

Crafting Seamless Dental Care Coordination: Effective Strategies

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Bahar Amanzadeh, DDS, MPH

California Oral Health Technical Assistance Center (COHTAC)

Outline

- Definition of Care Coordination
- Dental Care Coordination Flow and Timeline: School Dental Screenings
- Training Dental Care Coordinators
- Tracking Progress and Setting Performance Metrics
- Communication with Guardians

Definition of Care Coordination

"Care coordination is the deliberate organization of patient care activities between two or more participants (including the patient) involved in a patient's care to facilitate the appropriate delivery of health care services."

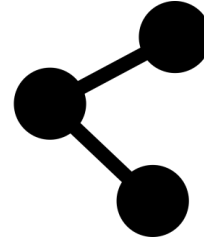
- Patient- and family-centered, team-based activity
- Designed to assess and meet the needs of patients while helping them navigate effectively and efficiently through the healthcare system (goal is empowerment, building motivation and self-efficacy)
- Sometimes involves determining where to send the patient next and what information to transfer to other agencies/providers



Train
Dental Care
Coordinators



Rethink
Places



Create
Connected Care

Why **Dental** Care Coordination?

- There are significant disparities in oral health often due to the influence of social determinants
- Families face internal and external barriers when attempting to access dental care
 - Navigating the dental care system is complicated
- One of the drawbacks for Medi-Cal dental providers is the low show rate

Guiding Principles of Dental Care Coordination

- Early intervention
- Family-centered
- Flexible
- Relationship-based
- Warm hand-off



Who Can Do Dental Care Coordination?

- Care Coordinators, Community Health Workers/Promotores/Representatives (CHW/P/Rs) - all different configurations
- Ideal if they are from the community, are bilingual, and understand the culture
- Family advocates, school nurses, and other school staff
- Federally Qualified Health Center (FQHC) staff / CHW/P/Rs
- Care Coordinators within public health departments: Oral Health Program; Maternal, Child, and Adolescent Health (MCAH) Programs; Home Visiting Programs; First 5; Women, Infants, and Children (WIC) Centers; etc.



Components of Dental Care Coordination



Working with Patients



Working with Dental Providers



Working within Environments/with Systems



Working with Patients

- Outreach and education
- Building relationship/rapport with the family and empowering their participation in the process
- Assessment: social needs, oral health needs, urgency of care
- Timing and nature of first appointment



Working with Dental Providers

- Learning about and building relationships with dental providers
- Coordination with general providers
- Coordination with hospitals or specialists



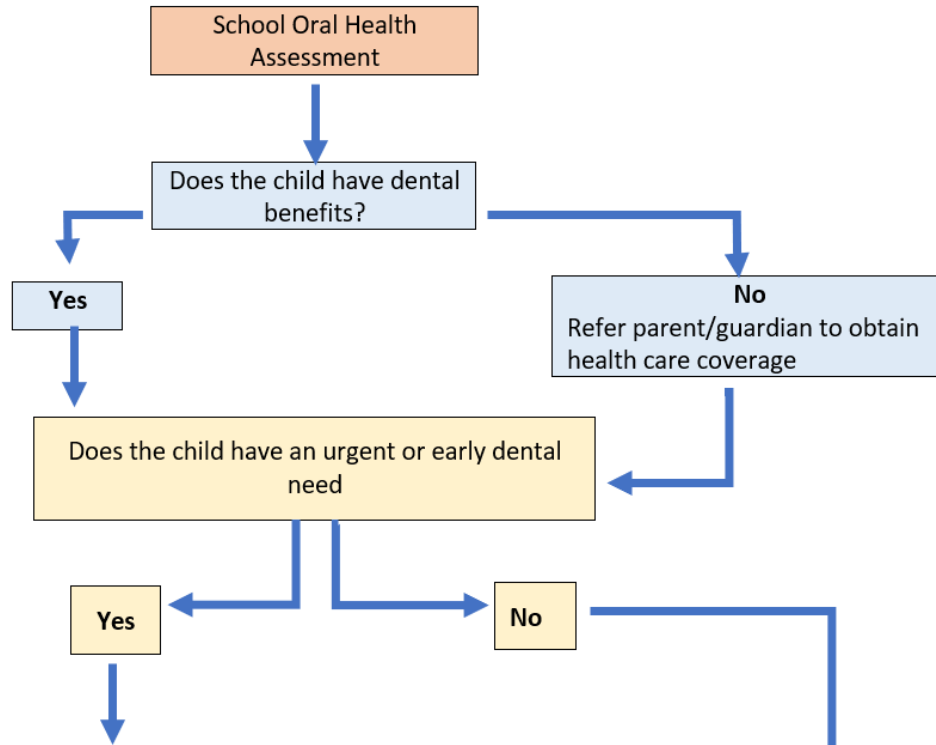
Working within Environments/Systems

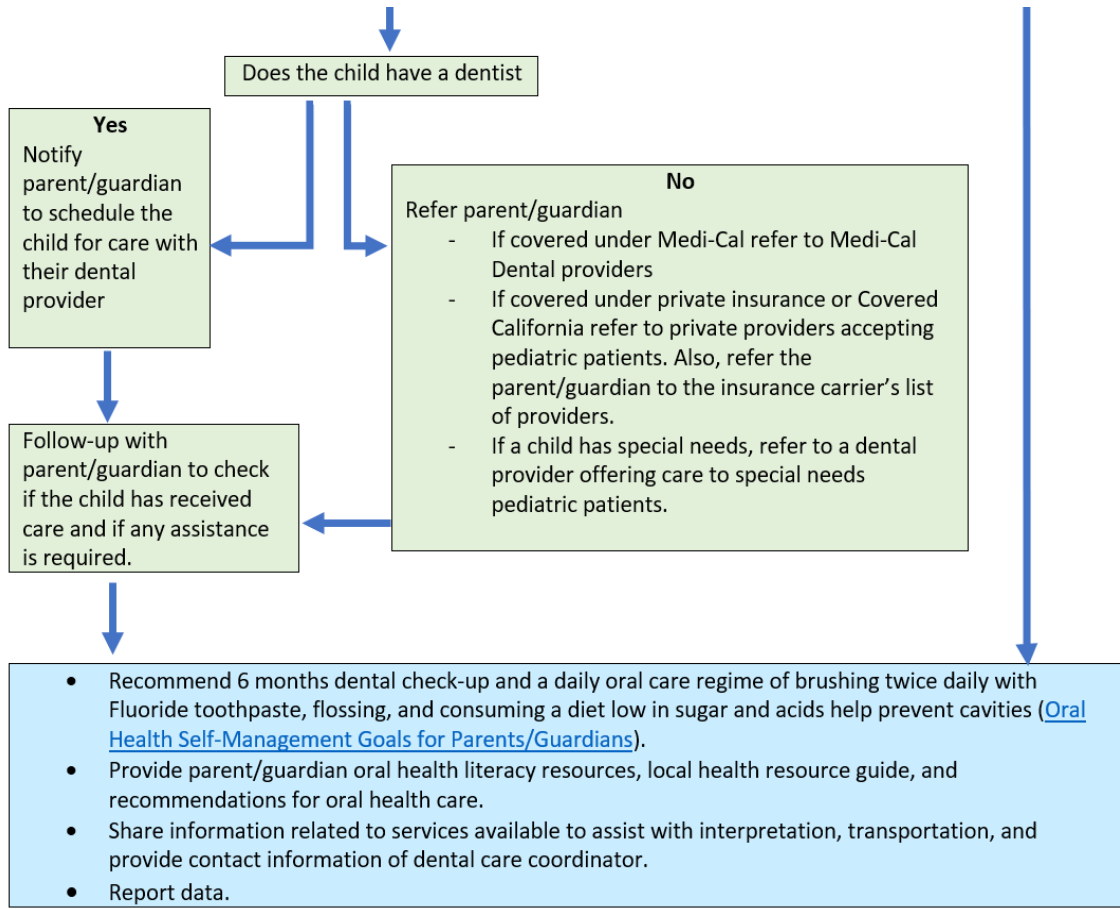
- Learning about and working with Medi-Cal eligibility
- Working within environments where the community resides, works, and gets services: WIC, Head Start, schools, etc.

Preparation for Care Coordination

- Have a list of active providers in your area ready:
 - Including weekday and weekend hours, services provided (including sedation), if they accept Medi-Cal, if they see young children
- What's their process for admitting new patients or making appointments?
- How can you do a warm hand-off?
 - Start the communication with specific providers that you will be referring to, especially for urgent cases (sedation, hospital dentistry)
- Have a point person/answer for barriers:
 - Medi-Cal eligibility questions
 - Transportation difficulties, language assistance, special needs, etc.
- Have a script ready

Care Coordination Flowchart





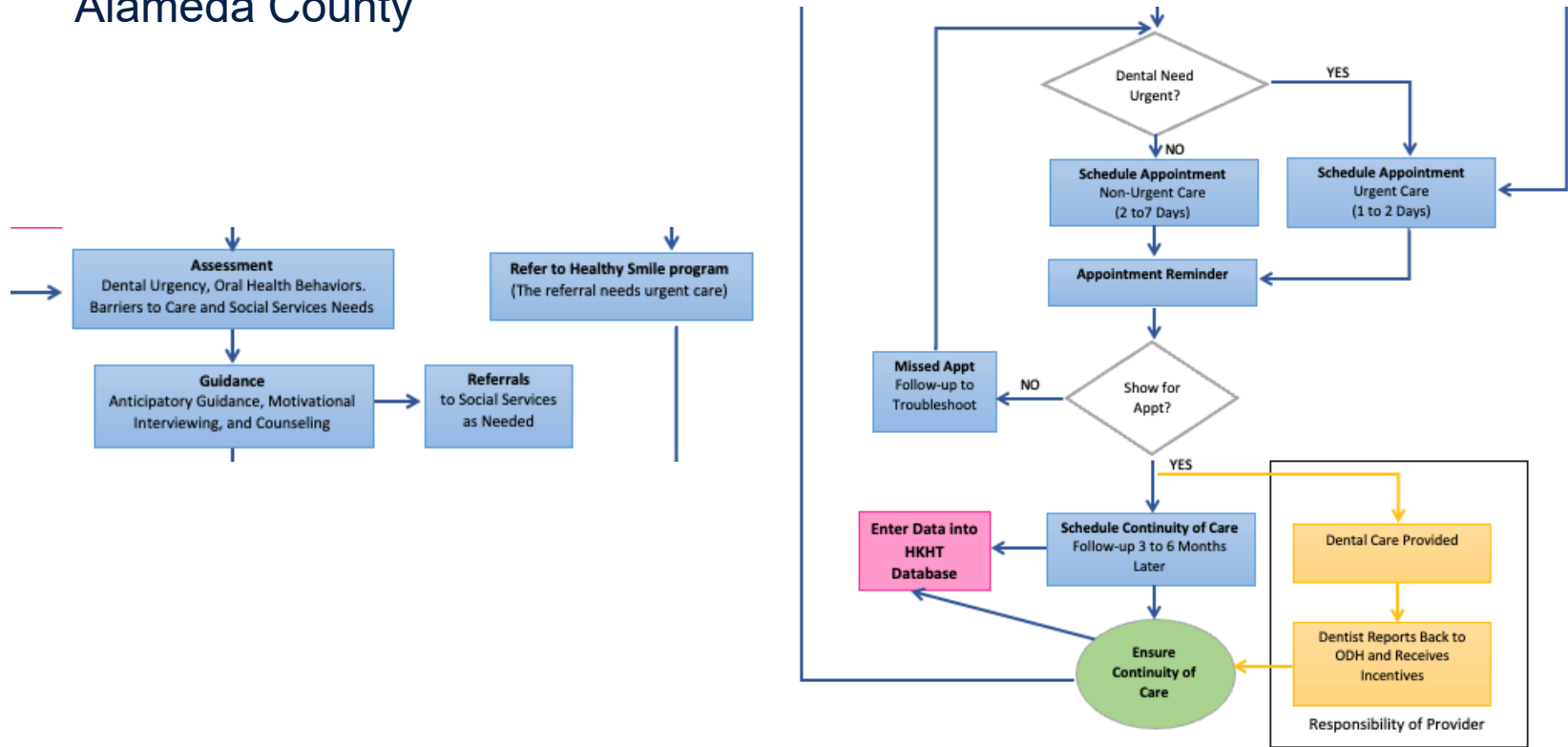
Dental Care Coordination Time Guideline

Schools Screenings

Level of Urgency	Referral Timeline
Level III	24-48 hours
Level II	One month
Level I	Send a referral list or within 6 months

Example of a Care Coordination Flowchart

Alameda County



Dental Care Coordination Training Topics

- Introduction to program, policies, and procedures
- Oral health preventive strategies
- Role and skills of CHW/P/Rs
- Leadership skills
- Community outreach principles and practices
- Oral health education/ motivational interviewing
- Care coordination flow
- Data collection/management, evaluation, and HIPAA
- Community agencies
- Medi-Cal and local agencies

Care Coordination Process Tracking

Contacted the guardian(s): (1st, 2nd, 3rd attempt and the results)

Talked with the guardian(s):

- Discussed the results of the screening
- Social determinants of health (SDoH) identified and addressed (e.g., transportation, language, fear, Medi-Cal eligibility)
- Identified the appropriate dental provider

The first appointment was made

The first appointment was attended

Treatment completed

How to Track Progress

- Use an electronic tracking spreadsheet (Excel) or other dental referral management software
- Inquire about access to care barriers, note them in your tracking tool, and try to address them. List them to be marked
- Follow up with the family to ensure continuity of care and/or assist them with changes or specialty care referrals if indicated
- Oral health education
- Oral health outreach and promotion in the communities most needed
- If there is capacity, follow up with the dental providers and align your activities

Performance Metrics

Programmatic Evaluation/Quality Improvement

How much did we do?	How well did we do it?	How are we better off?
Care Coordination - Recruitment/Training		
<ul style="list-style-type: none">- Have the resources been identified and enlisted to assist in community-clinical linkage?- Number of care coordinators trained to serve patients using evidence-based curricula?	<ul style="list-style-type: none">- How confident do the care coordinators feel about conducting dental care coordination?	<ul style="list-style-type: none">- Number of trained care coordinators to perform care-coordination in the schools
Care Coordination - Outreach Efforts		
<ul style="list-style-type: none">- How many outreach activities were conducted?	<ul style="list-style-type: none">- Care coordinators collaborated with schools and other community partners to conduct outreach to families- Outreach material developed for use at events	<ul style="list-style-type: none">- % increase in families participating in school dental program

How much did we do?	How well did we do it?	How are we better off?
Care Coordination - Referral		
<ul style="list-style-type: none"> - Established a care coordination protocol - Created a provider list with their operating hours, specialty services offered, and availability - Established communication with providers willing to accept referrals and identified a person of contact at the clinics - Number of students who received care coordination 	<ul style="list-style-type: none"> - % of parents whose kids needed care coordination and signed a consent 	<ul style="list-style-type: none"> - % of students identified with an urgent dental need who were connected with a dental provider within 2 days - % of students who needed care coordination and received care coordination of any form
Care Coordination - Provider Communication		
<ul style="list-style-type: none"> - Number of first appointments for urgent and early dental care scheduled with a dental provider 	<ul style="list-style-type: none"> - Efficiently communicated and relayed the level of urgency to the provider 	<ul style="list-style-type: none"> - % of students who had their urgent dental need addressed in a timely manner
Care Coordination - Outcomes		
<ul style="list-style-type: none"> - Number of follow-up appointments the care coordinators helped schedule 	<ul style="list-style-type: none"> - Satisfaction level of families receiving care coordination 	<ul style="list-style-type: none"> - % of students referred to care who attended the first appointment - Show rate of appointments scheduled by the care coordinator - % of students receiving care coordination who completed the treatment

Communication with Parents/Guardians



Establish Rapport



Ask Permission

Communication with Parents/Guardians

1. **Greet:** *Good morning my name is _____. I am with _____. I am following up on the dental screening your student received at school. May I please speak with the parent/caregiver of _____?*

Yes = Enter parent/caregiver's name. Go to #2.

No - When would be a better time to reach him/her?
Enter when to call back. May I please give you my phone number so that they can call me? Thank you. **Good bye.**

2. **Screening Results:** *I am calling because _____ was seen by one of our dentists at their school during a dental screening. Did you see the paper with the dental screening results?*

Yes or **No** = The dentist who saw _____ found areas of concern that need attention.

Level 3 - _____ has severe dental problems. We recommend visiting a dentist as soon as possible.

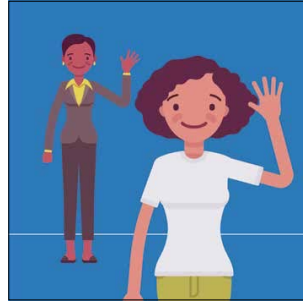
Level 4 - _____ is in pain. We recommend immediate treatment to get your child out of pain.

It is important that your child gets treatment. There is the possibility of the infection spreading throughout the mouth and the body. Go to #3.

Connectors and Facilitators of Health



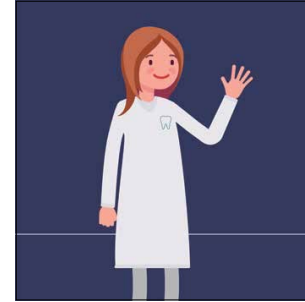
VO: The day I no longer feared the dentist
Animated exclamation marks and hands and face of woman.



VO: started with my dental coordinator.
Background horizontal line draws in with the entrance of the dental coordinator.



VO: She helped me find a dentist who understood what I was going through. This took a huge weight off my shoulders.
Scene changes with background color. Coordinator comes in and shows new dental office.



VO: At each appointment I'm greeted with kindness.
Scene changes with background color. Friendly dentist comes in and waves.



VO: and my dentist walks me through every step of my visit.
Dentist uses her fingers to help emphasize the steps as we see the images change.



Resources

- [COHTAC School-Linked Dental Program Manual: Care Coordination and Program Evaluation sections](#)
- [Alameda County Curriculum on Dental Care Coordination](#)
- [SJ TEETH Care Coordination](#)
- Healthier Kids Foundation of Santa Clara County uses an electronic platform to implement the [DentalFirst program](#)
- Sacramento County – the [Medical Dental Referral and Navigation \(MDRAN\)](#) system
- [Health Outreach Partners](#)
- [ADA Community Dental Health Coordinator](#)



Thank you!

oralhealthsupport@ucsf.edu