TELEHEALTH WEBINAR 7: DENTAL BEST PRACTICES

For audio, dial (415) 655-0003
Access code 127 989 0288
The webinar is being recorded
Supporting materials will be shared

Putting Health Care in Schools

The California School-Based Health Alliance is the statewide non-profit organization dedicated to improving the health & academic success of children & youth by advancing health services in schools.

Learn more: schoolhealthcenters.org

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Improving School Attendance and Performance Using Telehealth-Connected Oral Health Teams And Virtual Dental Homes

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Presenter
Moderator

6/19/2020
Absenteism, Performance and Oral Health

- Students with toothaches were almost 4 times more likely to have a low grade point average.
- Students without access to dental care - about 11% missed school compared with 4% of those with access.
- Among elementary and high school–aged children, 58 and 80 school hours respectively, per 100 children are missed annually.
- Parents averaged 2.5 absent days from work or school per year because of their children’s dental problems.


Dental Care Utilization in the U.S.

The current dental care system primarily serves the wealthiest and healthiest segments of the population

The Declining Role for the Dental Drill

Remineralization  Buffering Agents
Caries Arresting Medications  Sealing Caries

Toothpaste, School brushing, Iodine, Arginene,

Fluoride Varnish  Silver Diamine Fluoride
Sealing Caries

Dental Sealants

Interim Therapeutic Restorations

Care for Chronic Oral Diseases

Acute Care/Surgical Intervention

Chronic Disease Management

Behavior Change Principles

- Messages delivered by trusted members of the community
- Multiple people delivering the same message
- Small incremental behavior changes
- Ongoing reinforcement, coaching
- Peer support

Space and Equipment

EHR: Radiographs
EHR: Photographs

Community-based Prevention and Early Intervention Procedures

The Virtual Dental Home Sites
Oral Health Systems for Underserved Populations

Telehealth-Connected Teams

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Teledental Connected Teams and Virtual Dental Home Systems Key Outcomes

- Reach people, emphasize prevention, and lower costs
- Majority of people kept and verified healthy on-site
  - About 2/3 of children had all needed services completed by dental hygienist
- Community organization integration
- Dentist integration

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States Adopting Virtual Dental Home Systems 2019

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Community Engaged Dental Care Systems

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School-based Dental Care and School-based Health Centers

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School-based Dental Care and School-based Health Centers

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Physical Distancing

- People cut off from sources of dental care
- Practices trying to limit services to emergent/urgent services
- Need to:
  - Establish communications
  - Provide advice, consultation, triage
  - Provide limited and efficient in-person services when needed, necessary
- Must keep people from seeking care for oral health concerns in other components of health care system – Emergency Rooms

Solutions for current physical distancing environment

1. Combining available tools:
   - Email and text + patient generated photographs
   - Off-the shelf/low-cost/free separate tools:
     - scheduling/video/forms/payment
   - Copy and paste all activity into one record/EDR

2. Optimized systems: Integrated teledentistry systems that include all needed tools

Optimized System: Components

- Notify
- Plan
- Advice/Consultation/Triage
- In-person – minimal interventions
- Secure complete record of all components of the patient interactions

Optimized System: Workflow

Patient:
- Notify
- Register – create patient portal
- Choose level of response
- Pay or enter insurance/Medicaid number
- Fill out forms
- Upload – photos, text, records
- Schedule – type, urgency
**Optimized System: Workflow**

Provider:
- Notified of patient registration and uploads
- Respond via message –portal/chat
- Secure videoconference
- Advice/consultation/triage
- Next steps:
  - Advice
  - Prescription
  - Follow-up appointment
  - In-person treatment

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**Optimized Systems for COVID-19 ERA: All-in-One**

- Registration
- Patient Information
- Forms
- Messaging
- Chat
- Live Video
- Schedule
- Consent
- Integrated Permanent Record
- Explanation/Information

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**Practice Systems for COVID-19 ERA and Beyond**

- Patient Portal
- Pre-and post-visit care
- Procedure/Surgery
- Advice
- Outside the Office: Teledentistry
- Operating/Office

Dental care's New Normal:

- 94% of dental providers anticipate long-term changes in dentistry due to COVID-19

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**Return to Work Interim Guidance Toolkit**

Overview

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**COVID-19 Occupational Risk Score**

The COVID-19 Risk Score is a tool to help healthcare providers understand and manage the risk of COVID-19 transmission in the workplace. The score is based on a variety of factors, including the type of work performed, the exposure to patients, and the use of personal protective equipment. The score ranges from 0 to 100, with higher scores indicating a greater risk of transmission.

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**DentaQuest Partnership for Oral Health Advancement**

June 2020: Dental Care’s New Normal: Provider Survey Reveals the Need to Adapt and Redesign. Boston, MA.
Addressing Barriers to Adoption

• Awareness
• Policy
  – Can it be done
    • Licensure/scope of practice?
  – Is it paid for?
• Implementation challenges
  – even if people are aware, and it is allowed, and it is paid for, there are still numerous implementation challenges in doing something different than what is now the mainstream approach to oral health.

Getting Back to School

• Mutual planning
• Good communication
  – Safety
  – Benefit
• Minimal interventions/maximum health
  – Adequate PPE
  – No aerosols
  – Distancing – space and timing

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