



Dental Care Coordination through Systems Approach to Increase Access to Dental Care for Medi-Cal Beneficiaries: Alameda County's Experience

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Alameda County Office of Dental Health

COHTAC Lunch & Learn Series
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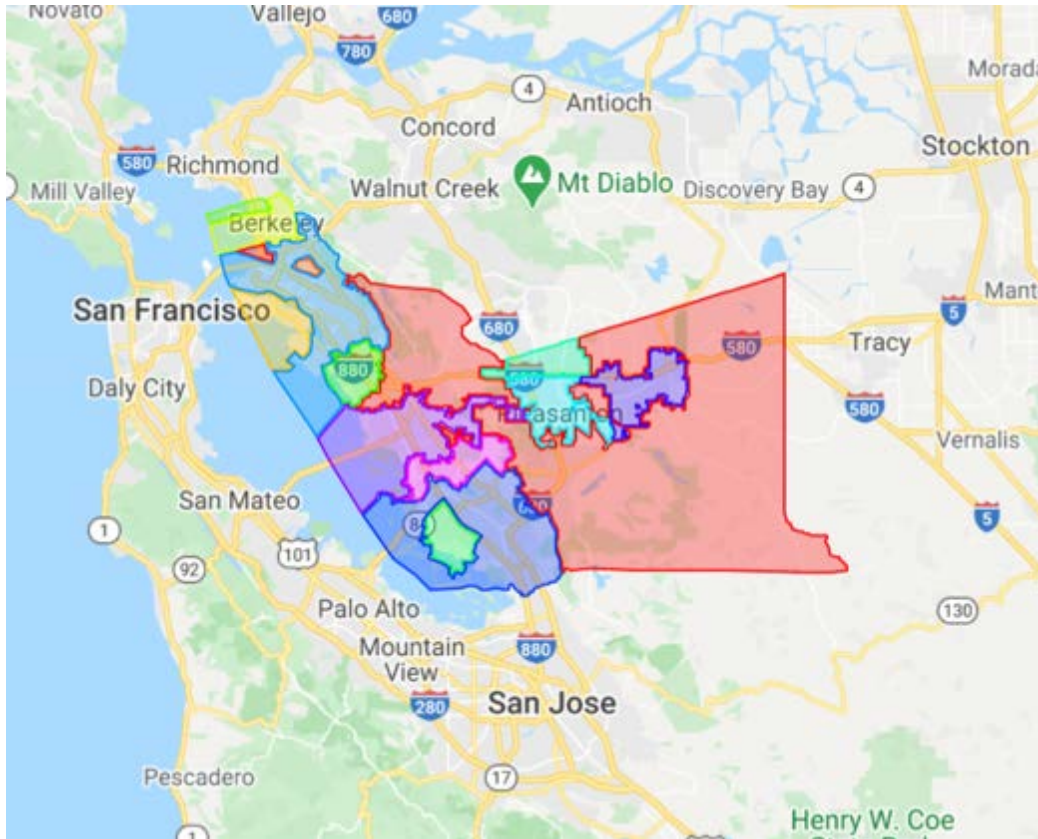
Learning Objectives

1. To discuss and explain the effectiveness of the Dental Care Coordination model through a systems approach to increase access to dental care for Medi-Cal beneficiaries in Alameda County. **WHAT WE DID.**
2. To discuss and describe the strengths and challenges of implementing objective 1 in a large county-wide collaboration. **HOW WE DID IT.**
3. To discuss the results based program and policy implications. **WHAT IS NEXT.**

CONTEXT:

Need To Increase Access To Dental Care

Alameda County



- **739 sq. miles**
- **By San Francisco Bay**
- **Population 1,671,329, 7th largest**
- **Race/ethnicity**
 - White 44.1%, Asian American 34.9%,**
 - Latinx 22.3%, African American 12.2%,**
 - Native Hawaiian Other Pacific Islander 1.4%,**
 - American Indian/Alaska Native 1.5%,**
 - Other 12.8%**

Uninsured: 3.8%

Publicly insured: 29%

Data Source: US Census Bureau 2019



San Francisco Chronicle

State leaves poor kids short of dental care

Low rates mean few providers serve neediest children

By Victoria Colliver

California's dental program for low-income children is leaving many of the kids it is intended to serve at high risk of developing lifelong dental diseases because it has failed to provide adequate services, a state audit released Thursday has found.

The 92-page report described a system that serves fewer than half the children enrolled in the program, attributing that mainly to a lack of dentists willing to accept the rates the state is willing to pay them for their services. Those rates, which haven't increased since 2000, were cut by 10 percent last

year.

Problems with the program, known as Denti-Cal, have persisted for years, but health advocates worry that the migration last year of more than 865,000 kids into Medi-Cal from the state's Healthy Families program under the federal health law

Dental continues on D4



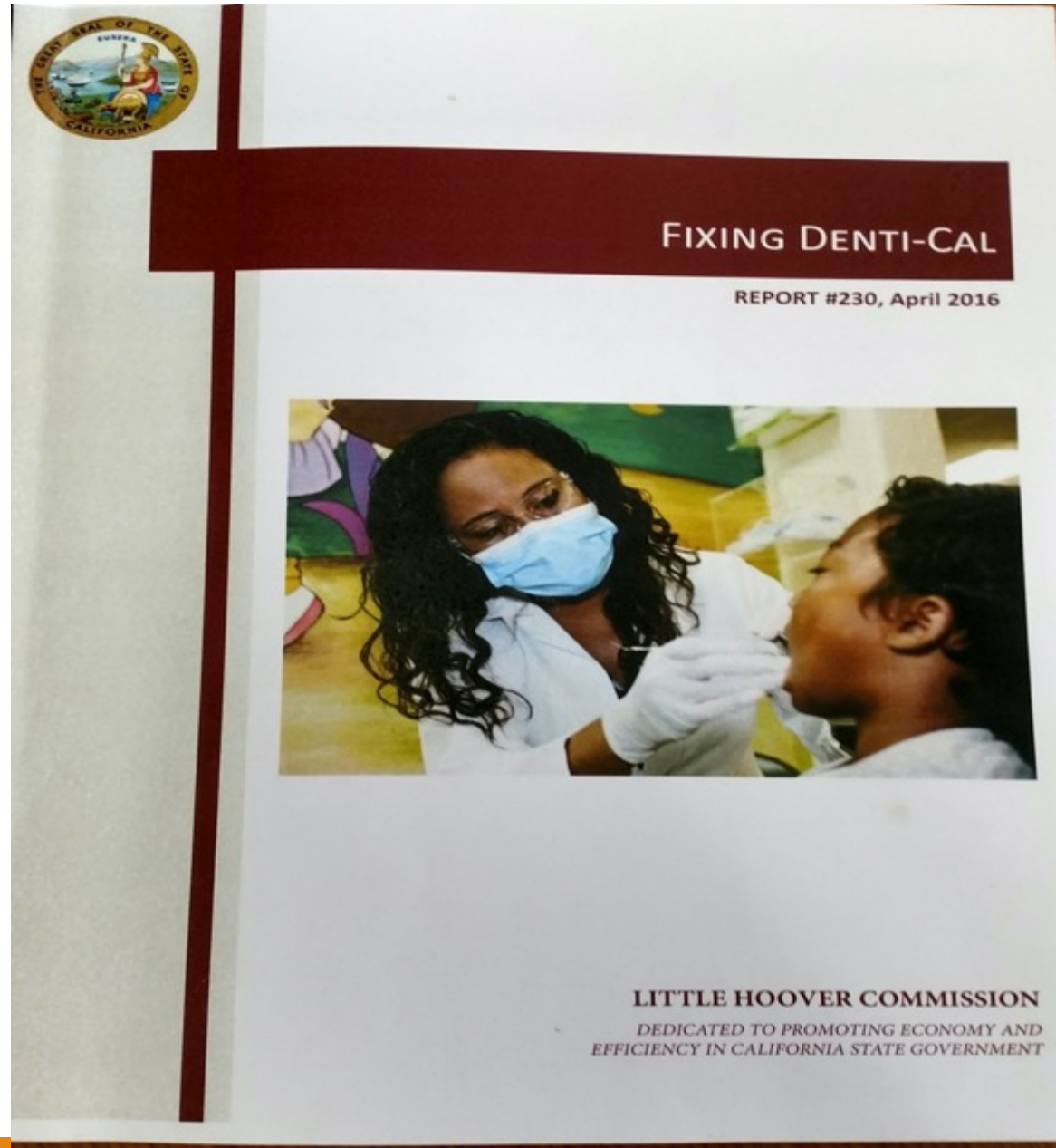
Michael Short / The Chronicle

Dr. Tony Mock gives Jenine Smith a dental checkup. Low-income children are at high risk of dental problems.

Little Hoover Commission Report:

“Fixing Denti-Cal”
April 2016

WWW.LHC.CA.GOV



Key Findings of Little Hoover Commission Report:

why Medi-Cal's Dental Program was failing

Dental Provider Factors

- Low reimbursement

- Too few settings – lack of dentists who take Medi-Cal patients

- Difficulty finding providers for kids under 5

- Administrative-financial burden

Patient/Client Factors

- Little outreach or care coordination

- High no show rate

- Low oral health literacy

- Language/culture

- Long wait for appointments

- Long distances

- Psycho-social barriers

- Administrative-financial burden

System Factors

- Administrative issues

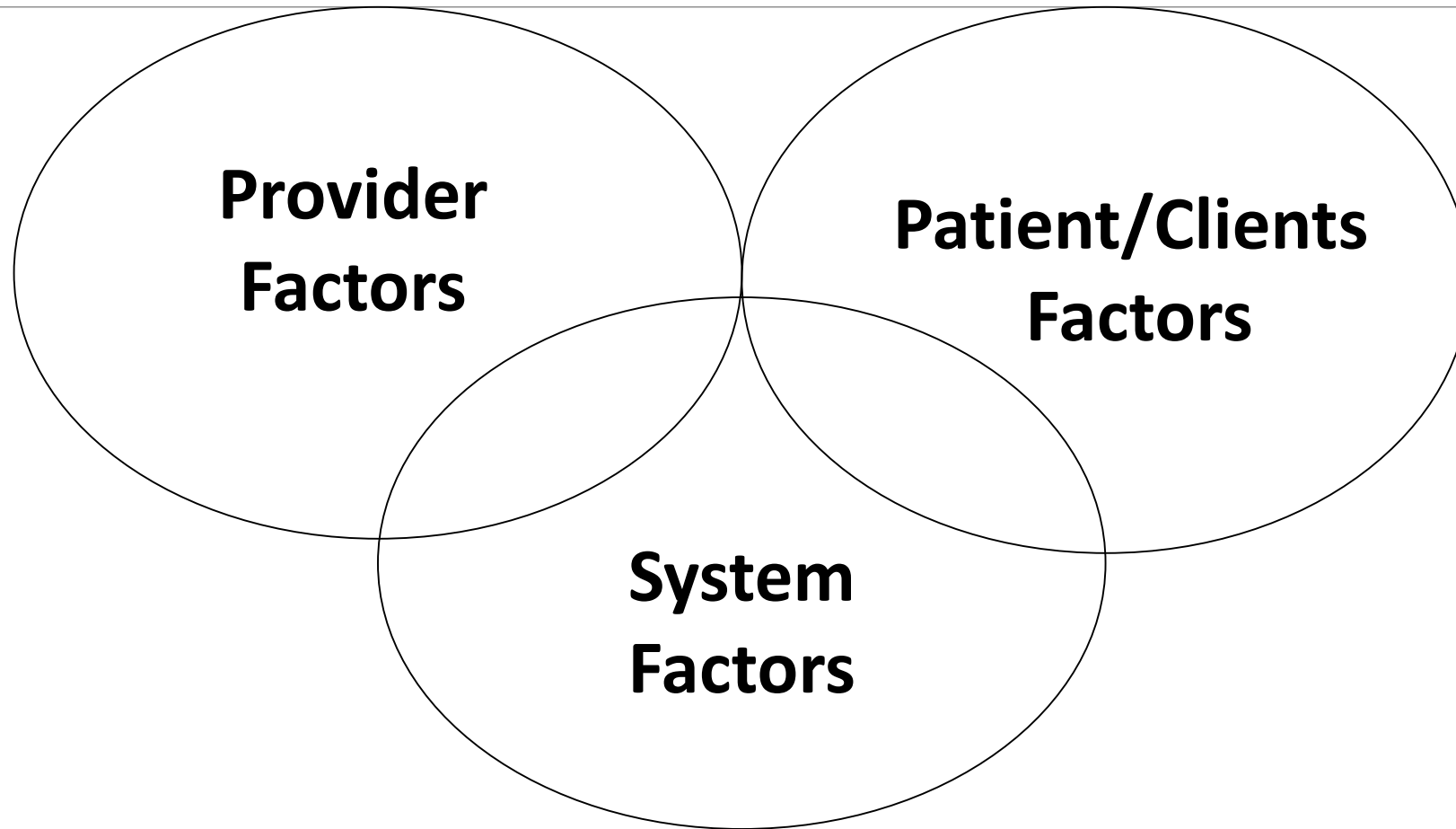
- Financial issues

- Data collection/utilization

- Public-private collaboration

- Dental-medical-behavioral collaboration

Access to Care



What is Healthy Teeth Healthy Communities (HTHC)?

- ✓ Alameda County Office of Dental Health funded by Dental Transformation Initiative (DTI) from the State.
- ✓ Alameda County's DTI is called the **Healthy Teeth Healthy Communities**.
- ✓ Project Period: **April 2017 – December 2020**.
- ✓ **\$19.7 million**

WHAT WE DID

Built an effective Dental Care Coordination model through systems approach, that led to increased access to (& utilization of) dental care for Medi-Cal children-youth ages 0-20 years in Alameda County.

HTHC Goal, Objective, Actions, and Sub-actions

Goal:

- ✓ To increase access to preventive dental care services for Medi-Cal children-youth ages 0-20 years in Alameda County.

Objective:

- ✓ To create and implement a new model of county-wide dental care coordination system in Alameda County.

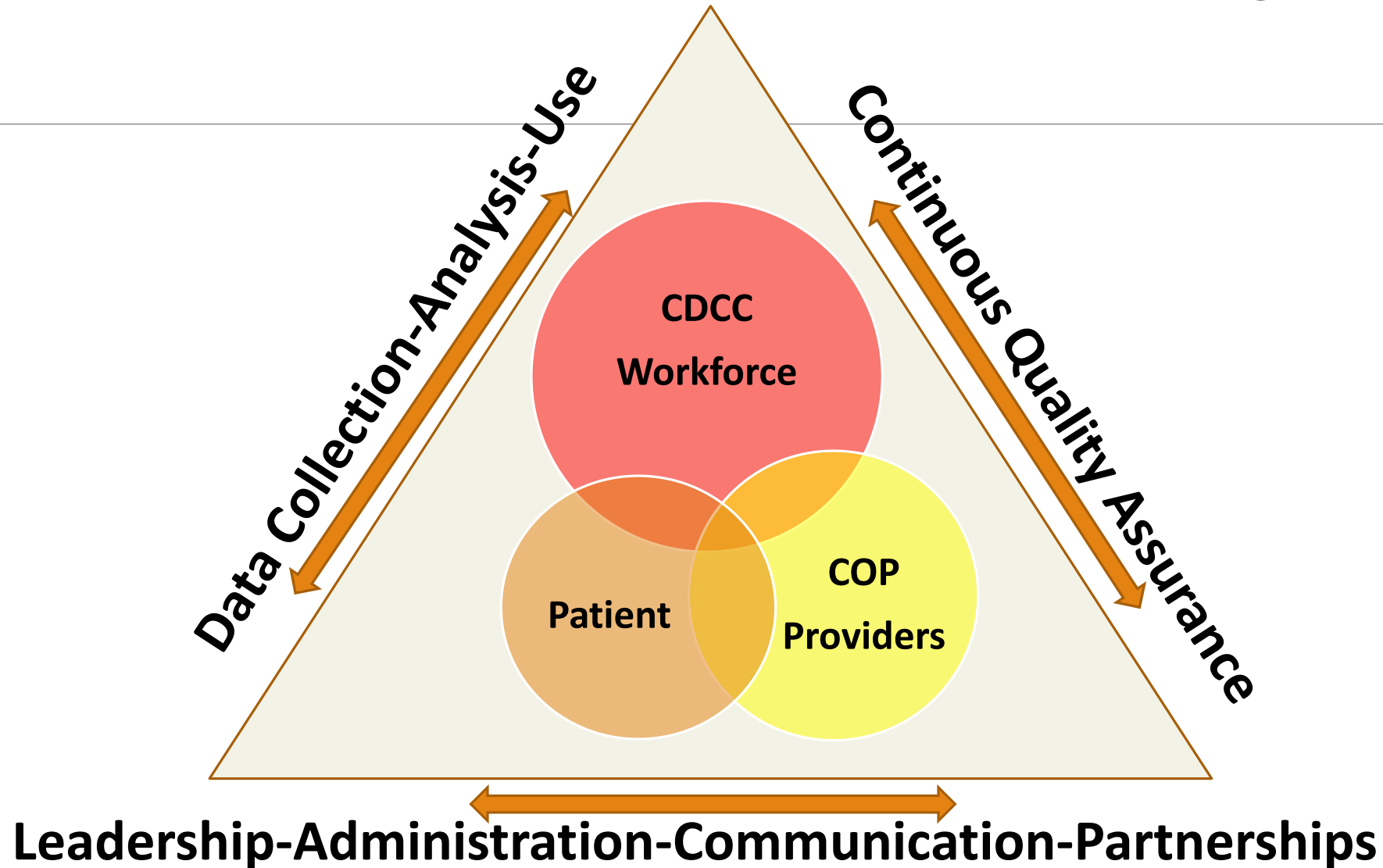
Actions:

- 1. Create community dental care coordination (CDCC) workforce**
- 2. Create network of dentists called Community of Practice (COP)**
- 3. Collect, analyze, report & use data**
 - ✓ Create online database

Sub-actions:

- 1. Continuous quality assurance**
- 2. Leadership, disciplined administration, and multi-level communications**
- 3. Build & utilize partnerships-collaborations**
 - ✓ Public-private
 - ✓ Medical-dental-behavioral

Model: Dental Care Coordination System



Action #1 (bridge connecting patients & providers):
**Create Community Dental Care Coordination (CDCC)
Workforce**

26 CDCCs - from 14 agencies

8 FQHCs

2 community health centers

2 CBOs

2 programs from ACHCSA (ODH,CHSC)

Culturally-linguistically sensitive

CDCC Workforce Responsibilities

- ✓ **Outreach & in-reach** to find families with children who are on Medi-Cal or Medi-Cal eligible
- ✓ **Educate families** about oral health, using Medi-Cal dental services
- ✓ **Assist families with dental appointments** - scheduling & showing up
 - ✓ Accompany clients to 1st appointments, conduct follow-up calls
- ✓ **Establish-maintain a good working relationship with dental providers**
- ✓ **Collect and enter data** in the database
- ✓ **Attend project trainings-meetings** as scheduled

Action #2 (address provider factors):

Create Network of Dentists: Community of Practice (COP)

164 dentists recruited

- ✓ 133 from 8 FQHCs
- ✓ 29 from 23 private practices
- ✓ 2 from 1 community health center

Champion deployed

COP Provider Responsibilities

- ✓ **Accept Medi-Cal patients** (for private dental offices)
- ✓ **Coordinate with CDCCs for patient's dental appointments**
- ✓ **Complete documents** (Dental Encounter Form)
- ✓ **Participate in trainings & mentorship program**
 - 14 CE courses - 49 units, no cost, by UCSF faculty
 - 17 pediatric dentistry mentors
- ✓ **Provide Family Oral Health Education (FOHE) to families with children 0-5 years old**

Action #3

Collect, Analyze, Report & Use Data

Created database that emphasizes dental care coordination

- ✓ Cloud-based, online, live, HIPAA compliant
- ✓ Real time data collection & data entry by 26 CDCCs
- ✓ Real time monitoring & reporting

Created CDCC monthly report with targets

Conducted Surveys

- Client satisfaction (2019 & 2020) – English, Spanish, Cantonese
- CDCC satisfaction (2017, 2018, 2019)
- CDCC knowledge-skills-confidence (2018, 2019)
- COP satisfaction (after every CE, 4x annually, 2017-2020)
- COP follow-up baseline (2018, 2019, 2020)

Conducted Focus Groups

- 2018 (6 client, 2 CDCC, 4 dental provider)
- 2020 (dental providers, Zoom)

Sub-action #1: Continuous Quality Assurance

Formed Accountability & Quality Improvement (AQI) Workgroup

- monthly meeting, partners of ODH-UCSF-Alameda Health Consortium
- developed the data collection tools
- conducted all the surveys
- analyzed & used the data

Data quality check

- monthly error report from database – shared with 26 CDCCs, data corrected
- Data Audit: 2019, 26 CDCC's client data checked e.g. signed consent form

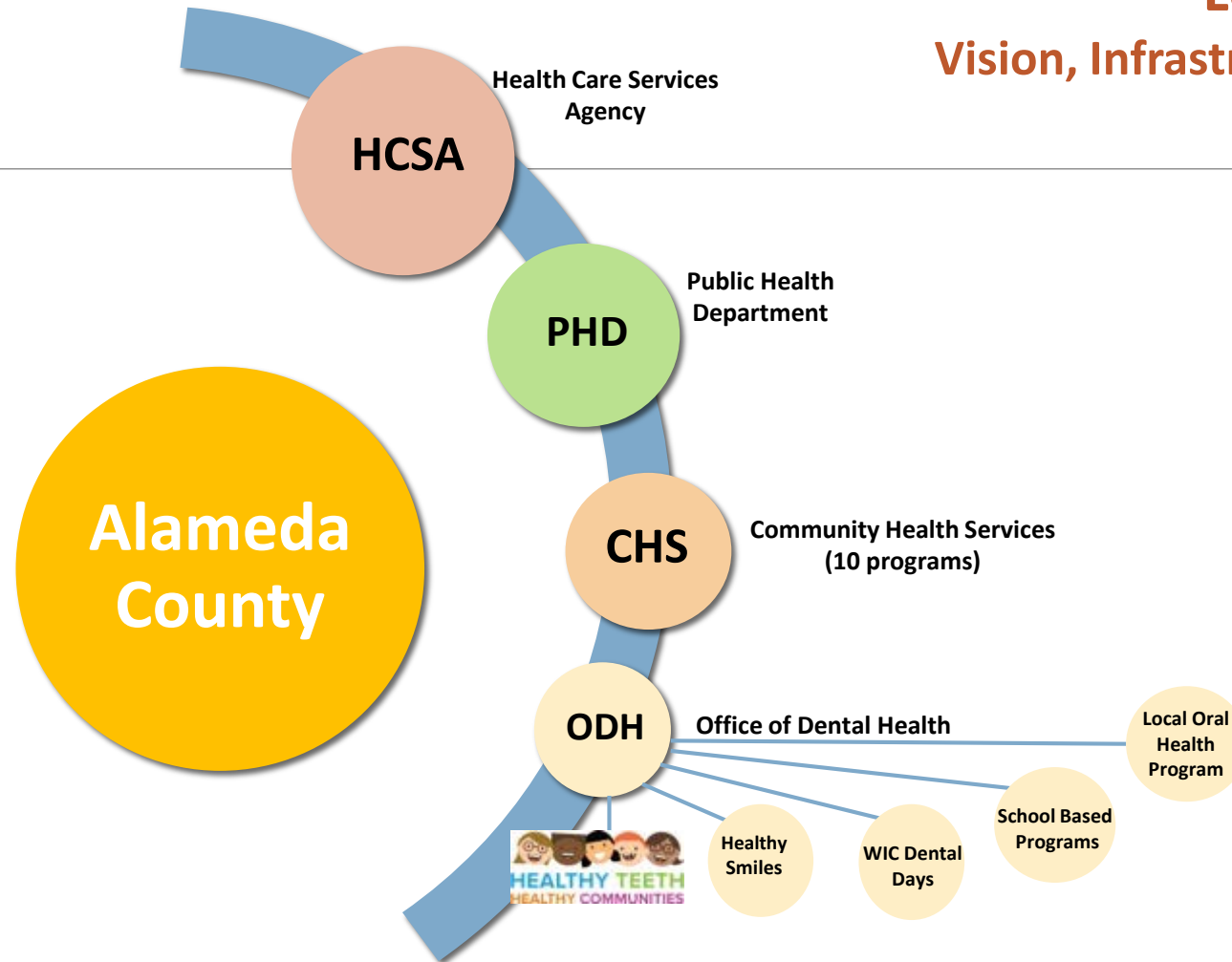
Example of using data for quality improvement

- CDCC survey: which refresher training to repeat – HIPAA, Medi-Cal
- COP CE survey: more case scenarios on how to treat children ages 0-5 years
- CDCC monthly targets not met – called Project Director

Sub-action #2:



Leadership

Vision, Infrastructure, Implementation



Sub-action #2

Disciplined Administration & Multi-level Communications

 <h3>HTHC Calendar 2019 (Internal & External)</h3>  <p><i>*Have to find a new date/room</i></p>									
	Implementation	COP Leadership (ODH,UCSF)	Leadership/ Contract/Fincance	CDCCs & Supervisors	AQI	Database-CCMS (ODH, OHS IS)	COP CE Course	Steering Committee	Data/Eva (Suhaila, Yila
	Weekly	Bi-Monthly	Monthly	Monthly	Monthly	Monthly	Quarterly	Quarterly	Weekly
	Thursdays 9:30am-11:00am	Wednesdays 9:30am-11:00am	3rd Thursdays 1:30pm-3:30pm	Last Thursday 8:30am-4:30pm	2nd Tuesdays 1:00pm-3:00pm	3rd Fridays 9:30am-10:30am	Saturdays 8:00am-2:00pm	2nd Thursday 5:30pm-7:00pm	Mondays 10:30am-11:3
January	01/03---5000C 1/10---5229 1/1/* 01/24---5229	1/9---5000D 1/23---5000D 1/30---5000D	1/17---5000A/B	1/31---310A/B	1/8---5000B	1/4---5000C			1/7 1/14 1/22 1/28
February	02/07---5000C 2/14---5229 2/21---5229	2/20---5000D	2/21---310A/B	2/28---310A/B	2/12---5000C	2/15---CHS Rm	2/23 8:00am-2:00pm Asian Cultural Center	2/21 5:00pm-7:30pm 5000A	2/4 2/11 2/19 2/25
March	3/7---5000C 3/14---5229 3/21*	3/6---5000D 3/20---5000D	3/21---310A/B	03/28---310A/B	3/12---5000C	3/15---5229			3/4 3/11 3/18 3/25

Sub-action #3 Build & Utilize Partnerships-Collaborations

- ✓ **County-wide partnerships-collaborations**
public-private
dental-medical-behavioral
County-UCSF
County-Alameda Health Consortium
- ✓ **40 partners**
17 agencies
23 private dental offices
(including 8 FQHCs, 2 community health centers, 2 CBOs)



Our Valued Partners



HOW WE DID IT

Year 0 (2016): Pre-grant activities

Year 1 (2017): Planning

Year 2, 3 & 4 (2018, 2019, 2020): Field work

The strengths and challenges of implementing Learning Objective #1 in a large county-wide collaboration.

Year 0: Pre Grant Activities

- Alameda County Office of Dental Health provided the leadership to write the grant
- Partnership with 17 organizations was built before the grant was written
- Grant was written in collaboration with 17 partners
- Job responsibilities of CDCCs were developed with the partners
- FQHC dentist participation was formulated with FQHC dental directors

Year 1 (project started 2017 April): **Planning & Developing Project Implementation Tools**

CDCC Workforce curriculum advisory group formed – met weekly

Care coordination advisory group formed – met monthly

COP Leadership group formed with UCSF – met 2x monthly

COP & CDCC curriculum development started

Quality Assurance AQI Group formed with UCSF, Alameda Health Consortium

Database design discussions started with vendor

Implementation Plan started writing (2018, 2019)

Evaluation Plan started writing (finished mid 2018)

Alameda County Public Health Department

Community Health Services Division

Healthy Teeth, Healthy Communities (HTHC) Implementation Plan

January-December 2018
Eldridge, Quamrun, Public Health, CHS



March 9, 2018

Alameda County Public Health Department

Evaluation Plan

Healthy Teeth Healthy Communities (HTHC) Project
June 2018

Description of HTHC Evaluation Plan

This evaluation design is developed for conducting timely and methodical evaluation of Healthy Teeth Healthy Communities Project (HTHC). This plan has following sections:

- 1) **Project Background:** This section gives an overview of the project, the context of the program and the goals and objectives as written in the grant.
- 2) **Project Performance Measure Objectives:** There are 4 performance objectives that needs to be evaluated. Under each objective, there are few measures. All those measures need to be evaluated.
- 3) **Evaluation Questions:** Evaluation questions are created from the program objectives. These questions will be answered through various data analysis.
- 4) **Evaluation Design:** The evaluation design provides guidelines for process and outcome evaluation; it also provides structure for data collection, analysis and reporting.
- 5) **Appendixes:** For including additional tools that can facilitate clarity of the reports prepared.

Alameda County Public Health Department

Office of Dental Health, Community Health Services Division

Healthy Teeth Healthy Communities Implementation Plan



January – December 2019

Alameda County Public Health Department

Healthy Teeth Healthy Communities (HTHC) Wrap-up Plan

August 2020 – December 2020
Office of Dental Health, Alameda County Public Health Department, CHS



CDCC Workforce Activities (2017 Oct, Nov, Dec)


- ✓ **Developed 8-week training curriculum**
- ✓ **Training curriculum topics:** oral health, care coordination, outreach principles, dental terminology, data entry
- ✓ **Recruited 26 diverse CDCCs: by partners**
- ✓ **Trained the CDCCs: ODH organized**
- ✓ **iPads provided for entering data**



Target/Benchmarks for CDCCs

Type of Services	Each CDCC/month	Each CDCC/year
Contact families with children/youth	50	600
Schedule dental appointment/care coordinate	23	276
Show for dental appointment	15	179
Continuity of care	10	116

Tools for CDCCs

HTHC Monthly Progress Report of CDCCs (Exhibit B-5)				
Reporting Period: Nov 2018				
		Asian Health		
		Total	Rose Liou	Vinh
No. of events organized/attended				
total		11	4	7
in-reach		10	3	7
outreach		1	1	0
No. of people attended the events				
total		250	110	140
in-reach		220	80	140
outreach		30	30	0
No. of individual people CDCCs talked to at the events				
total		133	80	53
in-reach		118	65	53
outreach		15	15	0
No. of families contacted (600/year/CDCC or 50/month/CDCC)				
total		79	26	53
in-reach		78	25	53
outreach		1	1	0
No. of consent forms signed by families				
total		17	0	17
in-reach		35	18	17
outreach		0	0	0
No. of families given health education (CDCCs spent at least 10-15 minutes with each family to discuss dental health issues)				
total		17	0	17
in-reach		35	18	17
outreach		0	0	0
No. of dentist appointments scheduled for				

Appendix: Urgency Dental Care Decision Tree

Ask 1: Have you ever taken your child to a dental visit?

NO: Follow protocol below to determine urgency of appointment. Ask: <i>How old is child? Does child have any pain?</i>		IF YES: Ask 2: <i>When was the last appointment?</i>	
child has not had age 1 dental appointment and is between 9-15 months	Schedule a dental exam appointment within 5 days for up to one month out	Appointment was within last 12 months or Appointment was over 12 months <ul style="list-style-type: none"> Determine if they have dental home ASK: 3: <i>Do they have another appointment scheduled for preventive care?</i> 	
child has not had a dental appointment and is 15 months and older	Schedule a dental exam appointment within 5 days for up to 2 months out	IF YES: They have a dental home.	IF NO: Ask 4: <i>Are they planning to return to the dental provider?</i>
child (any age) has pain, trauma to teeth or visible infection	Schedule an urgent dental exam appointment within (2) days for first available appointment within (1) week	IF YES: Assist with appointment back to provider	IF NO: Assist with scheduling a dental exam appointment within 5 days for up to one month out at a new dental home

Guidelines:

- All children have an annual dental exam and preventive visits 2x year.
- Children have first dental visit-when first tooth erupts or at 12 months. This includes children with no teeth at 12 months.
- Any child in pain or with visible untreated dental disease needs urgent dental care.
- Client must agree to HTHC program in order to schedule an initial appointment.

Oral Health Self Management Goals for Parents/Caregivers

Patient Name _____ DOB _____

Regular dental visits for child	Dental treatment for family	Brush twice a day	Brush with fluoride toothpaste
Turn off bottle (no bottles for sleeping)	Less or no juice	Only water in sippy cups	Drink tap water
Healthy snacks	Less or no junk food and candy	No soda	Use xylitol gum, spray, gel, or dissolving tablets

Important: The last thing that touches your child's teeth before bedtime is the toothbrush.

Management Goals: 1) _____
2) _____
3) _____

Rate of 1-10, how confident are you that you can accomplish these goals? 1 2 3 4 5 6 7 8 9 10

Parent/Caregiver Signature: _____

Dentist Signature: _____

Adapted from American Academy of Pediatric Dentistry (AAPD) and the American Dental Association (ADA) guidelines for pediatric dental care. © 2018 AAPD and ADA. All rights reserved. Visit www.aapd.org for more information on children's oral health.



Healthy Teeth, Healthy Communities (HTHC)

INFORMED CONSENT

Purpose

You are invited to join Healthy Teeth, Healthy Communities (HTHC). This program helps children ages 0 through 20 who are eligible for Medi-Cal in Alameda County to get dental services. HTHC is run by the Alameda County Public Health Department (ACPHD) and its partners.

This form explains the HTHC program, and provides a space for you to give your *informed consent* to participate. Please read it carefully, and feel free to ask any questions.

What Will Happen

If you join the project, you will work with a community dental care coordinator (CDCC). The CDCC will help you to get dental care for your child. They will ask you about your family, dental care needs, and best ways to reach you. They can make a dental appointment for you, and keep in touch to give you information and reminders.

If you give your consent on this form, the CDCC will record your information into a secure computer system. The computer system will comply with a law designed to help keep medical information private, the *Health Information Portability and Accountability Act (HIPAA)*.

Risks

There is a small chance that your identity will be disclosed. Our program will work hard to keep your identity private at all times. Only a few people will have access to the *restricted* information in the HTHC computer system.

Benefits

HTHC may directly benefit you and your child by helping you get dental care or other services. The information you share will help us make sure the program is working to improve children's dental health.

Confidentiality

HTHC will make every effort to keep your information private. We will not reveal your identity in reports, conferences or publications.

Other partners, such as the University of California San Francisco or state or federal officials, may request the information that you give us in order to confirm the reports were conducted appropriately and to learn about the performance of the Healthy Teeth Healthy Communities program overall. We will only share information about you that is essential for these tasks or if required by law or policy.



Healthy Teeth, Healthy Communities (HTHC)

Voluntary Participation

Your participation in this project is completely voluntary. You may decide to withdraw at any time. If you withdraw, you may ask us to remove your information from our computer system. If you withdraw, you will still be able to receive services from your dentist or dental office.

Contact Information

Please contact the Alameda County Public Health Department with any questions, or comments about HTHC and your rights as a participant at George.Charbak@acphd.org, 510-2085933

Authorizations

I have read and understand this information. I am the CLIENT or am authorized to act on behalf of the CLIENT to sign this document, which verifies consent to the above-stated terms. I have received a written copy of this form.

Name of Client: _____

Signature of Client: _____

Name of Parent, Guardian or Legal Representative: _____

Signature of Parent, Guardian or Legal Representative: _____

Date: _____

Consent to be in Pictures or Photos: ☐ Yes ☐ No

Consent to be in Videos: ☐ Yes ☐ No

Consent to Be Contacted by a CDCC (Check All that Apply):

☐ By Phone Call ☐ By Text Message ☐ By E-mail

☐ By Social Media

Copy of consent provided to client or Legal Representative? ☐



Patient Consent Form

Available in:

- English
- Arabic
- Farsi
- Chinese simplified
- Chinese traditional
- Spanish
- Tagalog
- Vietnamese





HTHC Encounter Form

General Information

First Name _____ Last Name _____ Language _____

Parent Name _____ Telephone number _____

Visit number _____ Phase of treatment: ☐ Primary ☐ Secondary ☐ Tertiary ☐ D9430

DOB _____ CCMS ID of the child _____

Insurance ID _____ Insurance type ☐ Medi-Cal ☐ Health Pac

Dental Service Address _____

Name of Rendering Dental Provider _____

Did the client show up? ☐ Yes ☐ No Was FOHE provided? ☐ Yes ☐ No

Caries Risk: (Check one) ☐ Low (no disease; no risk factors) ☐ Moderate (presence of a risk factor; no disease) ☐ High (presence of disease; recent disease experience; presence of multi-risk factors)

Next appointment (Dental Provider Please complete)

Next appointment scheduled? ☐ Yes ☐ No

Next appointment: Date _____ Time _____ Length _____

Phase of treatment for the next appointment: ☐ Primary ☐ Secondary ☐ Tertiary care

Instructions to CDCC: _____

How many appointments are needed? _____

Was a referral made? ☐ Yes. ☐ No (Dr. _____ Reason _____)

Services Provided Today (Please choose all Care Phases that apply)

Care Phase: Primary

(Preventive Services and Clinical Oral Evaluation) check specific code of preventive/exam procedures done today

List of services by category

Clinical oral evaluations:

☐ D0120

☐ D0150

☐ D0145

Preventive Services:

☐ D1120- Dental Prophylaxis

☐ D1206- Topical Fluoride Varnish

☐ D1208- Topical Fluoride

☐ D1351- Sealant

☐ D1352- Preventive Resin

☐ D1354- Silver Diamine Fluoride

Space Maintenance (Preventive Services):

☐ D1510, D1515, D1520, D1525, D1550, D1555

☐ X-rays Taken Today

☐ No Primary Services Today

Care Phase: Secondary (Restorative or any other procedure in Treatment Categories defined at bottom of this form)

Were any treatment procedures done today? ☐ Yes ☐ No

Care Phase: Tertiary (Emergency or Operating Room, or Specialist Care).

Was Tertiary treatment done today? ☐ Yes ☐ No

Secondary Care Phase DEFINITION: Any procedures occurring in the following Treatment categories:

D2000-D2999, D3000-D3999, D4000-D4999, D5000-D5999, D6000-D6199, D6200-D6999, D7000-D7999, D8000-D8999 Restorative, Endodontics, Periodontics, Prosthodontics, Maxillofacial Prosthetics, Implant Services, Prosthodontics, Oral and Maxillofacial Surgery, Orthodontics. Tertiary Care Phase

DEFINITION: Specialized, highly technical level dental procedures provided in a Specialty Office or hospital setting by a licensed dental specialty such as, Endodontist, Oral Surgeon, Pediatric Dentist, or Orthodontist

10/16/2019 3:34 PM

21

Dental Encounter Form

Available in:

- English, Arabic, Farsi, Chinese simplified, Chinese traditional, Spanish, Tagalog, Vietnamese

Filled by
Assisting CDCC

Filled by Dental
Provider office
staff



Year 2 (2018) CDCC Workforce Activities



CDCCs provide dental hygiene supplies, health education, and support with making appointments to families.
(Lili & Nandita of Alameda County Office of Dental Health)



CDCCs provide resources to families at health fairs and other events throughout Alameda County.
(Chris & Becky of Tiburcio Vasquez Health Center)

CDCC Workforce + COP Dentists (challenge #1)

Dental Providers (private & FQHC, dentist & front office staff) didn't know who the CDCCs were.

Solution – setup introductory meetings

Private dental provider office staff were uncomfortable working with all 26 CDCCs simultaneously.

Solution – have a Lead CDCC

Provider anxiety - bus load of Medi-Cal children

Solution – practice's select how many children, age, appointment slot times



COP Dentist Network Serving Medi-Cal Children



Dentists, RDHs, and RDAs at a CE course.



Participants complete a worksheet exercise at a CE course.



Healthy Teeth Healthy Communities
Client Data Collection: Paper Form

CDCC name		Date data entry began	
Family contact information			
First name (primary guardian)		Last name (primary guardian)	
Guardian's relationship to child			
First name (child/client)		Last name (child/client)	
Date of birth of the (child/client)			
Phone: mobile	Phone: home	Phone: other	
City	Street address	Zip code	
Email address			
Primary language <input type="checkbox"/> English <input type="checkbox"/> Spanish <input type="checkbox"/> Cantonese <input type="checkbox"/> Other (write-in)			
Race/ethnicity <input type="checkbox"/> African-American/Black <input type="checkbox"/> American Indian/Alaska Native <input type="checkbox"/> Asian/Pacific Islander <input type="checkbox"/> Latino/Hispanic <input type="checkbox"/> (White) <input type="checkbox"/> Other (write-in)			
Dental Needs			
When was the child's last dental visit?		<input type="checkbox"/> Within last 12 months (Child has a dental home) <input type="checkbox"/> More than 12 months ago (Child Does NOT have a dental home)	
Any pain, trauma to teeth or visible infection?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Urgency of dental needs		<input type="checkbox"/> Non-Urgent <input type="checkbox"/> Urgent (Class 3) <input type="checkbox"/> Urgent (Class 4: Emergency)	
Insurance Status/HIT Referral			
Insurance Type		<input type="checkbox"/> Medi-Cal, <input type="checkbox"/> Other <input type="checkbox"/> Health Pac <input type="checkbox"/> None	
Insurance ID Number			
Verified in Meds Check?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Has the child been referred to a Health Insurance Technician for enrollment? <input type="checkbox"/> Yes <input type="checkbox"/> No			
Did the client acquire new health insurance/Medi-Cal? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, (Date of Enrollment)			
Enrollment			
Did the family sign consent?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Enrollment Status		<input type="checkbox"/> Enrolled <input type="checkbox"/> Enrollment Pending	
Dental Appointment Made for Child			
Date of dental appointment			
Name of dental provider		Location	
Appointment Status & Troubleshooting			
Did the client show up for the appointment?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If didn't show for the dental appointment what was the reason?		<input type="checkbox"/> Scheduling conflict <input type="checkbox"/> Other (Write In) <input type="checkbox"/> Transportation problem	
Encounter form given to dental provider?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Encounter form received back from dental provider?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
Make-Up Dental Appointment			
Date of dental appointment			
Name of dental provider		Location	
Notes			

Challenge #2: Online Database not ready for 6 months in 2018

1 page paper data collection form: created by ODH staff

Manually counted DEFs

Access database: created by ODH staff

Appointment calendar: created by ODH staff*

Outreach calendar: created by ODH staff*

CDCC Monthly Report spreadsheet: created by ODH staff*

*features not available on database even by end of project



Appointment Calendar – Tool for CDCCs

AutoSave Off HTHC_Appointment_scheduling_Calendar_for 2019_Final downloaded 05-10-... Fantaye, Yilak, Public Health, CAPE

File Home Insert Draw Page Layout Formulas Data Review View Help

PROTECTED VIEW Be careful—files from the Internet can contain viruses. Unless you need to edit, it's safer to stay in Protected View. Enable Editing

A1

ODH-HTHC Dental Appointment Scheduling 2019

Provider's Name: [Redacted] Service Location: Albany Zip code: 94706 District: 5
 FQHC/Private: Private Service Location: POW Dental, Redwood and Wellness

Languages: Spanish, Tagalog Services: board certified Ages: 1-18y

Lead CDCC: [Redacted] Telephone: [Redacted] Email: [Redacted]

APPOINTMENT SLOTS AVAILABLE M-F 10:00 AM - 12:00 PM, 1:00 PM - 2:00 PM

January 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
		1	2	3	4	5	
		10:00 am - 10:30 am	10:00 am - 10:30 am	10:00 am - 10:30 am	10:30 am - 11:00 am	Tolo Asefi Show	
		10:30 am - 11:00 am	10:30 am - 11:00 am	10:30 am - 11:00 am	10:00 am - 10:30 am	Tolo Asefi Show	
		11:00 am - 11:30 am	11:00 am - 11:30 am	11:00 am - 11:30 am	10:30 am - 11:00 am	Tolo Asefi Show	
		11:30 am - 12:00 pm	11:30 am - 12:00 pm	11:30 am - 12:00 pm	11:00 am - 11:30 am	Tolo Asefi Show	
		1:00 pm - 1:30 pm	1:00 pm - 1:30 pm	1:00 pm - 1:30 pm	11:30 am - 12:00 pm	Tolo Asefi Show	
		1:30 pm - 2:00 pm	1:30 pm - 2:00 pm	1:30 pm - 2:00 pm	11:00 am - 11:30 am	Tolo Asefi Show	
					9:00 am - 9:30 am	Tolo Asefi Show	
		2:30 pm - 3:00 pm	3:30 pm - 4:00 pm	1:30 pm - 2:00 pm			
			Follow up				

Chui Madhure Forever Fun (San Leandro) Children's Dental Place POW Dental HP Jose

70%

3:53 PM 11/11/2020

HTHC Online Calendar for CDCCs: Outreach-Inreach Events

AutoSave HTHC Outreach-Inreach Calendar 2018 downloaded 01-25-2019.xlsx

File Home Insert Page Layout Formulas Data Review View Help Power Pivot Search

Clipboard Font Alignment Number Styles Cells

R14 Hayward WIC

HTHC Outreach-Inreach Calendar

	ODH	ARS	Asian Health	Axis	CRSC	EBAC	First 5	La Clinica	Lifeline	Matina	Roots	TVHC	Tri-City	WORC
7/1														
7/2	WIC Hayward-Lil Village		Frank Chung Medical Center	AXIS/ PAC	Greenish HS summer school, Livermore	CFRC Food Bank/IT	Cults CFRC		VBFP cults					
7/3	Inreach Lil Village		Asian Medical Center	Frank Chung Medical Center		Cults CFRC	Cults Healthy Start			Inreach NANC			Dental Screening at Mowry Peds	Dental In-Outreach Irvington
7/4	WIC Hayward-Lil Village			Asian Med. Center		CFRC HIT	Franklin Family resource center	San Lorenzo Library Summer Lunch Program						
7/5	WIC Telegraph-Lil Village	Hoorer Elementary School Lil Village	Asian Medical Center	Frank Chung Med. Center		CFRC HIT	Cults CFRC							
7/6														
7/7					Dublin Unified School District				Meeting @Quartz at Appointe					
7/8														
7/9	Fee Coast Lil Village		Frank Chung Medical Center	Asian Med. Center	AXIS/ PAC	Li Family's (re-entry, GED & job training program for TAY), Fremont	Li Family's (re-entry, GED & job training program for TAY), Fremont	Angela's NANC Fresh food for families 100-0:00 Mark Solares	IFRC HIT		Inreach at podo duppt	Roots Peds Dental screening		
7/10	Inreach Lil Village		Asian Medical Center	Asian Med. Center	WIC/ PLEASANT ON			Cults					Dental Screening at QMowry Peds	
7/11	WIC Hayward-Lil Village			AXIS/ PAC		Angela's Eldridge Elementary	CFRC	Network Library Summer Lunch Program	Pediatric e-Dental Screens go with TV Dental	Eldridge Elements by Registration	Inreach at UPSALP E Academy	Office Inreach	Dental Screening at Liberty	Dental Workshop @ Mowry
7/12			Asian Medical Center	Frank Chung Med. Center			CFRC	San Lorenzo Library Summer Lunch Program		Hayward WIC		Office Inreach		
7/13	WIC Outreach Hayward-Lil Village	Hoorer Elementary School Lil Village	Asian Medical Center			Angela's Connects to a cafe @Haywards 4th	CFRC						cafe Connects	
7/14	WIC Outreach Lil Village													
7/15			Frank Chung Medical	Asian Med. Center	AXIS/ PAC									
7/16						CFRC/HIT	Cults CFRC		Park Elements by Residents	VBFP Cults			Roots Youth Fair	Neighbor hood outreach

OutreachInreach Template OutreachInreach Cell Data

Google
Doc/
Google
sheets
with
privileged
login
hthcscheduling@gmail.com

More Tools for CDCCs – 2018, 2019



Dental Provider Office Protocol for CDCCs

Updated as of 11/05/2019

***DISCLAIMER: INTERNAL USE ONLY**
This document contains confidential and sensitive information.
It should only be used and shared between HTHC staff.
Please **DO NOT SHARE** with clients or non-HTHC staff.

Office of Dental Health
Alameda County Public Health Department
1000 Broadway, Suite 500, Oakland CA 94607
P: 510-208-5910, F: 510-273-3748

Native American Health Center					
Overview					
Schedule	Services	Languages	Address	Office Contact	Lead CDCC
Mon-Sat 8:30 am – 5:30 pm	Preventive, restorative	Cantonese, Farsi, Spanish, Vietnamese	2950 International Blvd., Oakland, CA 94601 3124 International Blvd., Oakland, CA 94601	Perla Quinones 510-535-4466 perlaq@nativehealth.org Alma Castellanos almac@nativehealth.org	Alma Castellanos Supervisor Ana Noriega 415-417-3533 AnaN@nativehealth.org

Best time to contact the office: Mon-Sat 8:30 am - 5:30 pm.

Protocols:

1. How to drop off DEFs at the office

- NAHC is currently not accepting external CDCC's patients.
 - If this changes in the future DEF's will have to be completed by the CDCC that refers the patient to NAHC.

2. How to pick up DEFs from the office

- CDCC's must come during normal business hours and have DEFs filled out by providers.
- Could also be faxed with a turnaround time of 5-7 business days.

3. Protocol for a CDCC calling for initial care

- Outside CDCC should call in like any other patient.
- Phone numbers will be provided.

4. Protocol for a CDCC calling for tertiary care referral

- CDCC's will have to call the front desk to make an appointment 510-434-5450.

5. Appointment flow

- Patients are expected to arrive 15 mins before their appointments.
 - If it's their first appointment they would have to arrive 45 mins early to fill out registration forms.
- RDA will start the appointment
 - When patient is ready for the procedure the provider will be called in and the treatment will commence until finished.
 - Depending on the procedure X-rays may or may not be required.

6. Treatment restrictions

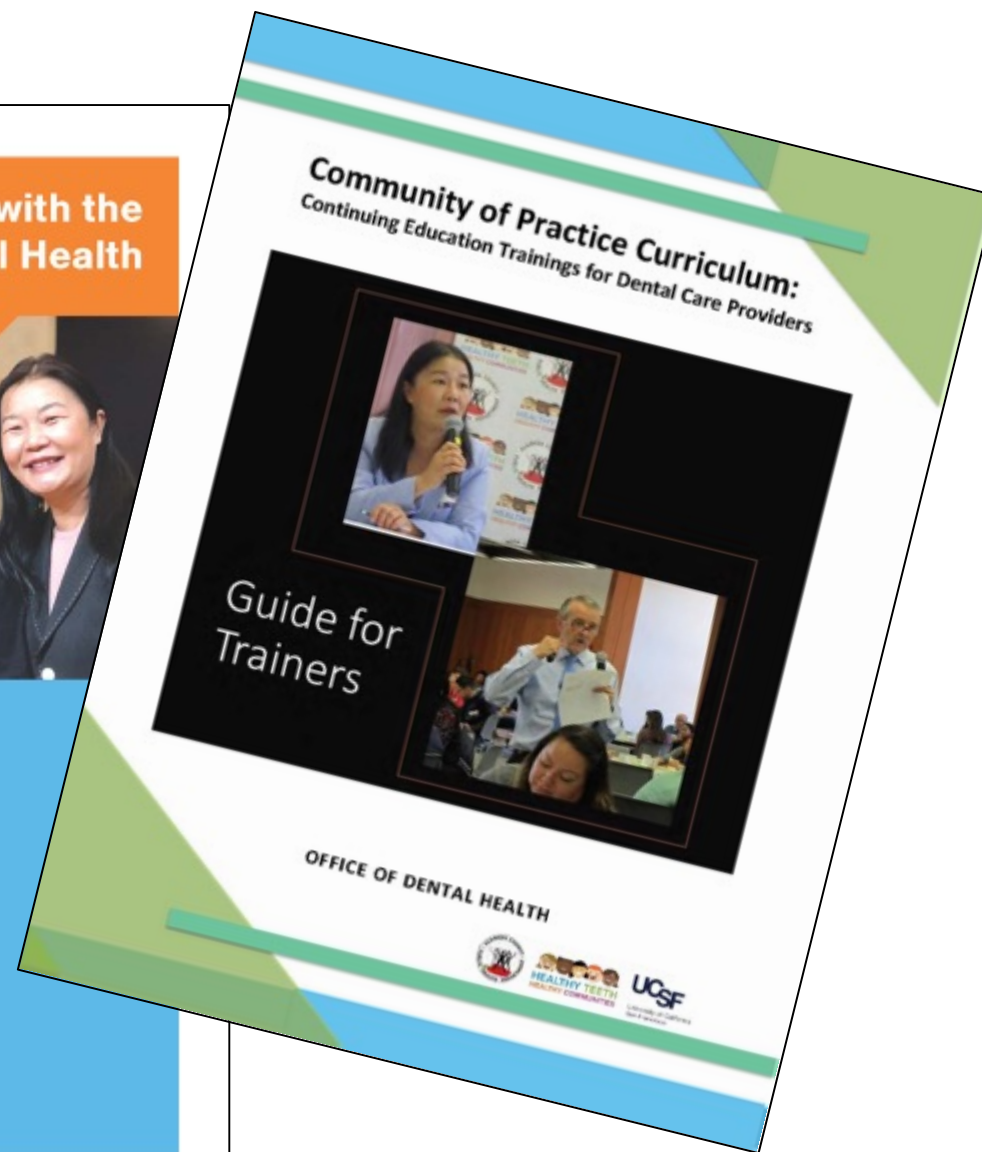
- No sedation/oral surgery/restricted endo services.

Late & Cancellation Policy:

- Cancel appointments at least 24 hours in advance.

Special considerations: N/A

Publications



SPANISH

TAGALOG

VIETNAMESE

Healthy Teeth Healthy Communities

Un programa que ayuda a los niños y jóvenes del condado de Alameda a mantener sus dientes saludables

¿POR QUÉ debería unirse a Healthy Teeth Healthy Communities (HTHC)?

- ✓ Los dientes de los niños son importantes para su salud.
- ✓ Podemos ayudar a que su hijo/a visite un dentista de manera regular.

¿QUÉ podemos hacer por su familia?

- ✓ Ayudar a programar citas con un dentista.

Healthy Teeth Healthy Communities

Programang nakakatulong sa mga bata at kabataan ng Alameda County na mapanatiling malusog ang mga ngipin

Isipat sumali sa Healthy Teeth Healthy Communities (HTHC).

Ngipin ng mga bata ay mahalaga sa kanilang kalusugan! Ding kami na mapapunta nang regular ang inyong anak sa dentista.

Magawa namin para sa inyong pamilya?

At dapat schedule ng mga appointment sa isang dentista.

Chương Trình Bàng Lành Mạnh Cộng Đồng Lành

Chương trình giúp trẻ em và thanh thiếu niên trong Alameda County duy trì hàm răng lành mạnh

Tham gia chương trình Bàng Lành Mạnh Cộng Đồng Lành

Việc giữ gìn sức khỏe của chúng ta cần em quý vì đến nha sĩ thường xuyên.

Tham gia định quy gì?

Chúng ta cần sắp xếp lịch hẹn gặp bác sĩ nha sĩ.

健康牙齒健康社區

一項幫助位於阿拉米達郡之孩童及青少年維持牙齒健康的計劃。

為什麼您應該參與健康牙齒健康社區 (HTHC)?

- ✓ 孩童的牙齒對他們的健康和重要。
- ✓ 我們能幫助您的孩子定期去看牙醫。

我們能為您做什麼呢?

- ✓ 幫忙安排牙醫時間。
- ✓ 幫忙申請加入加州醫療補助計劃。
- ✓ 提供關於良好牙齒健康習慣的資訊。

什麼樣的人有資格取得服務?

- ✓ 阿拉米達郡的居民。
- ✓ 介乎 0 歲到 20 歲之間。
- ✓ 已申請或符合加州醫療補助計劃申請資格的家庭。

更多資訊:
Office of Dental Health
1000 Broadway, Suite 500
Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org

牙齒健康社區

孩童及青少年保持牙齒健康的項目

為什麼您應該參與健康牙齒健康社區 (HTHC)?

- ✓ 孩童的牙齒對他們的健康和重要。
- ✓ 我們能幫助您的孩子定期去看牙醫。

我們能為您做什麼呢?

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Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org

دندان های برلانه ای که به کودکان کمک می کند دندان

چرا باید به دندان های کودکان کمک کرد؟

- ✓ دندان های کودکان برای سلامت آنها بسیار مهم است.
- ✓ ما می توانیم به کودکان کمک کنیم تا به دندانپزشک بروند.

ما برای خانواده شما چه کار می کنیم؟

- ✓ ما می توانیم به شما کمک کنیم تا وقت دندانپزشک را برنامه ریزی کنید.
- ✓ ما می توانیم به شما کمک کنیم تا برای Medicaid یا Medi-Cal ثبت نام کنید.
- ✓ ما می توانیم به شما کمک کنیم تا اطلاعات بیشتری در مورد خدمات دندانپزشکی داشته باشید.

چه کسانی برای خدمات ما واجد شرایط هستند؟

- ✓ کودکان ساکن در شهرستان آلامدا.
- ✓ بین 0 تا 20 ساله.
- ✓ کسانی که برای Medicaid یا Medi-Cal واجد شرایط هستند.

برای اطلاعات بیشتر:
Office of Dental Health
1000 Broadway, Suite 500
Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org

أستنان صحية برنامه ای که به کودکان کمک می کند دندان

لماذا ينبغي عليك الاهتمام في "أستنان صحية" ومجتمعاتها؟

- ✓ أسنان الأطفال مهمة لصحتهم.
- ✓ يمكننا أن نساعد طفلك في زيارة طبيب الأسنان بانتظام.

ماذا يمكننا أن نفعل لأسرتك؟

- ✓ يمكننا أن نساعدك في تحديد موعد مع طبيب أسنان.
- ✓ يمكننا أن نساعدك في التسجيل للحصول على Medicaid أو Medi-Cal.
- ✓ يمكننا أن نقدم لك معلومات حول ممارسات صحة الأسنان الجيدة.

من المؤهل للحصول؟

- ✓ سكان منطقة ألاميدا.
- ✓ من 0 إلى 20 عامًا.
- ✓ الأسر المسجلة في Medi-Cal أو مؤهلة للتسجيل.

للمزيد من المعلومات:
Office of Dental Health
1000 Broadway, Suite 500
Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org

CHINESE
(SIMPLIFIED)

CHINESE
(TRADITIONAL)

FARSI

ARABIC

Healthy Teeth Healthy Communities

A program that helps children and youth in Alameda County maintain healthy teeth



WHY should you join Healthy Teeth Healthy Communities (HTHC)?

- ✓ Children's teeth are important to their health!
- ✓ We can help your child get to a dentist regularly

WHAT can we do for your family?

- ✓ Help schedule appointments with a dentist
- ✓ Help sign up for Medi-Cal
- ✓ Provide information about good dental health practices

WHO is eligible for our services?

- ✓ Residents of Alameda County
- ✓ 0-20 years old
- ✓ Families who are signed up or qualified for Medi-Cal

For more information:

Office of Dental Health
1000 Broadway, Suite 500
Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org



Alameda County Public Health Department

This is a Local Dental Pilot Program (LDPP) of the Dental Transformation Initiative (DTI) funded by the California Department of Health Care Services.





HEALTHY TEETH HEALTHY COMMUNITIES

Contact Us to Learn More

Office of Dental Health
Community Health Services Division
Alameda County
Public Health Department
1000 Broadway,
Oakland, CA 94607
(510) 208-5910
HTHC.INFO@acgov.org



A Project of
Alameda County
Office of Dental Health



ELIGIBILITY

- + Age 0-20 years
- + Live in Alameda County
- + On Medi-Cal or eligible for Medi-Cal



DENTAL HEALTH FOR KIDS MATTERS

Dental decay is the most common chronic childhood disease in the U.S. Children who establish good dental hygiene habits at a young age are more likely to continue excellent brushing and flossing as adults, experience fewer dental problems throughout life, maintain a positive self-image, and perform better in school. Developing good dental hygiene is the first line of defense against many common dental issues.



ABOUT HTHC

HTHC is a 4-year (from 2017 to 2020), cross-sector collaborative initiative to get children and youth, ages 0 through 20 years, in Alameda County to receive preventive dental health care services.



HTHC GOALS

- + **Prevention:** 10% increase in the utilization of preventive dental services for children and youth ages 0-20 years.
- + **Access to Care:** Increase in the number of actively participating dentists who see children 0-20 years of age.
- + **Continuity of Care:** Increase in the number of children continuously enrolled in the Medi-Cal Dental Program who receive services performed by the same provider.

STRATEGIES



Create a linguistically and culturally sensitive Community Dental workforce



Create a network of dentists and providers serving children and youth



Create database/CCMS to support evaluation and quality improvement



A Community Dental Care Coordinator learns to teach correct brushing techniques during the HTHC Training.

OUR PARTNERS

- + Alameda Health Consortium
- + Alameda Health Systems
- + Asian Health Services
- + Axis Community Health
- + Center for Healthy Schools & Communities
- + Center for Oral Health
- + East Bay Agency for Children
- + First 5 Alameda County
- + La Clínica de La Raza
- + Lifelong Medical Care
- + Native American Health Center
- + Oral Health Solutions
- + Roots Community Health Center
- + Tiburcio Vasquez Health Center
- + Tri-City Health Center
- + University of California San Francisco
- + West Oakland Health Center





Quarterly Activity Report

Healthy Teeth, Healthy Communities
January-March 2018



Office of Dental Health, Alameda County Public Health Department

Email: HTHC.info@acgov.org

Tel: 510-208-5910

1000 Broadway, Suite 500,
Oakland, CA 94607



Healthy Teeth
Healthy
Communities

Quarterly Activity Report

January-June
2018



Office of Dental Health, Alameda County Public Health Department

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Oakland, CA 94607



Tel: 510-208-5910

Fax: 510-273-3748

Email: HTHC.info@acgov.org




APHA Annual Conference 2020 – 4 presentations



General Dentists Can Treat Infants and Promote Good Oral Health Practices in Families: Alameda County's Results

Jamal Yousuf, BA
Alameda County Office of Dental Health
APHA Annual Conference
October 26, 2020
Session 3081.0

ALAMEDA DTI - HEALTHY TEETH HEALTHY COMMUNITIES



Healthy Teeth Healthy Communities: Alameda County's Systems Approach Leads to Increased Access to Dental Care for Medicaid Children

Suhaila Khan, Jared Fine, Yilak Fantaye, Quamrun Eldridge, Kerri Chen, Ngan Dang
Alameda County Office of Dental Health
APHA Annual Conference
October 26, 2020
Session 3302.0

ALAMEDA DTI - HEALTHY TEETH HEALTHY COMMUNITIES




Session 5092.0



Building a Culturally Competent Care Coordination Workforce to Connect Clients to Dental Health Care in Alameda County: A Community Collaboration

Luwissa Wong, Kerri Chen, Suhaila Khan, Arash Aslami, Yilak Fantaye, Bhavana Ravi, Jamal Yousuf
Alameda County Office of Dental Health
APHA Annual Conference
October 28, 2020

ALAMEDA DTI - HEALTHY TEETH HEALTHY COMMUNITIES



Dental provider Community of Practice: Needs and progress in California's Alameda County

Kristin S. Hoeft, PhD, MPH
October 26, 2020
American Public Health Association

UCSF

EVIDENCE OF SUCCESS

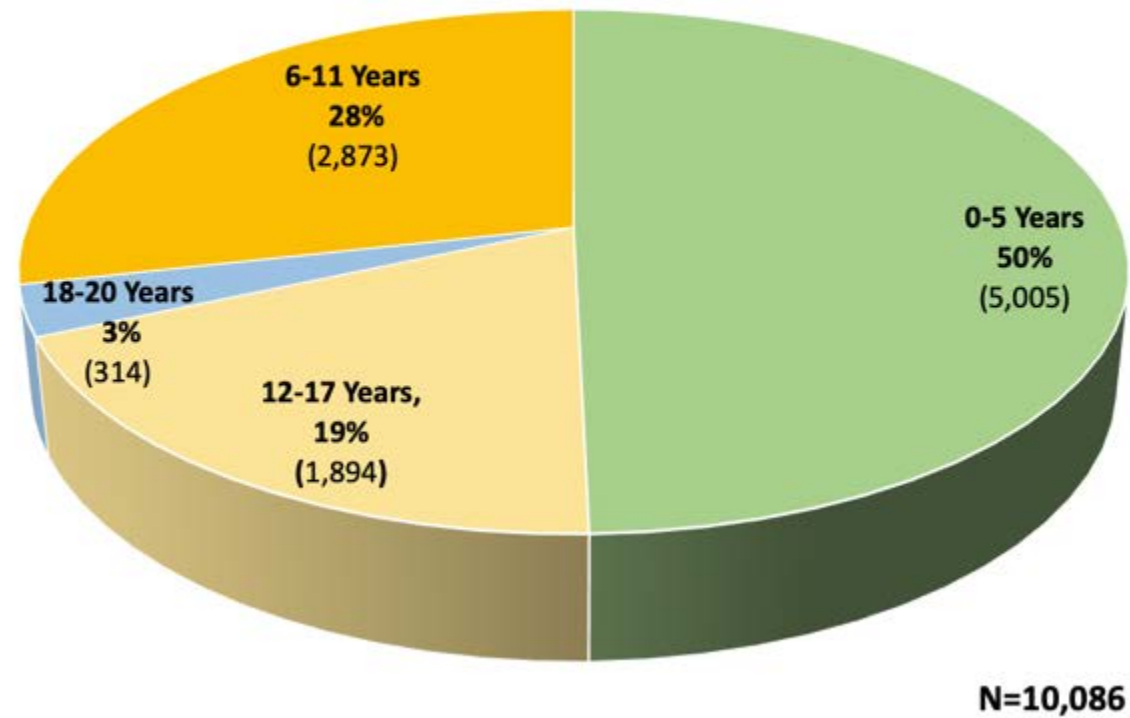
HTHC Outcomes

(data period Jan 2018 to Sep 2020)

No. of families contacted	49,599
No. of children enrolled in program	11,648
No. of children care coordinated (scheduled for dental appointment)	10,086
No. of children seen by dentist for preventive services	8,308
No. of all dental appointments (made)	32,931
No. of all dental appointments (kept)	24,175
No show rate of all dental appointments (target 35%)	27%
No show rate for 1st dental appointments	18%

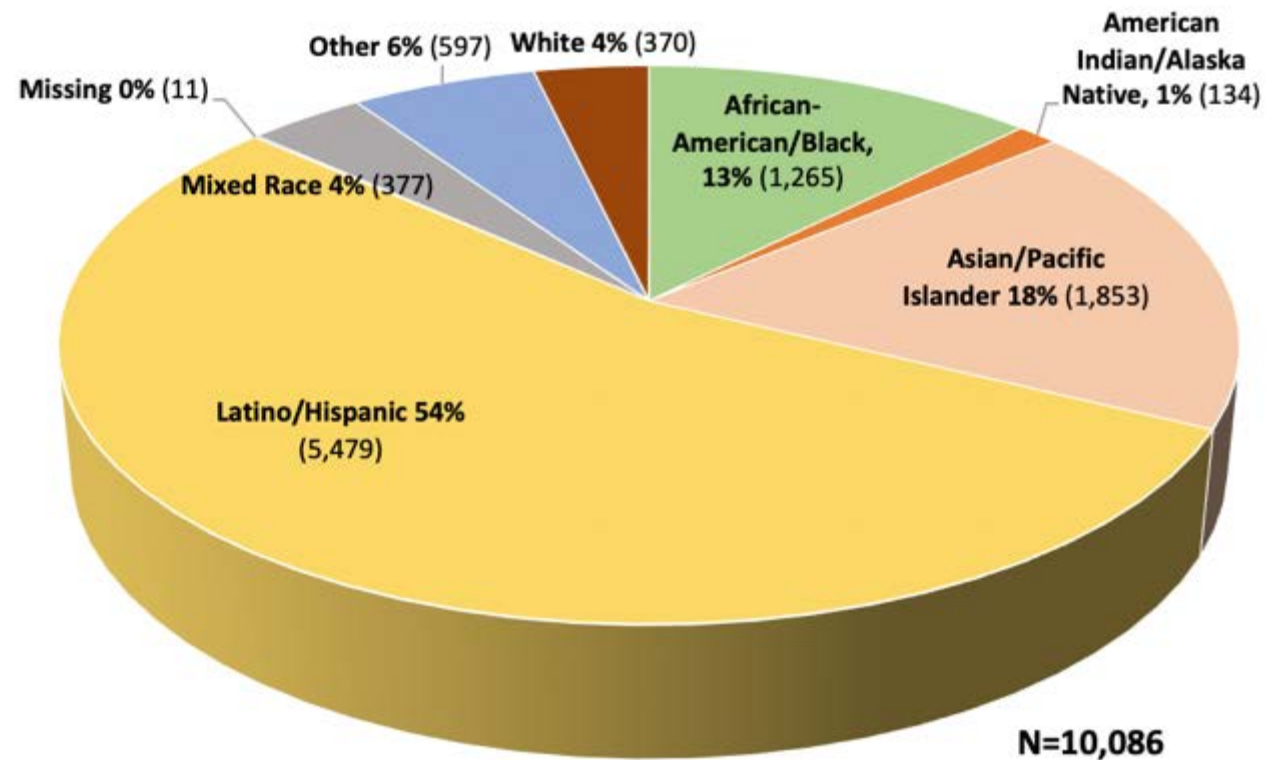
HTHC Patients Scheduled for Appointment by Age

Data Source: CCMS Jan 2018 -Sep 2020



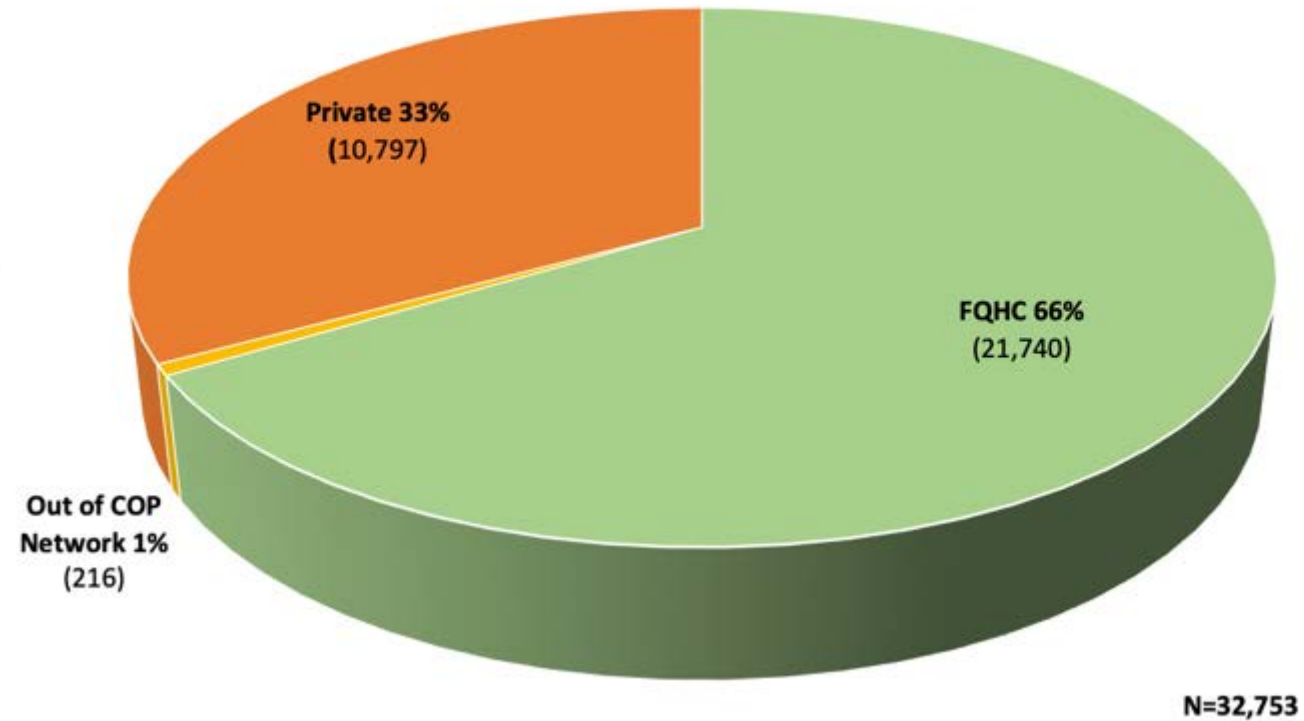
HTHC Patients Scheduled for Appointment by Race/Ethnicity

Data Source: CCMS Jan 2018 -Sep 2020



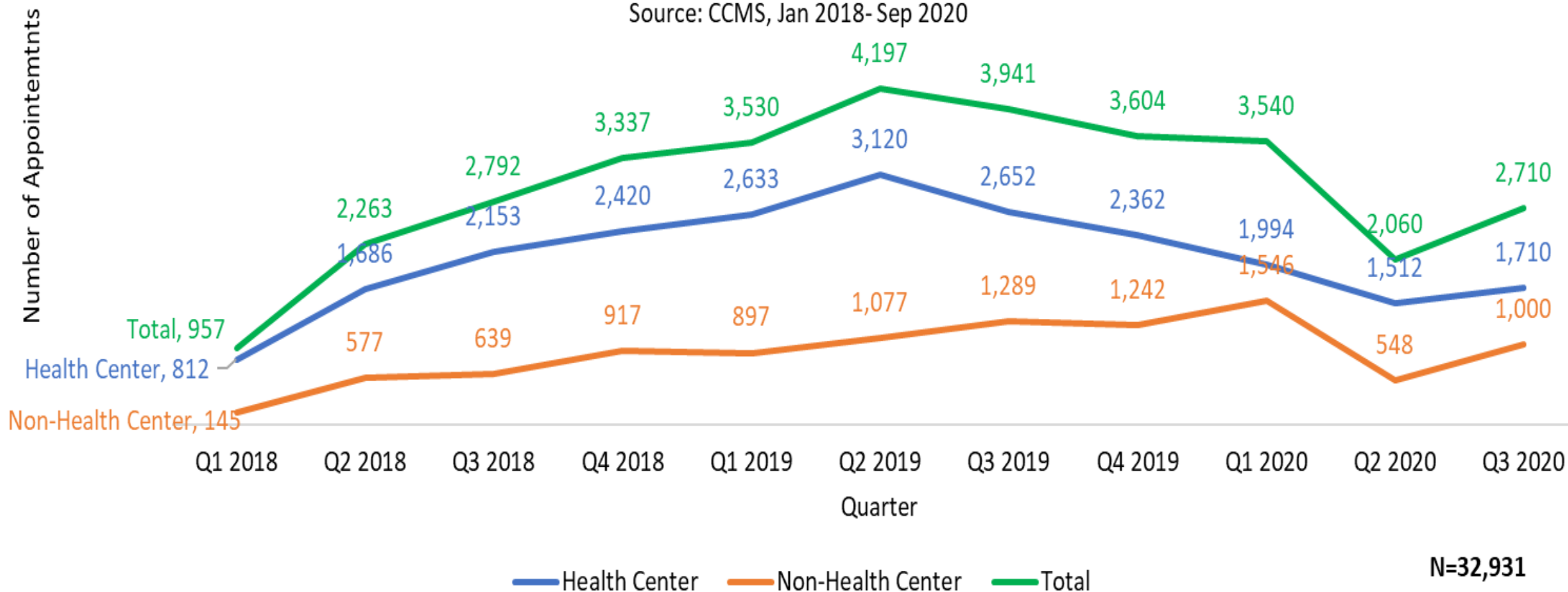
All Dental Appointments by Provider Type

Data Source: CCMS Jan 2018 -Sep 2020



Number of All Appointment Scheduled by Agency Type by Quarter

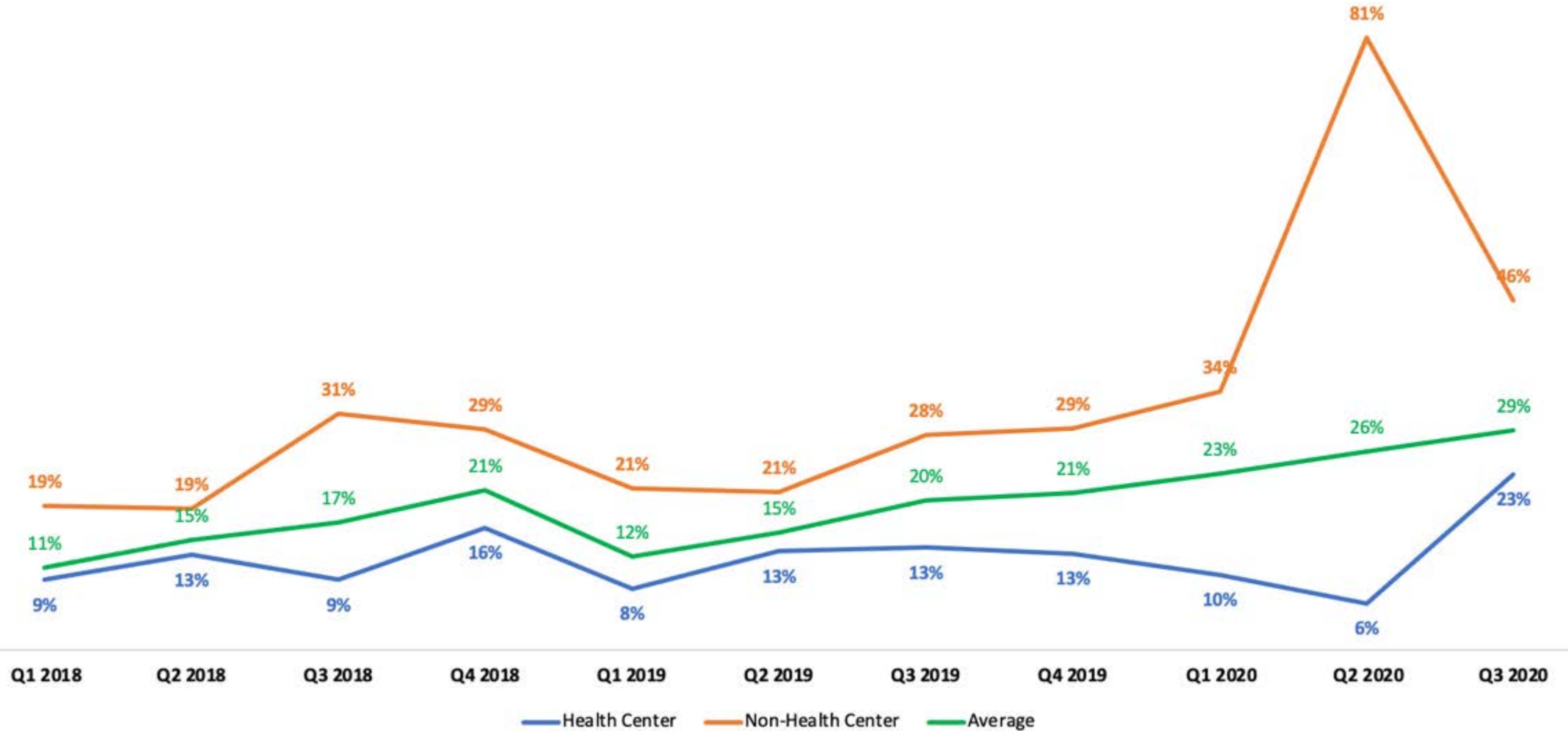
Source: CCMS, Jan 2018- Sep 2020



No-Show Rate for First Appointment Scheduled by Quarter

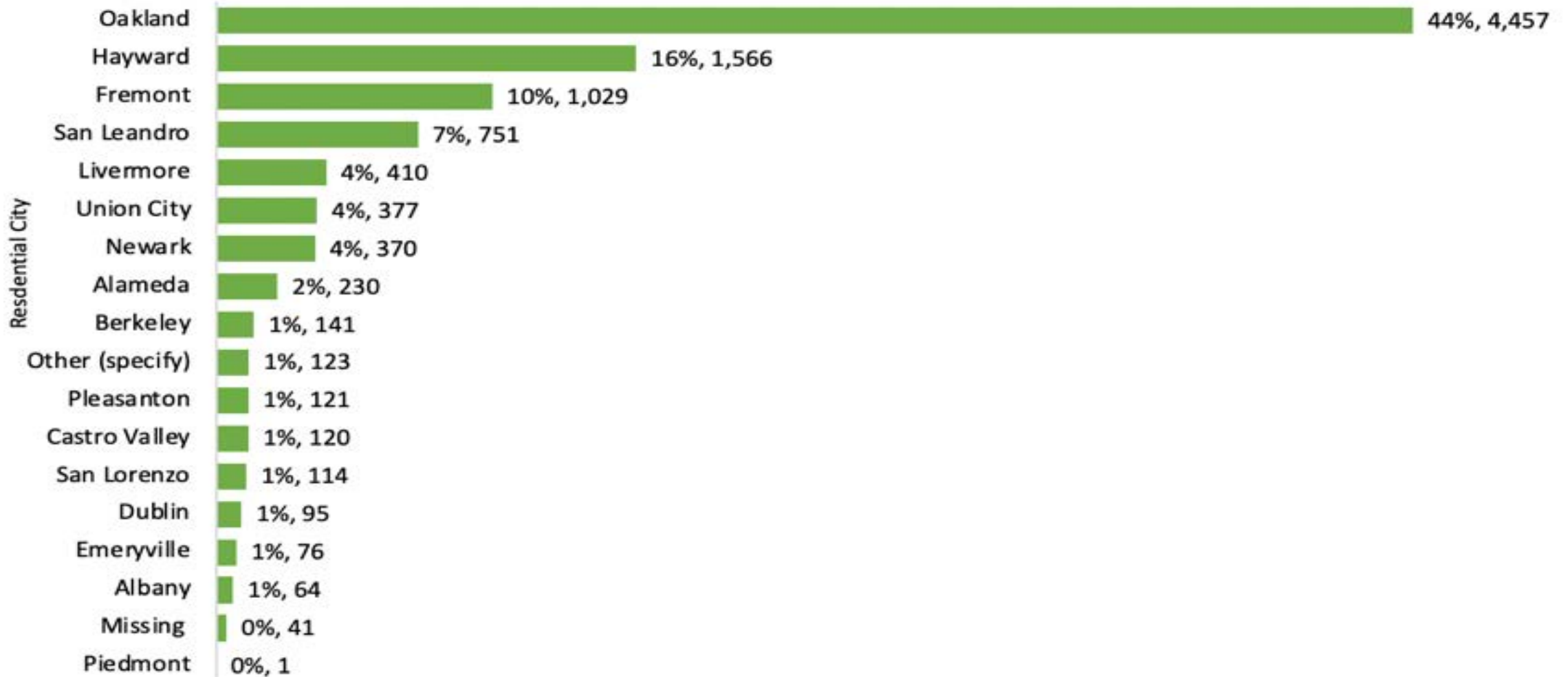
Source: CCMS, Jan 2018- Sep 2020

No-Show Rate for 1st Appointment



HTHC Patients Scheduled for Appointment by Residential City

Data Source: CCMS Jan 2018 -Sep 2020



N=10,086

WHAT IS NEXT:

<\$19.7 million

Results to Program & Policy Implications

Program-Policy Implications

Commitment to Continue Care Coordination Workforce

- **10,000 children received dental care in Alameda County (had 32,000 dental appointments), reached 0-5 year olds**
 - CDCC's support through existing means statewide such as Federal Matching funds are doable in every county.
- **ODH:** 3 positions (2 CHDP funded)
- **CHSC:** at least 1
- **5 FQHCs:** Asian Health Services 1, West Oakland Health 1, La Clinica de La Raza 2, LifeLong Medical Care 1, Axis Community Health 1
lowered no show rate <10% (non-HTHC higher)
use in-reach to increase access (2/3rd medical patients not in dental)
- **A CDCC Curriculum/Guide for Trainers is available** - for use by any organization, can be used by other LOHPs



Program-Policy Implications

Commitment to Continue the Collaborations

- ODH & UCSF
- ODH & Alameda Health Consortium
- ODH & FQHCs
- ODH & private dentists
- ODH & Dental Societies
- FQHCs: medical-dental-behavioral

Program-Policy Implications

Provider Network - Community of Practice (COP)

- **ODH will continue the CEs (with UCSF) for 2021** – can this be expanded for all LOHPs and provided virtually statewide with additional funding?
- **Learning network of dentists created & will continue**
- **ODH will continue Family Oral Health Education (FOHE) incentive payments**
– can this become part of Medi-Cal payment system?
- **COP CE curriculum/Guide for Trainers is available** – for use by any organization, can be used by other LOHPs
- **Patients will continue with their new Dental Homes found through HTHC**
- **ODH will induct the private dentists into its Healthy Smiles program**

Program-Policy Implications

Other

- **Care coordination program should always include care coordinators & providers.**
- **An online Database is available** – can be modified for State LOHP needs.
- **A database should be an essential component of any program.**
- **Must collect-analyze-use disaggregated data by age, race/ethnicity, language, zipcode.**
- **General dentists can treat children ages 0-20 years, even 0-5 years.**
- **A dental champion function** in every county would be useful to interact with the local provider community.

HTHC Team



Questions? Connect With Us!

Acknowledgements

A special thanks to California Department of Health Care Services for funding this project.

Contact Us

Alameda County Office of Dental Health
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<https://dental.acphd.org>

