Oral Health and Social Determinants of Health

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2018 Community Health Worker conference
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Oral Health Trainings: Origin and Goals

Community based participatory project - CHWCMR & ARCORA

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

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

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

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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
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 members 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
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

Please check the box if the statement is True or False:

6. Children in low-income families experience more tooth decay than other children.
   - True
   - False

7. Drinking juice is good for teeth.
   - True
   - False

8. People with dentures need to visit the dentist.
   - True
   - False

9. Fluoride is a naturally occurring mineral that heals and strengthens teeth.
   - True
   - False

Please rate your level of satisfaction with the following:

10. The training leader’s knowledge and skill
    - Highly satisfied
    - Satisfied
    - Neutral
    - Dissatisfied
    - Highly dissatisfied

11. The content of the training
    - Highly satisfied
    - Satisfied
    - Neutral
    - Dissatisfied
    - Highly dissatisfied

12. The location/time of the training
    - Highly satisfied
    - Satisfied
    - Neutral
    - Dissatisfied
    - Highly dissatisfied

13. The training overall
    - Highly satisfied
    - Satisfied
    - Neutral
    - Dissatisfied
    - Highly dissatisfied

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

Access: 32
- Lack of insurance
- High cost
- No access to dental services
- No dentist in rural areas

SES: 16
- Housing problems / Homeless
- Limited education
- Unemployed
- Poverty

Transportation: 10
- Lack of transportation

Time/energy: 8
- Lack of time

Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)
Social Determinants - 2

- **Dental practices**: 17
  - Not brushing every day
  - Do not use floss
  - Lack of sealants

- **Language/Status**: 16
  - Language barriers
  - Lack of legal status
  - Limited English

- **Fear/trust**: 15
  - Do not trust the dentist
  - Fear of dental procedures
  - Sounds of drills

- **Knowledge**: 8
  - No oral health education
  - Lack of information about resources

- **Stigma/appearance**: 4
  - Stigma of losing teeth
  - Nice smile improves appearance
  - Stigma related to HIV

Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)
Social Determinants -3

- **Food behaviors**: 13
  - Drink too much soda
  - Eating sweets
  - Junk food
  - Chewing gum all of the time

- **Cultural**: 12
  - Different food cultures
  - Family beliefs
  - Myths
  - Use of home remedies

- **Substance use**: 7
  - Alcohol consumption
  - Use of drugs
  - Smoking

- **Water quality**: 5
  - Lack of safe drinking water
  - Poor quality of water

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?

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 21st 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
Questions?