

# Oral Health and Social Determinants of Health



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**2018 Community Health  
Worker conference  
April 12, 2018  
Lynnwood Convention Center**

**CHWCMR**

**ARCORA**

The Foundation of Delta Dental of Washington

# Oral Health Trainings: Origin and Goals



Community based  
participatory project -  
CHWCMR & ARCORA

26 % of Hispanic 6- to  
9-year old suffered  
from untreated tooth  
decay

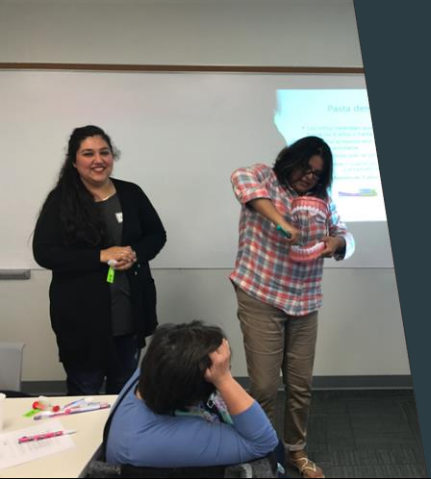
English and Spanish-  
language focus groups:  
Seattle and Eastern  
Washington.

Goal: Gain a better  
understanding of the  
knowledge, attitudes  
and behaviors  
regarding oral health

Good oral health is  
important to control  
chronic diseases, and  
quality of life

# Oral Health and Social Determinants of Health Workshops

- ▶ Conducted by a lay leader (or two for co-presenters) who are CHWs trained by CHWCMR
- ▶ Learning activities
- ▶ Pre-Post surveys



# CHWCMR Team

## Master Trainers

Giselle Zapata Garcia  
Silvia Kennedy  
Socorro Garcia  
Katherine Newton  
Ana Elisa Wilson  
Carlos Jiménez  
Luz Romero

## Lay Leaders

Angelica Rivera  
M. Guadalupe Gaitan  
Julissa Schneider  
Kalli Morales-Donahue  
Rosalba Mata

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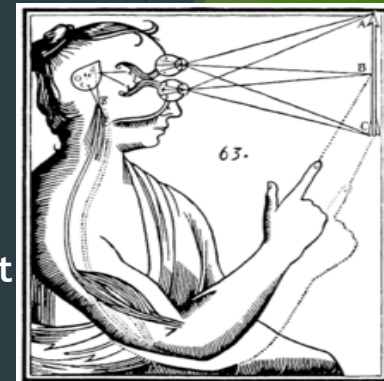
Laura Flores, JD, Co-Investigator & Sponsor  
Health Equity Lead Strategist ARCORA

# Collaborators

Allen Cheadle  
Co-Investigator  
Evaluation consultant



Gino Aisenberg  
Co-investigator  
Figure Drawing Assessment



# Workshop Modules



- ▶ Oral Health Statistics
- ▶ Oral Health conditions
- ▶ Oral Health Care
- ▶ Social Determinant of Health Affecting Oral Health
- ▶ The relationship about oral health and chronic conditions
- ▶ Oral Health and social determinant of care
- ▶ The role of CHWs in Oral Health
- ▶ What your dentist expects from a patient
- ▶ Resources and tools for Oral Health in your community
- ▶ Being a advocate for oral health

# Interactive Learning Experiences

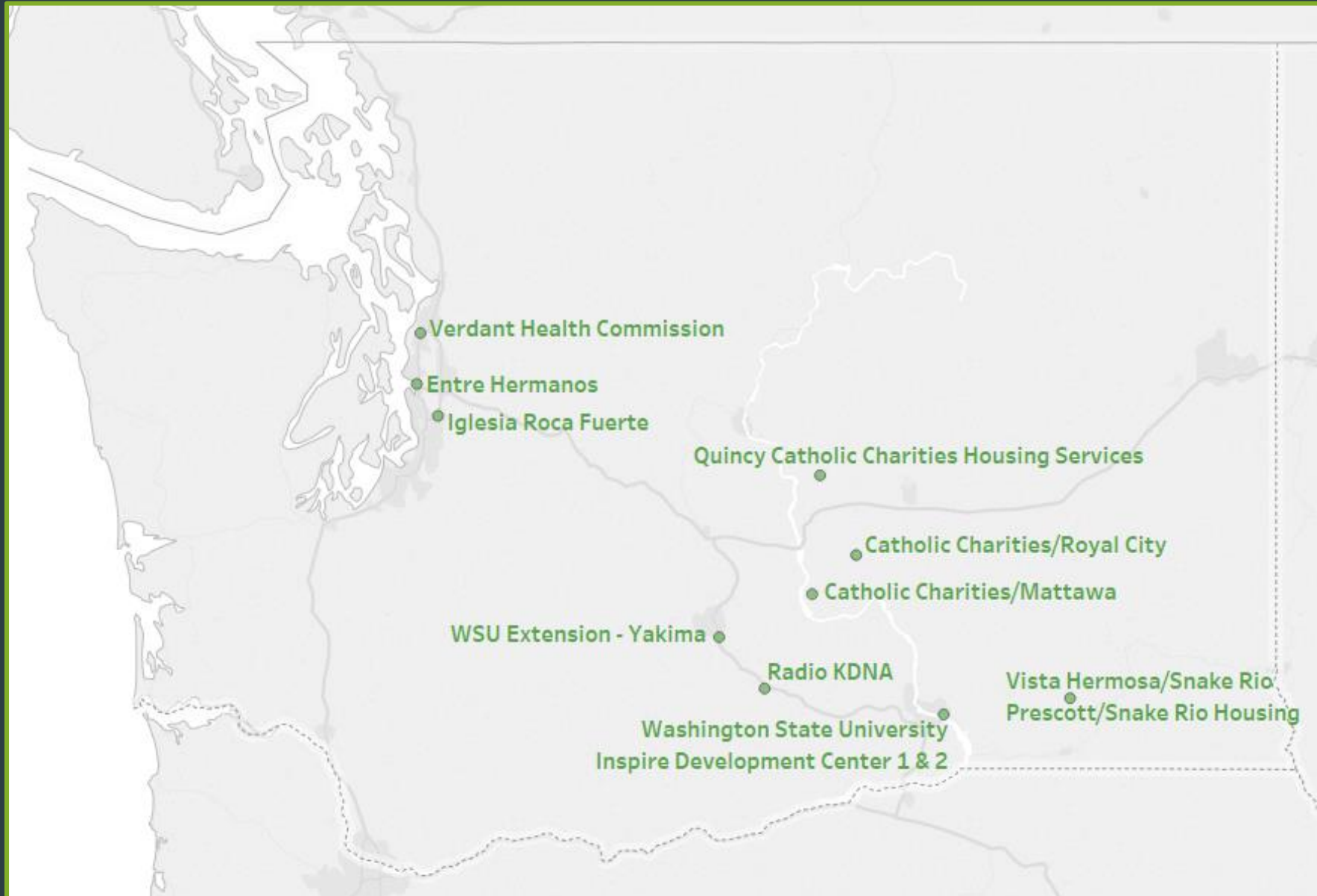
- ▶ **Figure drawing on a piece of paper:**
- ▶ How do you feel about your own oral cavity? Identify yourself. If your oral health is good then:
- ▶ How do you notice how other member of your family feel about their oral health?
  
- ▶ **Gallery :** Exercise about Social Determinants of Health & Oral Health
  
- ▶ **Fishbowl:** Exercise about how to clean your mouth

# 2017 Workshops



- ▶ 12 workshops
- ▶ In-person, two hours long
- ▶ Two trainers
- ▶ 311 participants
- ▶ Pre/post surveys: ~95% responding

# 2017 Workshops





# Survey

## POST-Survey

Your Initials: \_\_\_\_

Your Month of Birth: \_\_\_\_

### IHW Coalition for Migrants and Refugees | 2017 Oral Health Post-Training Survey

Please take a few minutes to respond to the following questions upon the conclusion of the training. The information you provide is confidential, please do not put your name on this sheet. Your answers will help assess participant learning and improve training and services in the community. Thank you for your honest responses to these questions. Your input is valuable.

**1. Are you familiar with any conditions or illnesses that may be related to oral health (or negatively impacted by poor oral health)?**

- Yes  
 No

Please provide any examples: \_\_\_\_\_

*Multiple choice: Please pick the best response.*

**2. Dry mouth can cause...**

- Bad breath  
 Tooth decay  
 Problems swallowing  
 Difficulty speaking  
 All of the above

**3. A mouth infection, like an abscessed tooth...**

- A. Needs immediate attention  
 B. Will heal itself with ice or with something hot  
 C. Will be helped by consulting a neighbor  
 D. Can result in very serious complications  
 Both A & D, above

**4. Oral health problems may be due to:**

- Having poor oral hygiene alone  
 Lack of economic resources  
 Inability to communicate in the language of my oral health care provider (dentist or doctor)  
 Living in an area where free or low cost oral health services are unavailable  
 All of the above

**5. When I have a cavity or other dental problem:**

- I visit my health center to see my medical doctor  
 I pull my own tooth  
 I visit the dentist so that he or she can pull my tooth  
 I visit the dentist or other provider and follow the instructions  
 I ask my family or neighbors for advice and follow their instructions

## POST-Survey

Your Initials: \_\_\_\_

Your Month of Birth: \_\_\_\_

Please check the box if the statement is True or False

	True	False
6. Children in low-income families experience more tooth decay than other children.	<input type="checkbox"/>	<input type="checkbox"/>
7. Drinking juice is good for teeth.	<input type="checkbox"/>	<input type="checkbox"/>
8. People with dentures need to visit the dentist.	<input type="checkbox"/>	<input type="checkbox"/>
9. Fluoride is a naturally occurring mineral that heals and strengthens teeth.	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the following:

	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
10. The training leader's knowledge and skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The content of the training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The location/timing of the training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The training overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

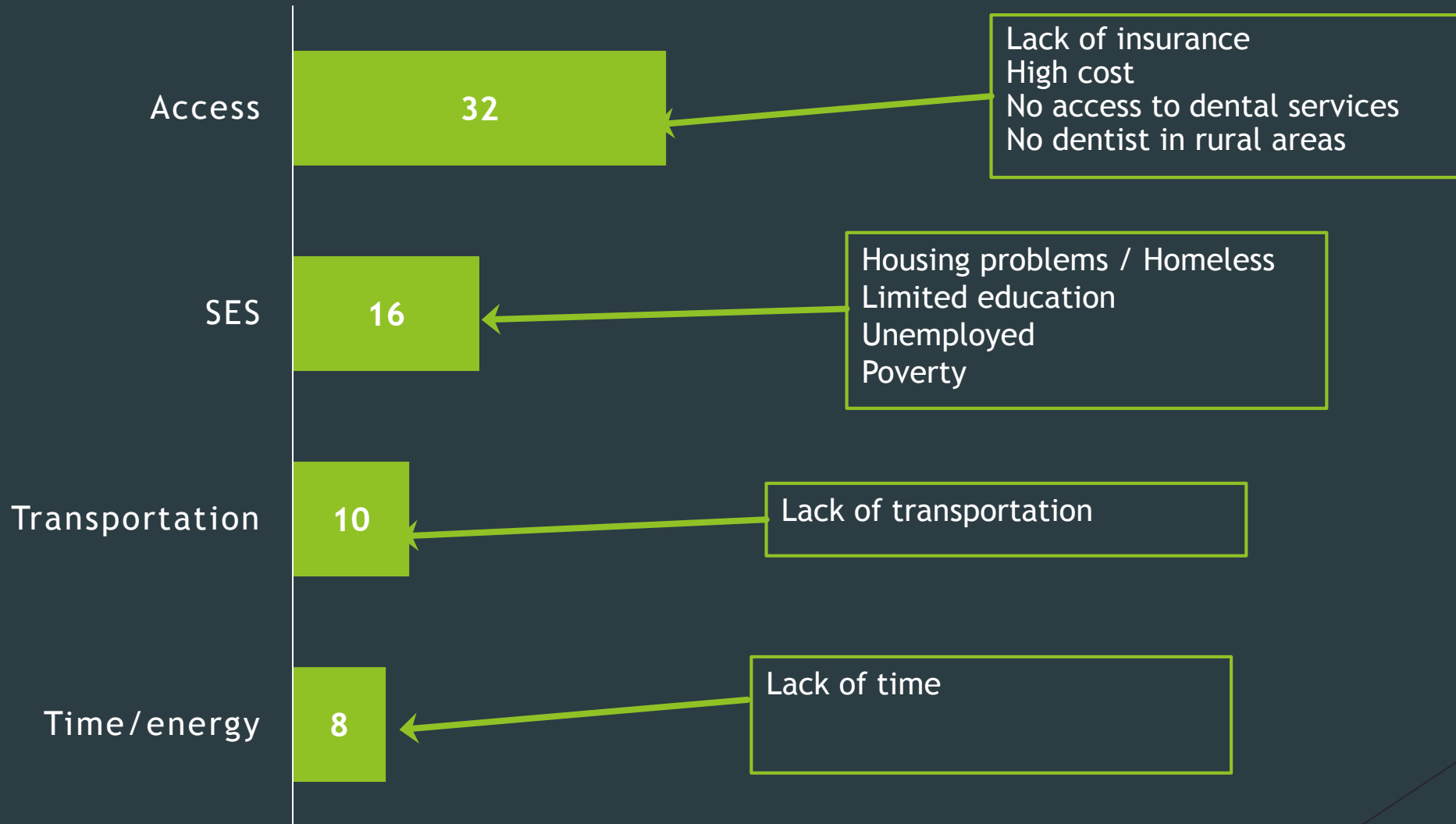
14. What did you learn in the training that you will use in your work?

15. What other information, knowledge or skills would you like to have included in this training?

For office use: Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (mm/dd/yy)

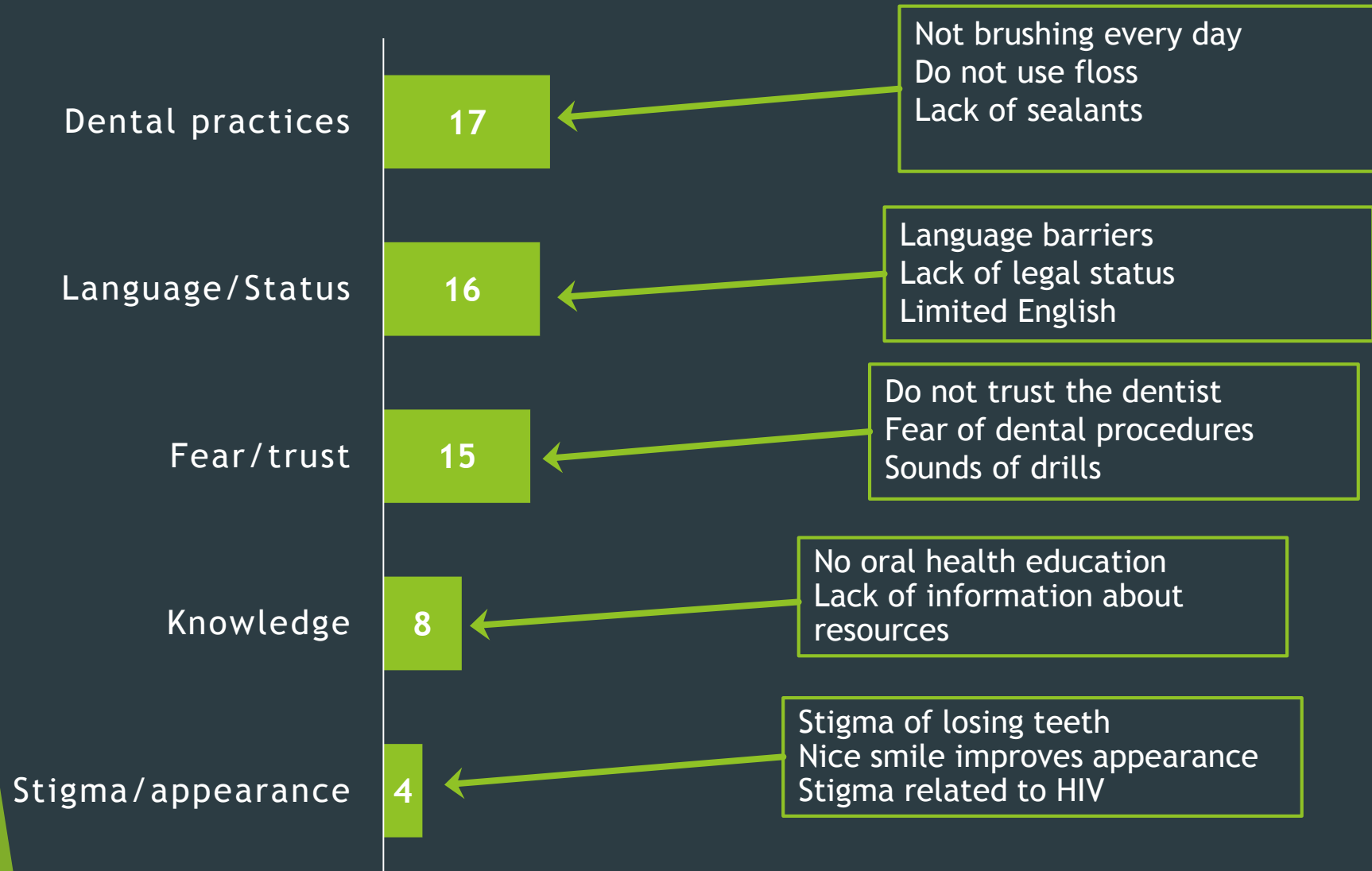
Training Site/Code: \_\_\_\_\_

# Social Determinants -1



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

# Social Determinants - 2



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

# Social Determinants -3



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

# Conclusion about participant's perceptions of Oral Health and Social Determinants



- ▶ Access 32%
- ▶ Dental Practices 17%
- ▶ SES 16%
- ▶ Language/Status 16%
- ▶ Fear/Trust 15%
- ▶ Food behavior 13%
- ▶ Transportation 10%
- ▶ Time and Energy 8%
- ▶ Substance use 7%

# Problem

- > Difficult to find a local dentist on Apple Health
- > No current solution on internet search engines
- > Internet search engines are a modern expectation



# DentistLink.org

*How we can streamline dental scheduling*

# Solution


- > Create a online scheduler through DentistLink
- > Allow Apple Health patients to access FQHC emergency appointments for themselves.
- > Meet modern technological expectations and increase overall dental access across the state of WA



## How does this benefit a FQHC?

- > By outsourcing a portion of scheduling, the admin staff are freed up to more efficient service
- > Streamlines admin costs and increasing productivity
- > Reduce no-shows and educate patients

# How does this work?

 DentistLink  
A free non-profit service brought to you by Arcora Foundation

[Apple Health Coverage](#) [About Us](#) [Contact us](#)

8 → The reason for this visit is: \*

<input type="radio"/> A Pain/Toothache	<input type="radio"/> B Cleaning/Checkup
<input type="radio"/> C Broken/chipped tooth	<input type="radio"/> D Orthodontics
<input type="radio"/> E Dentures	

63% completed

^ v



Patient tells us they are in pain

# Provide a upfront schedule choice

We provide schedule options for the patient.

Once the patient selects the appointment, we ask them for all the details that FQHC's require for them to book an appointment.

For Unify Dental Clinic in Spokane we ask for:

- *Patient Name*
- *D.O.B*
- *Apple Health Client ID*
- *Address*
- *Reason for visit*
- *Phone Number*

We can change this to suit each FQHC's scheduling policies.



# FQHC receives secure HIPPA e-mail

- > From here a secure HIPPA compliant e-mail is sent to the provider
- > E-mail will contain pertinent information for each separate FQHC's database preferences of the patient and the time that the patient has selected.

# Unify Dental Clinic Testimony

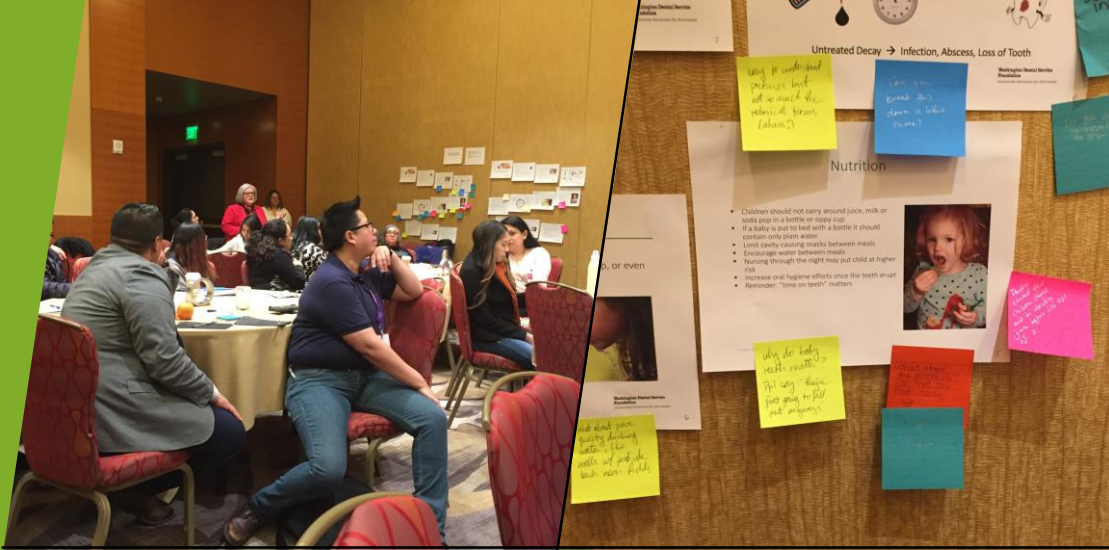
Jessica Pearson - Dental Department Supervisor:

“By using DentistLink to schedule our emergency appointments, we save roughly 2 hours a day that can be spent on providing better care to our patients.”

Monetary savings: \$8,200/per annum

# Changing Trends

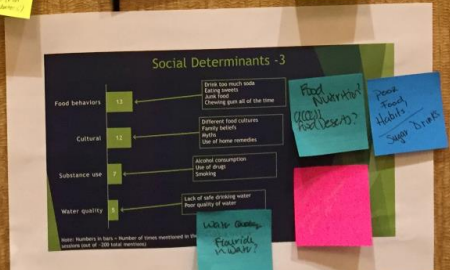
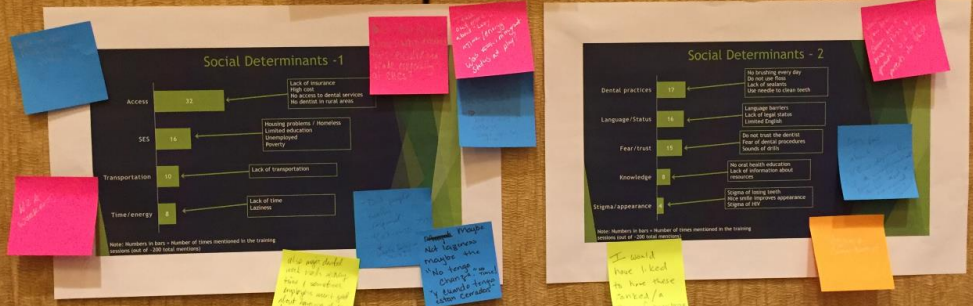
- > Patients are increasingly using 21<sup>st</sup> century tools such as Google and Bing
- > Dentistlink receives up to 400 patient requests a week through the internet
- > As the Medicaid population becomes increasingly tech savvy, the non-profit sector needs to adapt to meet those needs
- > We are inviting FQHC's to help us reach these goals for increased access



Station 3. Social determinants results

Guiding questions as you read:

- What seems important to you?
- How could these results apply in your own work?
- What questions or suggestions do you have?



# Questions?