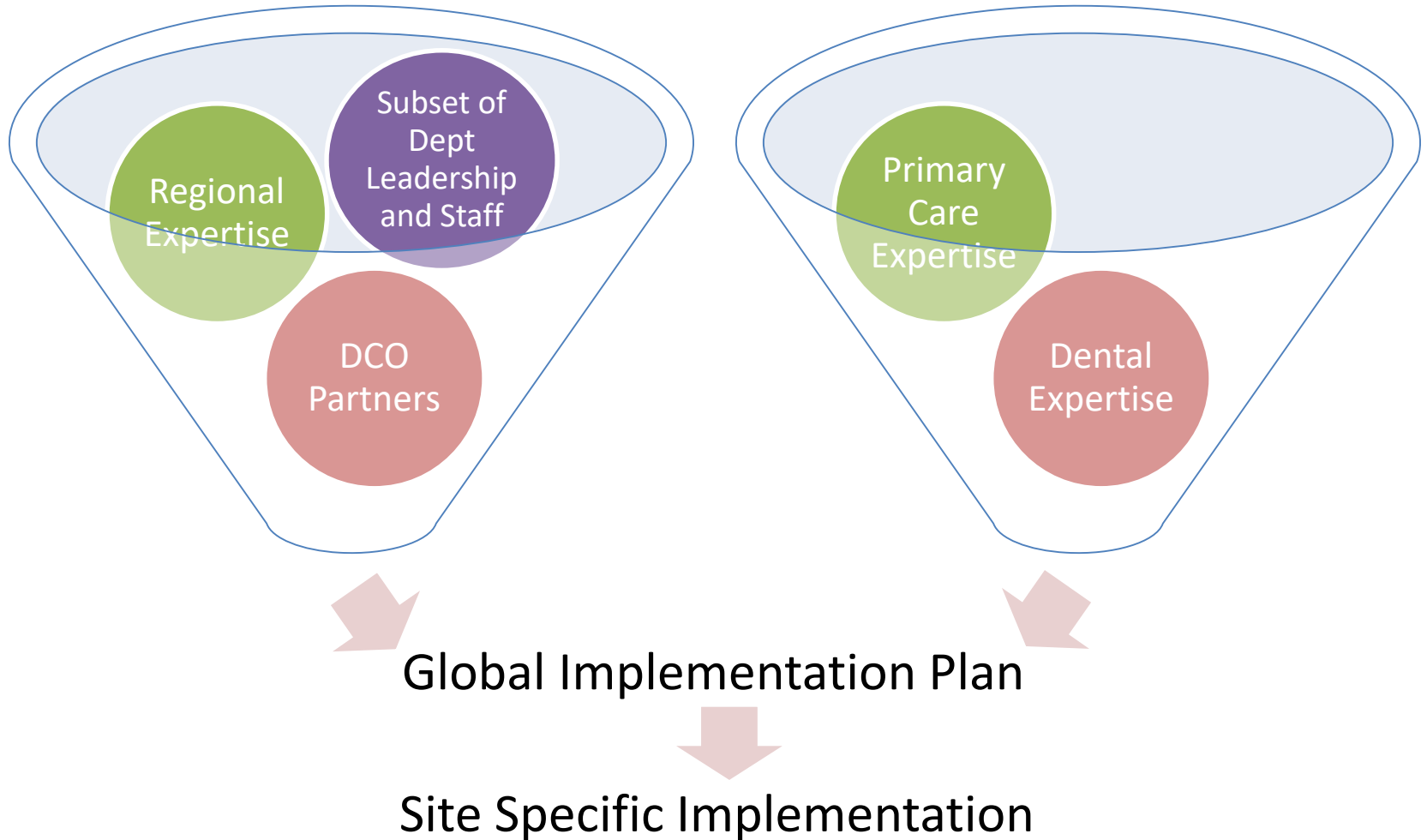
Oral Health Steering Committee

- Composed of executive leaders
- Prioritized initiatives
- Accountable for their departments
- Selected 3 priority areas
 - Oral Health for 0-5 year old children
 - Oral Health for pregnant women
 - Navigation and Communication
 - Partnered with Behavioral Health

Department Leadership Engagement

- Sets the stage for new work within the organization
- Importance of medical director role
- Importance of dental leadership and expertise
- Shares the goals and targets of the work and sets tone of commitment and accountability to oral health
 - Leadership spreads to teams and supports initiative planning and implementation

How did we do it?



Cross-Organizational Oral Health Initiatives

- **0-5 y/o Initiative**
 - 5% increase of children ages 0-5 with an oral health encounter in primary care and dental
- **Maternity Initiative**
 - 5% increase of pregnant women with an oral health encounter during 9 months prior to delivery
- **Communication/Navigation**
 - To develop a patient-facing and non-dental/community-facing portfolio of oral health educational and navigational materials.

0-5 y/o & Oral Health Strategy

- Regional First Tooth strategy development
 - Regional decision-making
 - Analytics for data informed decisions
 - First Tooth site selection
 - Program implementation and sustainability
- Integration begins internally
 - Collaboration with Primary Care Innovation Specialists
 - Internal toolkit development and bi-directional upskilling of team

0-5 y/o & Oral Health Strategy

- First Tooth program
 - Site readiness assessment
 - Workflow development support and implementation
 - Data informed sustainability of the program
 - Post-training support and feedback of implementation



First Tooth Toolkit



First Tooth Information Sheet



What is First Tooth (FT?)

- FT is an evidence-based practice that includes:
- risk assessment
 - anticipatory guidance
 - clinical intervention
 - referral to a dental home.
- * All four components

BACKGROUND & OVERVIEW

FT targets Medicaid toddlers ages 3 and 4 in Primary Care setting.

How was FT created?
FT began in 2009 as a collaborative effort between Health Unit in collaboration with Child Health Division to provide oral health services to children.



FT Pre-Training Checklist

	NO	YES	If YES, indicate the workflow:
Which Caries Risk Assessment (CRA) will be used?			
Review of current documentation/template to assess what is already established.			
All necessary new documentation template in place?			
EMR prompts incorporated?			
Process in place for dental home referrals?			
At what interval will services be delivered?			



First Tooth Readiness Assessment

Culture re: Oral Health

- Do staff have an awareness of oral health?
- Are there oral health prompts during visits?
 - Any oral health programs in place?

None

- Some
- It's listed as part of the visit
 - There is structure present for oral health

Definitely

- It's a routine part of the visit for all providers

- Some
- Staff feel it's important, but

Definitely



First Tooth Logistics Checklist

Health System/Site:	Notes	Date Confirmed
Task		
Confirm training date/time for 1.5-2.0 hour presentation (not including 30 min set-up)		
Staff schedule availability		
Training location/address		
Projector & monitor/screen available		
Is the Clinic Contact attending?		
If No, who is our on-site contact for check-in/IT support?		

First Tooth Lessons Learned

- **Successes**
 - Engaged Leadership
 - Provider Oral Health Champion
- **Challenges**
 - Engaged Leadership
 - Provider Oral Health Champion
- **Lesson Learned**
 - Successful implementation of First Tooth is driven by the organization's set expectation, associated goals, and performance measurement.

Maternity & Oral Health Strategy

- Organization-wide program development
 - Infrastructure to support prenatal providers with key oral health messaging
 - Oral Health is important during pregnancy
 - Dentistry is safe during pregnancy
 - Patients can easily be connected to Dental services
 - Infrastructure to aid with patient Dental navigation and care coordination

Maternity & Oral Health Strategy

- Regional strategy development
 - Analytics to identify prenatal population
 - Provider network needs-assessment
- Maternity program development
 - Two Bright Smiles: evidence-based provider curriculum and patient-facing materials
 - Dental request mechanism

Two Bright Smiles

- Prenatal provider curriculum
- Patient educational brochure

MATERNITY & ORAL HEALTH

The importance, safety, and ease of receiving oral health services during pregnancy



Regional Prenatal Programs

- How does oral health fit into existing programs?

- CPCCO
 - First Steps



- JCC
 - Starting Strong



Navigation & Communication Strategy

- Opportunities for infrastructure development identified
 - Collaboration with contracted DCOs for care coordination
 - Dental Services/DCO navigation brochure for CCO regions
 - Dental request mechanism
 - CareOregon Connect Provider Portal “Request for Dental Services” form
 - Data-sharing files
 - Gap lists to identify eligible patients

CareOregon Connect Provider Portal

- Request for Dental Services
 - Improves care coordination to Dental
 - Simplifies patient DCO navigation

1. Click on "Dental care request"

2. Select urgency level. Call for all emergencies.

3. Fill in all information

Request for Dental Services

Today's Date: 9/11/2017

Non-Urgent/Routine
 Urgent (pain, managed infection or swelling)

For Dental emergencies (unusual swelling or infection of the face/gums, tooth avulsion) please call Dental Care Coordination at 503-488-2812 Monday thru Friday from 8am to 6pm PST.

Materials submitted online are processed once daily.

Patient Information

*Patient First Name:
*Patient Last Name:
*DOB:
*Medical ID:
*Patient Phone:
Parent/Guardian, if minor:

Referring Provider Information

*Clinic Name:
*Provider Name:
*Phone Number:
Fax for Correspondence:
Email for Correspondence:

Clinical Presentation

Dental caries/Dental decay
 Swelling/Abcess
 Oral Pathology
 Pain
 Other

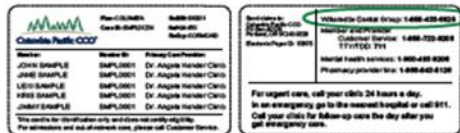
Health Conditions

Pregnancy
 Diabetes
 Cardiovascular Disease
 Other significant medical conditions

Dental Services/DCO Navigation Brochure

Your ID card

Columbia Pacific CCO assigns you to one of our four dental partners. Their information is on your Columbia Pacific CCO Member ID card.



Advantage Dental*
Customer Service:
1-866-268-9631
TTY: 711
advantagedental.com

Capitol Dental Care*
Customer Service:
800-525-6800
TTY: 800-735-2900
capitoldentalcare.com

ODS† Customer Service:
1-800-342-0526
TTY: 503-243-3958
or 800-466-6313
modahealth.com/ohp

Willamette Dental Group†
Customer Service:
855-433-6825
TTY: 800-735-1232
willamettedental.com

*Clatsop and Columbia Counties only †Clatsop, Columbia and Tillamook Counties

Call your dental plan's Customer Service Department if you need help finding a Primary Care Dentist for you and/or your family.

If you have any questions about your benefits through OHP, you can call Columbia Pacific CCO's Customer Service. We are open from 8 a.m. to 5 p.m., Monday-Friday.

Toll-free: 855-722-8206 Text: 503-488-2882 TTY: 7-1-1

Smile, your dental is covered!



Your benefits

Taking care of your teeth is just as important as taking care of your body. As a Columbia Pacific CCO member with Oregon Health Plan (OHP) benefits, dental care is included.

Adult and child dental care

Benefits are for members of all ages. Check the chart to see what's covered for your age group.

Free rides to the dentist

RIDECARE is a free service for Columbia Pacific CCO members who have no other way to get to a dental appointment. While there's no cost to you, there are some rules. For more information, visit our website at colpachealth.org/transportation.

Emergency and urgent dental care

If you need emergency or urgent dental care, it's covered.

Always try to call your dentist or your health plan before seeking either emergency or urgent dental care. They will help you decide where to go.

Specialty dental care

If your dentist decides that you need specialty care, they will refer you. Usually, specialty care is covered only with a dentist's referral and pre-approval from your dental plan.

Some benefits may need pre-approval from your dental plan or may have limits. Check with your dentist or feel free to call Columbia Pacific CCO if you have questions.

Pregnant women and members under 21 All other members

Preventive Services

Exams	yes	yes
Cleaning	yes	yes
Fluoride treatment	yes	yes
X-rays	yes	yes
Sealants	age 15 and under only	not covered

Restorative and Prosthodontic Services

Fillings	yes	yes
Partial dentures	every 5 years	every 5 years
Complete dentures	every 10 years	every 10 years
Crowns	limited	limited

Oral Surgery and Endodontics

Tooth removals	yes	yes
Root canal therapy	limited	limited

Seeing your dentist

at least once per year is one of the best health decisions you can make!



CareOregon Dental Funded Integration

- 2018 collocated FQHC integration projects
 - Diabetes/A1C management
 - Trauma-informed care
 - Immunizations in the dental setting
 - Embedded EPDHs in primary care sites

Questions?

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