

Communities of Practice Questionnaire

1. Name of your organization Healthy Smiles for Kids of Orange County
2. What is the structure/type of your organization? Please select from the following.
 County Health Department FQHC Non-profit
 Other (please describe) _____
3. Please briefly describe the history/background of the program.

Founded in 2003, Healthy Smiles was initiated by community leaders who believed that early access to dental care is critical to a child's positive development and well-being. Since then, Healthy Smiles has become a leading provider of oral health services by partnering with the University of Southern California (2005), purchasing three Smile Mobiles (2007, 2013, and 2018), and providing services at CHOC Children's Hospital (2010). In 2014, we significantly increased our capacity to serve clients by adopting a top-tier Electronic Dental Records system. In 2016, Healthy Smiles launched the Smiles X-Press Teledentistry Program to address the transportation barriers faced by our patients. This innovative model provides care to thousands of children a year in schools and community sites and is set to expand significantly in the next few years. In 2018, Healthy Smiles began providing restorative services aboard Smile Mobiles on the weekends to further increase access to care. In 2019, we will further expand our services with a fourth Smile Mobile (3 chair converted RV) and a Mini-Clinic (3 chair trailer).

4. Which population is being served by the program?

Our programs target children in Orange County, focusing on pockets of underserved populations including children with disabilities, families with mixed immigration status, densely populated areas, and families best served in a language other than English.

Our patients fall into the following demographics:

Race: White: 78%; Black: 1%; Asian/Pacific Islander: 5%; More than one race: 1%; Unknown: 15%

Ethnicity: Hispanic: 72%; Non-Hispanic: 18%; Unknown: 10%

Language: 65% of families prefer a language other than English, with the majority preferring Spanish.

We are the only no-cost program in Orange County that offers treatment under General Anesthesia (available at our Garden Grove clinic and CHOC Children's Hospital), a vital service necessary for severe cases, medically fragile patients, and patients with special needs.

5. What type of service delivery model is/are used in the program? Please select all that applies.

- Dental clinic model (e.g. permanent setting) Mobile- portable model
- Virtual model (e.g. telehealth/teledentistry) Event-based model
- Outreach and education model

6. What type of dental and oral health services are provided? Please select all that applies.

- Screenings Cleanings Fluoride varnish Sealants X-rays Fillings
- Referrals to dental and oral health services Care coordination/case management
- Patient education Other (please describe) sedation and general anesthesia

7. What type of integration service is/are provided? Please select all that applies.

- Medical services Behavioral health services Vision services Hearing services
- Transportation services Translation services Nutrition services None

8. Who are the staff that supports the program? How many staff are involved in the program? What are their roles?

Staff	Number of Staff	Role
Dentist	33	Healthy Smiles uses general and pediatric dentists to provide direct care to patients in all our programs.
Dental Hygienist		Healthy Smiles uses dental hygienists on our mobile clinics to provide preventative dental care to children.
Dental Assistant		Healthy Smiles used Dental Assistants and Registered Dental Assistants in all our programs to assist the dentists in providing care.
Non-dental clinical staff		n/a
Community health workers		Healthy Smiles uses care coordinators in all our programs to ensure that children are linked to follow up care and are completing their treatment plans. We also use educators to parents and children on oral health care.
Other		n/a

9. What is the source of funding?

- Foundation/organization grant
- Public funding (e.g. local, state, federal)
- Private donations (e.g. individuals, businesses)
- Other (please describe)

10. How is the program evaluated?

Program success and progress is measured by a variety of metrics and evaluation tools. Healthy Smiles was gifted a top-tier Electronic Health Record System (EHR) by Planet DDS called Denticon, which is a cloud-based tool that allows us to track the efficacy of our projects. With Denticon, our Daily Dashboard, and Quality Assurance Reports, we track cavity rates, treatment completion, and the number of patients we treat through this program at all community sites.

Healthy Smiles uses Denticon to track the progress of all of our programs. Healthy Smiles collects patient data through our EHR system and Quality Assurance metrics compiled monthly that shows: cavity rates for both new and returning patients, treatment completion within six months, and number of children successfully linked to a dental home.

11. Are there any reports?

Healthy Smiles regularly submits reports to government and regulatory agencies like the Children and Families Commission of Orange County/First 5, Orange County Health Care Agency, California Department of Public Health, and California Department of Health Care Services.

In addition, we provide regular reports to our supporters, donors, and corporate/foundation partners.

Lastly, the Healthy Smiles Clinical Committee, Quality Assurance Committee, and Board of Directors review regular reports and evaluate all programs.

12. Are there any barriers/challenges to your program?

Healthy Smiles treats pediatric patients with certain medical conditions or behavioral issues in a hospital operating room (OR) setting to ensure proper emergency response if needed. Because of the high demand of OR block time, Healthy Smiles is severely limited in the number of patients who can be treated in this setting. We currently have 350 patients on our waitlist, representing an 18-month wait list. Healthy Smiles is actively seeking new hospital partnerships to meet this need. We are also exploring partnerships with local surgery centers.

13. What are the lessons learned and/or are there any plans for improvement?

The biggest challenge to this program is the lack of available operating room space for patients that need more intensive care. As the only nonprofit provider of these services in Orange County, we are struggling to meet the demand. We are working closely with Orange County's managed care plan (CalOptima) to solve this problem and are actively exploring additional surgical sites.

We have also discovered that patients that we see through our Teledentistry program require more restorative work than ITRs. Therefore, we schedule our mobile units on Saturdays in the nearby community site for our restorative cases.

If you are interested in learning more about this program, please contact COHTAC at oralhealthsupport@ucsf.edu.