California Department of Public Health Office of Oral Health

## **Project Director's Meeting**

Beyond COVID-19: Building Partnerships to Support Schools and Community-Clinical Linkages

Thursday, June 17, 2021 12:00 p.m. – 2:00 p.m.





# Housekeeping Tips

 Please prepare your questions for the Q&A by using the Chat Box.



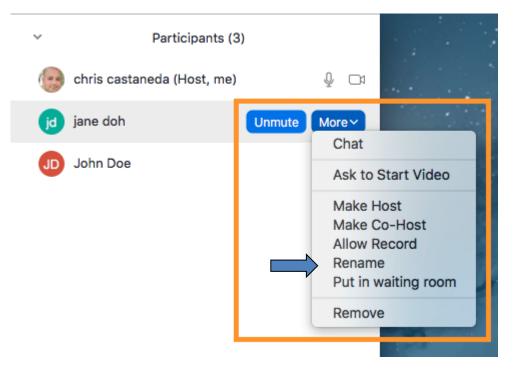
- When preparing your questions, provide your name, organization, followed by your question in the Chat Box.
- Phone participants can unmute using \*6
- Today's webinar will be recorded.



## **Welcome and Introductions**

Welcome!

Please update your zoom name to include your name details and LOHP.





# Agenda

12:00PM - 12:25PM	Introduction, Update, and Questions Jayanth Kumar
12:25PM – 1:05PM	Orange County Care Coordination: Presentation and Questions Ria Berger, Priyal Ohri, Stephanie Rebollar
1:05PM – 1:30PM	Lessons Learned: Developing working partnerships with school nurses in Santa Clara Somayeh Bolourchi
1:30PM – 1:55PM	<b>Panel Discussion</b> Ria Berger, Priyal Ohri, Somayeh Bolourchi
1:55PM – 2:00PM	Closing remarks Lindsey McDermid

California Department of **PublicHealth** 

# **Objectives**

- Identify best practices shared by Healthy Smiles for Kids of OC to include: Advocacy, Prevention, Outreach, Education, Teledentistry, Telehealth, Mobile Units, Care Coordination and Clinical programs.
- 2. Discuss the challenges of the current Covid-19 pandemic and how OC addressed a high number of encounters amidst these challenges.
- 3. Describe Santa Clara County Oral Health Program's process to establish relationship with School Nurses.
- 4. Identify strategies to build a relationship with School Nurses.



# Building Partnerships to Support Community-Clinical Linkage Programs

Jayanth Kumar, DDS, MPH

California State Dental Director

California Department of Public Health Center for Healthy Communities Office of Oral Health California Department of Public Health OFFICE OF ORAL HEALTH

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#### Update

#### COVID-Pandemic

- Essential Public Health Services and Foundational Public Health Services
- California Smile Survey 2018-2019
- Planning and Implementation of School Dental Programs
  - Referral Management System



The TEN Essential Public Health Services

8

#### **PUBLIC HEALTH INFRASTRUCTURE**

- Assessment/Surveillance
- Emergency Preparedness and Response
- Policy Development and Support
- Communications

- Community Partnership Development
- Organizational Administrative Competencies
- Accountability/Performance Management



Communicable Disease Control



Chronic Disease

and Injury

Prevention



Environmental Public Health





Maternal, Child, and Family Health

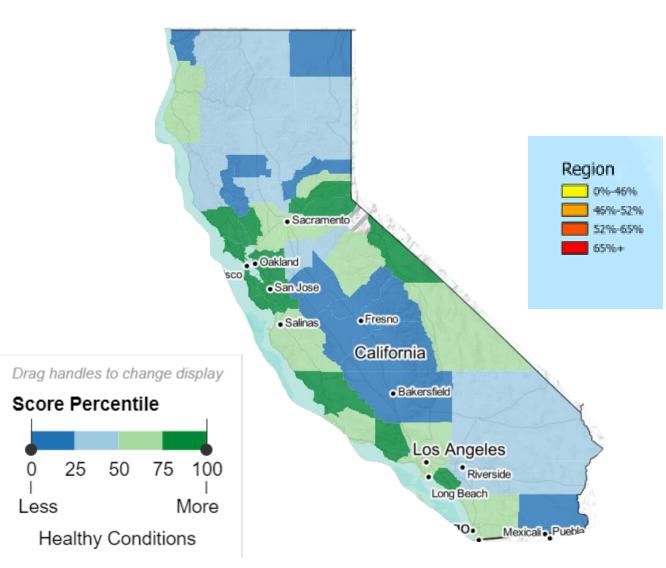
Access to and Linkage with Clinical Care

## Caries Experience by Region, California Smile Survey 2018-2019

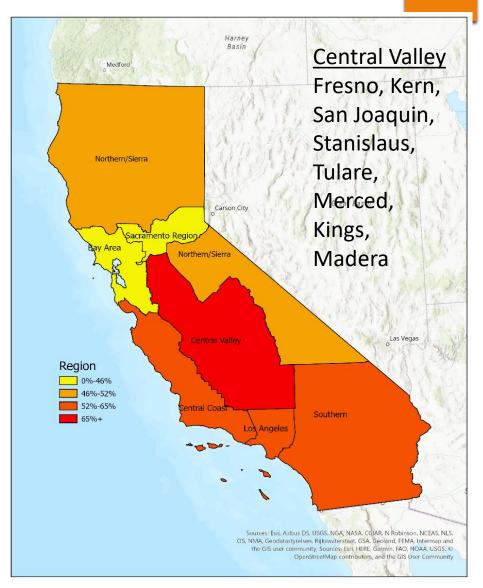
Region	Caries Experience Percent
California	60.6%
Bay Area	45.4%
Sacramento	46.2%
Northern/Sierra	51.6%
Southern	60.4%
Central Coast	64.2%
Los Angeles	64.7%
Central Valley	75.9%



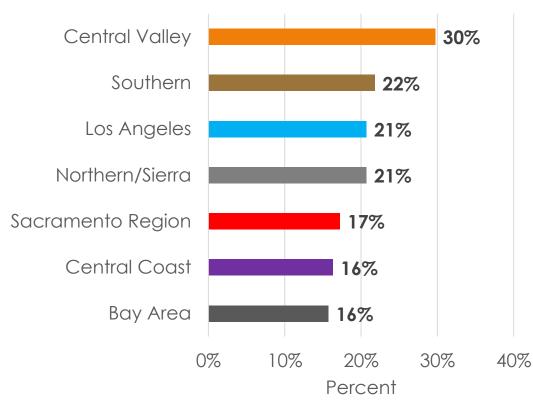
#### Healthy Place Index



#### **Caries Experience**



# Untreated Decay and Sealants by Region, CSS 2018-2019



#### Untreated Decay

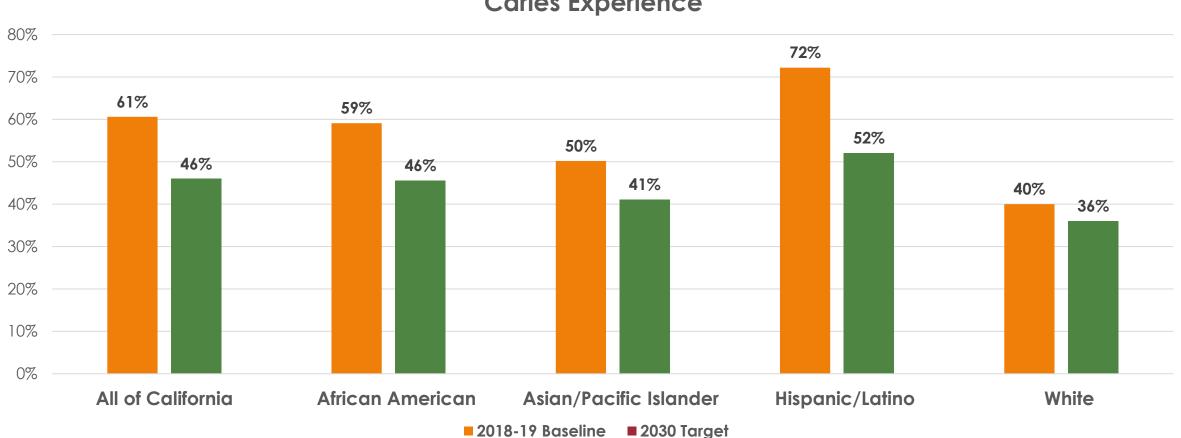
#### Central Coast 47% Bay Area 45% Southern 40% Northern/Sierra 37% Central Valley 33% Los Angeles 31% Sacramento Region 29% 0% 10% 20% 30% 40% 50% Percent

**Dental Sealants** 

### Health Disparities Reduction - Statewide Coordination and 2030 Goal

"Through its oversight of triennial public health plans, DPH would establish a goal of reducing health disparities among children by 50 percent statewide by December 31, 2030."

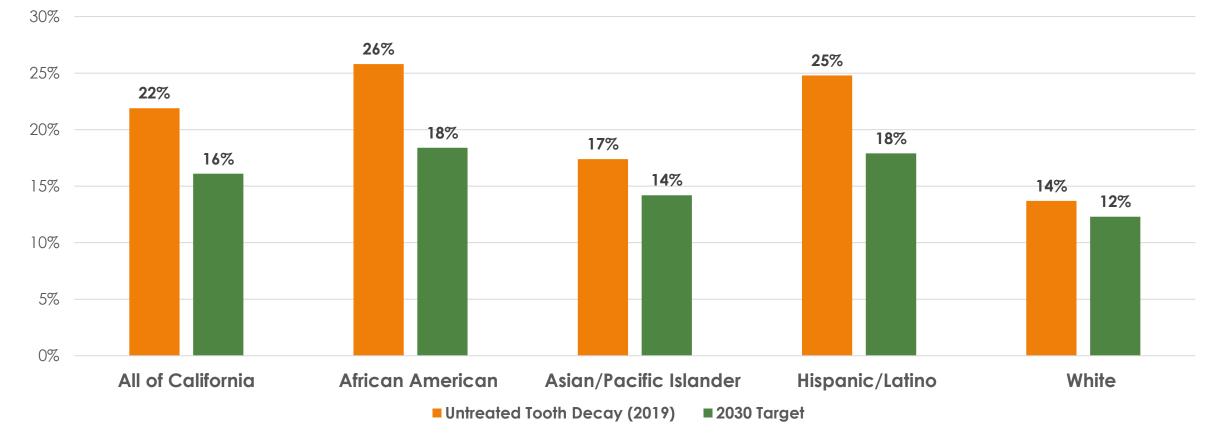
## Goal: Reduce health disparities among children by 50 percent statewide by December 31, 2030.



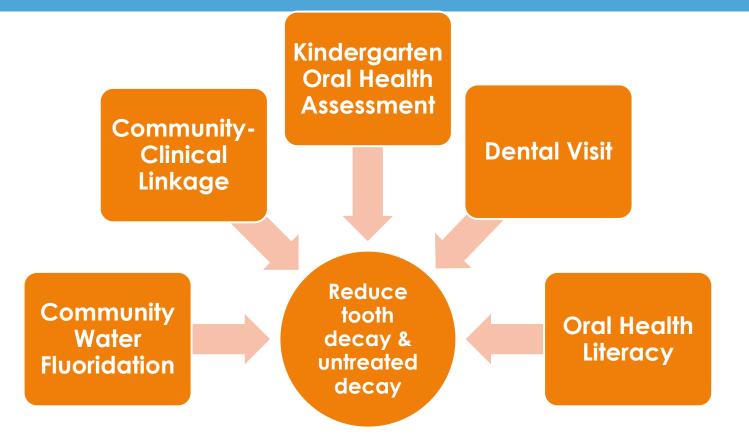
**Caries Experience** 

# Goal: Reduce health disparities among children by 50 percent statewide by December 31, 2030.





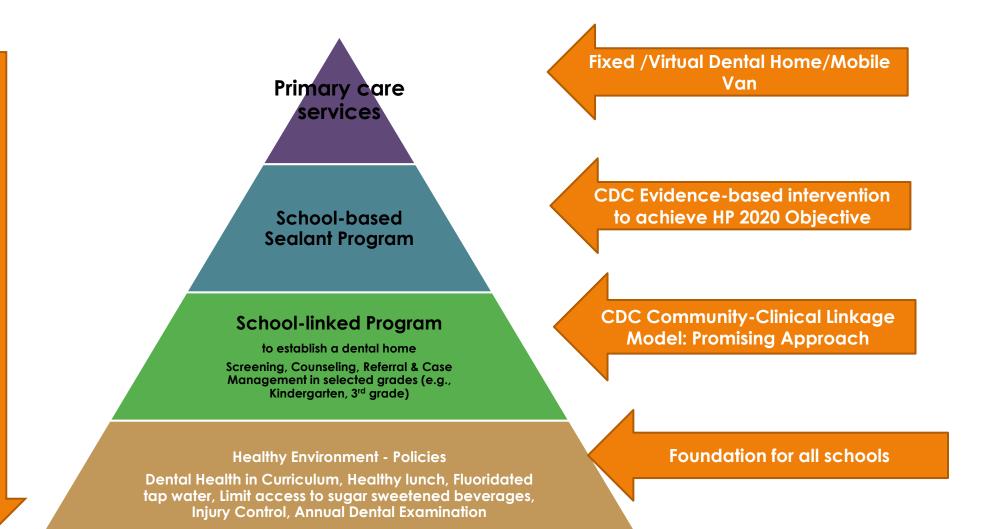
### Goal: Cavity Free Children

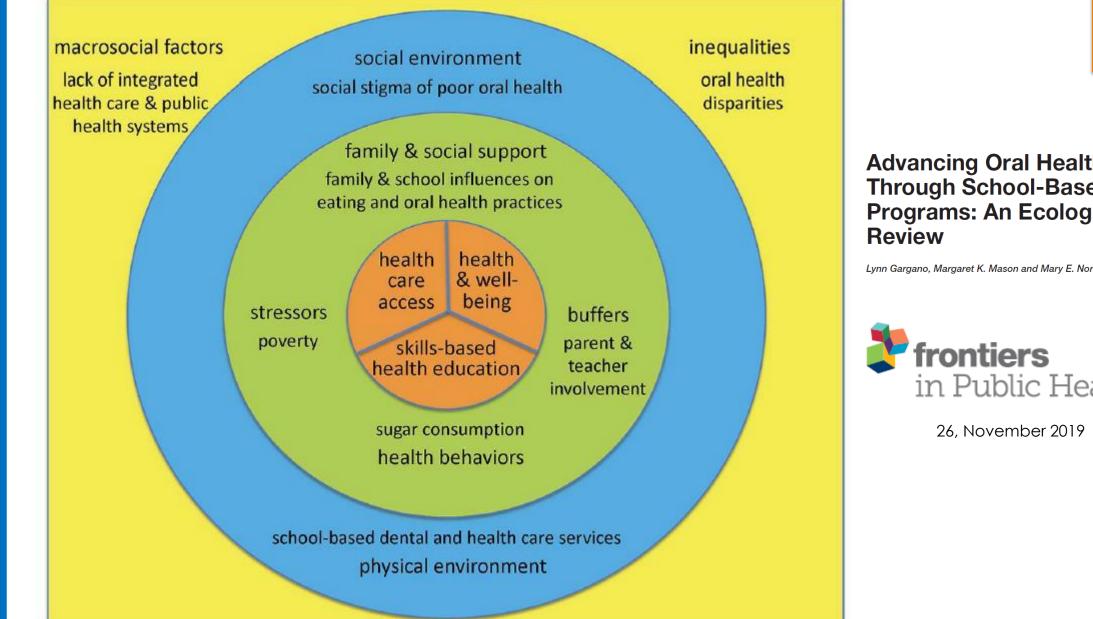


**Measure performance:** 

How much are we doing? How well are we doing? Is this making children healthier?

#### Building interventions in schools: Intensity matched to need





#### Advancing Oral Health Equity Through School-Based Oral Health **Programs: An Ecological Model and**

Lynn Gargano, Margaret K. Mason and Mary E. Northridge\*



#### School Dental Program

	Schools	K-6th Enrollment
Rural	1223	398,008
Urban	3403	1,648,061
Total	4626	2,046,069

Definition for targeting school-based or school-linked dental programs

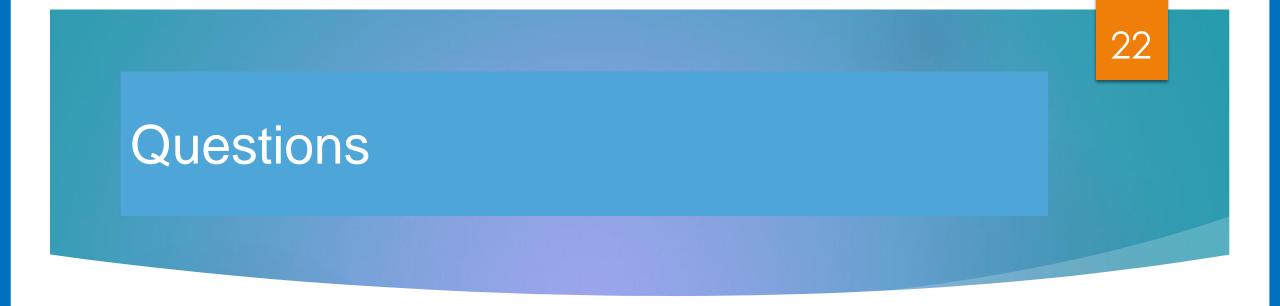
All public elementary urban schools with > 50% of students on the free/reduced lunch program and all rural schools are considered eligible for a school-based/-linked sealant program.

### Next steps for developing a program

- 1. Identify target schools and grades
- 2. Select a program model
- 3. Develop a system to track school dental programs
- 4. Identify new schools that are ready to participate
- 5. Identify partners and their roles
- 6. Request TA for building partnerships and leverage local resources
- 7. Develop an implementation plan

#### School Dental Referral Management System

- Specification developed
- Vendors identified
- Cost estimation obtained
- Purchasing options explored



#### Contact: DentalDirector@cdph.ca.gov

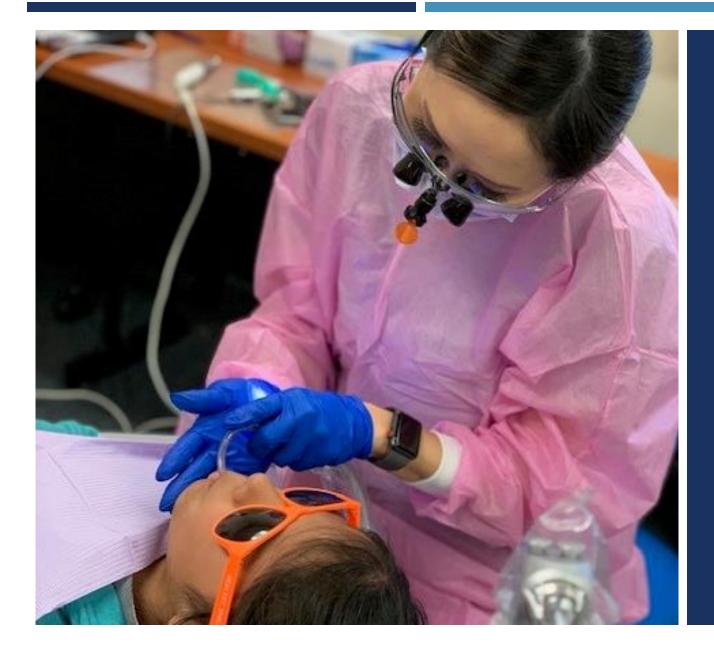
California Department of Public Health Center for Health Communities Office of Oral Health



#### Nearly one million children and families served since 2003.

- Ria Berger, Chief Executive Officer
- Stephanie Rebollar, Director of Contracts & Community Relations

Priyal Ohri, DDS
Diplomate, American Board of Pediatric Dentistry
Dental Director



#### **OUR MISSION:**

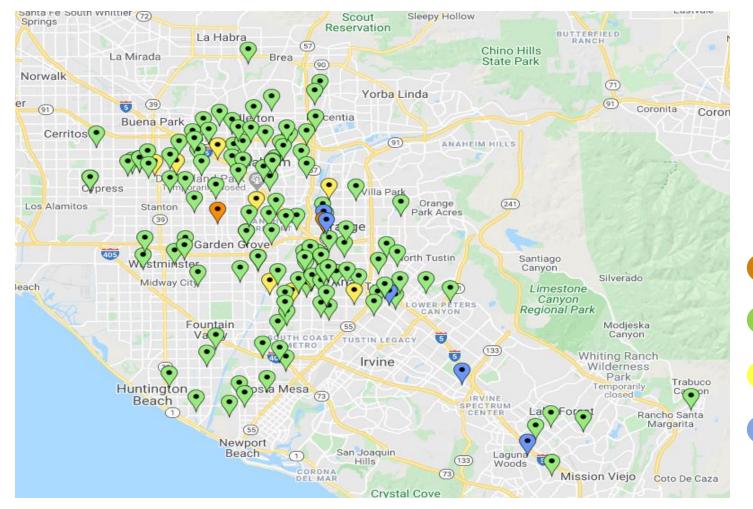
to improve the oral health of children in Orange County through collaborative programs directed at prevention, outreach, education, access to treatment, and advocacy.

#### HEALTHY SMILES CLINICS GARDEN GROVE & CHOC 2003

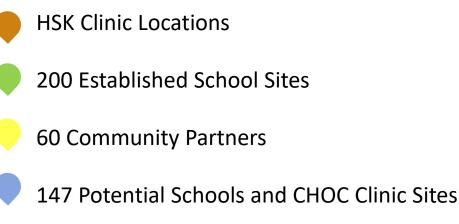


**HSK Clinic Locations** 

#### HSK CLINICS & SCHOOL SITES 2021 & BEYOND



Heightened emphasis on underserved communities and Title 1 schools (schools in which low-income families make up at least 40% enrollment).



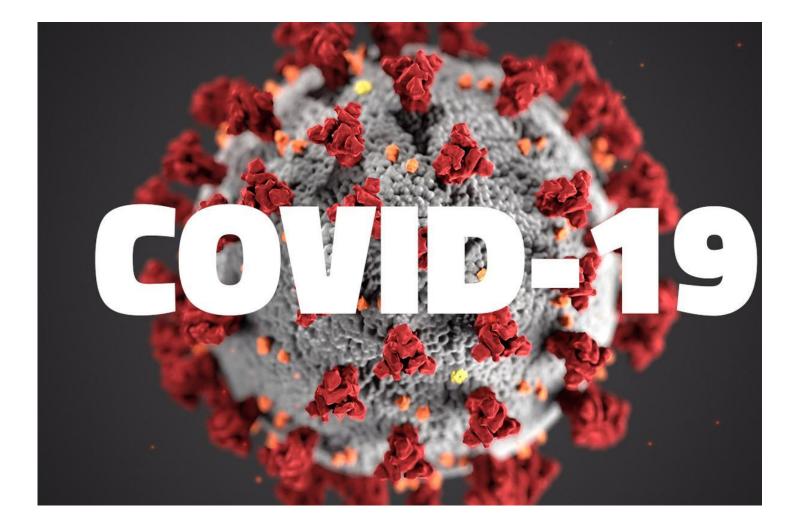
#### Teledentistry Video



Link to video: <a href="https://www.youtube.com/watch?v=ETHL2ZPfuaw">https://www.youtube.com/watch?v=ETHL2ZPfuaw</a>

## PROBLEMS:

- Fear factor
- Access to care
- Shortage of PPE
- Dietary habits
- Reduced physical activity
- Increased screen time
- Increased obesity







## GARDEN GROVE CLINIC OPERATORIES

#### GENERAL ANESTHESIA OPERATORIES

- YTD: 369 General Anesthesia cases
- YTD: 220 Operating Room cases
- COVID-19 testing all general anesthesia and operating room cases
- Extraoral suction and intraoral suction



#### DECREASED WAITLISTS DURING COVID-19

	2019	Jan 2021		
Oral Conscious Sedation	Unable to pull data	3.5 months (30 patients)		
General Anesthesia	6 months (169 patients)	6-8 weeks (93 patients)		
CHOC Operating Room	1.5 years (313 patients)	3.5 months (106 patients)		



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#### DAILY AVERAGE CLINIC SCHEDULE

### SOLUTIONS:

- Fully licensed dental mobile clinics on wheels
- Parked in school and community sites
- Preventative treatment (X-Rays, screenings, cleanings, sealants, and fluoride)
- Restorative treatment (fillings and cavity treatment)





#### DOUBLE MOBILE: MAGNOLIA SCHOOL DISTRICTS



#### SMILE MOBILE:



- Curtains
- Sliding doors
- HEPA (High-Efficiency Particulate Air) purifier



- Personal Protective Equipment (PPE): KN95, face shield, gowns, and head cap
- Staggered appointments with social distancing
- 15-minute wait for chair turnover and sterilization

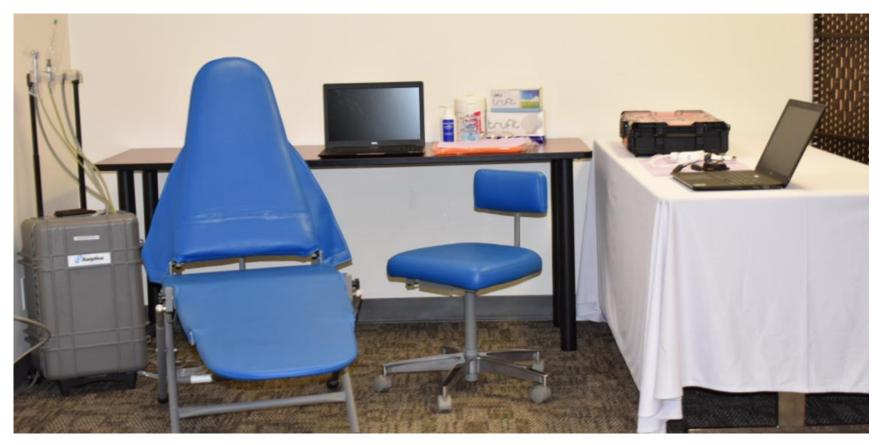
#### CHILDREN WITH SPECIAL HEALTHCARE NEEDS:

Children with autism and other medical complications may be more sensitive to medical settings and treatments, which often makes it difficult for them to receive the critical care they need.



Dustin (13-years old) receives dental treatment at our Smile Mobile parked outside of the CHOC Children's Thompson Autism Center. Dustin's single mother expressed that he has struggled with dentist appointments in the past and is very happy that Healthy Smiles is now Dustin's dental home.

### PORTABLE TELEDENTISTRY & TELEHEALTH UNITS:

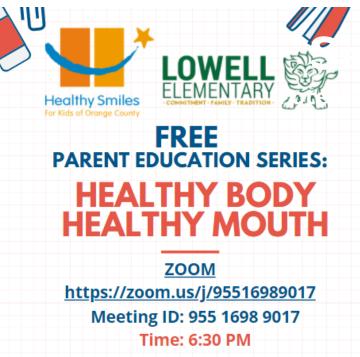


- Portable patient chair
- Portable dental unit
- Portable provider chair

- Digital x-ray sensor
- Intraoral camera
- Laptop

- Portable x-ray unit
- Tray setup

## **OUTREACH & EDUCATION**



SESSION 1:	SESSION 2:
WHY TEETH ARE	EVERY BITE
IMPORTANT	MATTERS
September 8, 2020	September 15, 2020
SESSION 3:	SESSION 4:
TAKING CARE OF	HEALTHY BODY,
THEIR MOUTH	HEALTHY MOUTH
September 22, 2020	September 29, 2020
PRIZES AND RAFFLES	FOR THOSE WHO ATTEND!

n



NATIONAL CHILDREN'S DENTAL HEALTH MONTH

## Join the Tooth Fairy

Every Thursday in February at 5:30 PM

Prizes available each night!

**2/4 FAMILY KAHOOT** Family trivia night.

**2/11 HEALTHY COOKING** Tooth-friendly recipes.

**2/18 STORY TIME** A tooth fairy reading adventure.

**2/25 SPECIAL INTERVIEW** The tooth fairy interviews a special guest.

https://zoom.us/j/97398428650 Meeting ID: 973 9842 8650 Questions? Contact: 714-462-0495 hskeducation@healthysmilesoc.org

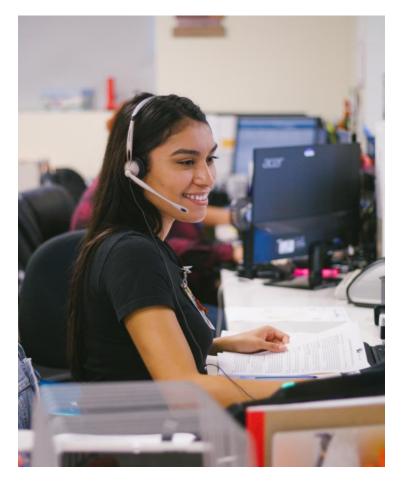


## COMMUNITY PARTNERS & SCHOOLS:

Enhanced collaborative partnerships that help facilitate family resources.



### CARE COORDINATION: MORE THAN ROUTINE DENTAL CARE



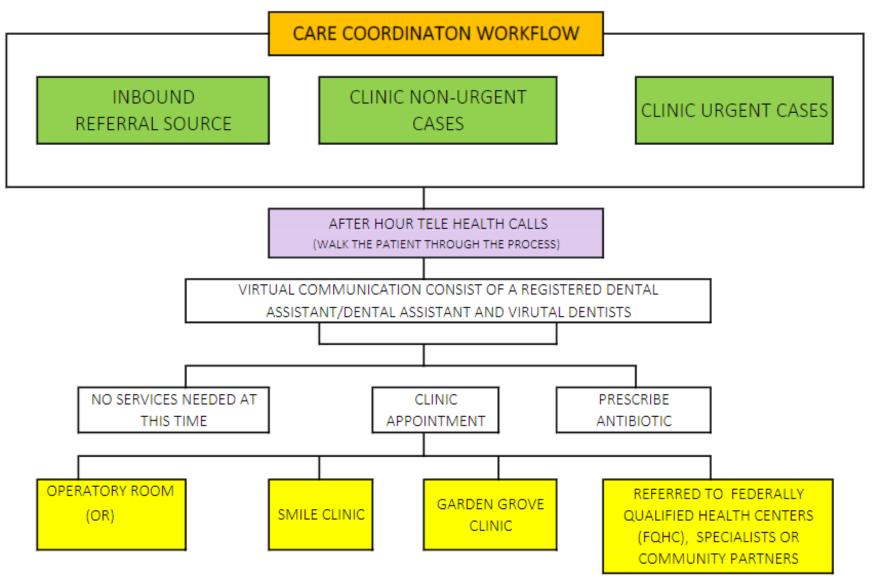
Janet, our Healthy Smiles Care Coordinator, not only schedules dental appointments for underserved children, but also helps reduce barriers to care and provide other essential services for families.

- We take a **personalized and family-centered approach** to delivering our services and help with barriers patients might face.
- We can connect families to local food banks, Medi-Cal enrollment, housing resources, diaper distributions, among other services.
- Healthy People 2020 highlights the importance of addressing the social determinants of health (SDOH) by including "Create social and physical environments that promote good health for all" as one of the four overarching goals for the decade.<u>1</u>



1: https://www.healthypeople.gov/2020/topicsobjectives/topic/social-determinants-of-health

### CARE COORDINATION WORKFLOW:



## CARE COORDINATION

Care Coordinator Calls	Jan	Feb	March	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD 2021	YTD 2020
Inbound Patient Calls	2,210	2,297	2,607	2,641								1	9,755	4,413
Outbound Patient Calls	2,571	2,260	1,928	2,162									8,921	19,437
Sum of Patient Calls	4,781	4,557	4,535	4,803	0	0	0	0	0	0	0	0	18,676	23,850
Overall Call Statistics by Call Center	Jan	Feb	March	Apr	Mav	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD 2021	
Abandoned Rate	9.5%	6.5%	3.7%	4.2%	inay	Juli	541	74g	ocpt				6.0%	
Avg. Hold Time (ss)	18	31	32	30									28	
Avg. Talk Time (ss)	212	283	287	217									250	
Service Performance Level	94.7%	88.0%	89.7%	89.6%									90.5%	
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Appts. Scheduled by CSA for	Jan	Feb	March	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD 2021	YTD 2020
CHOC OR	0	0	0	0									0	10
Garden Grove Clinic	4,063	5,753	6,569	6,041									22,426	10,206
Mobile Services	150	264	278	298								1	990	1,195
Smile Clinic	12	8	6	1									27	62
Telehealth Services	64	38	44	16								1	162	591
Thompson Autism Center	58	10	0	2									70	0
Total Appointments	4,347	6,073	6,897	6,358	0	0	0	0	0	0	0	0	23,675	12,064
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Appts. Completed & Posted In	Jan	Feb	March	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	YTD 2021	YTD 2020
CHOC OR	17	18	30	25									90	222
GA Appointments	25	32	49	45									151	378
GG Clinic Appointments	1,222	1,393	1,579	1,640									5,834	10,473
Mobile Appointments	275	370	434	425								1	1,504	2,007
Telehealth Appointments	84	57	84	70									295	1,211
Smile Clinic	12	21	20	15								1	68	5,822
Outreach	7	20	189	48									264	0
Trailer - Anaheim	0	0	0	40									40	0
Grand Total Appointments	1,642	1,911	2,385	2,308	0	0	0	0	0	0	0	0	8,246	20,113

## MOBILE PRODUCTIVITY

MONTH	2019	2020	2021
JANUARY	15	256	283
FEBRUARY	24	334	369
MARCH	44	137	436
APRIL	26	COVID-19	453
MAY	23	COVID-19	
JUNE	77	9	
JULY	89	185	
AUGUST	154	142	
SEPTEMBER	123	122	
OCTOBER	251	263	
NOVEMBER	271	294	
DECEMBER	204	175	
YEAR TO DATE	1301	2017	1541

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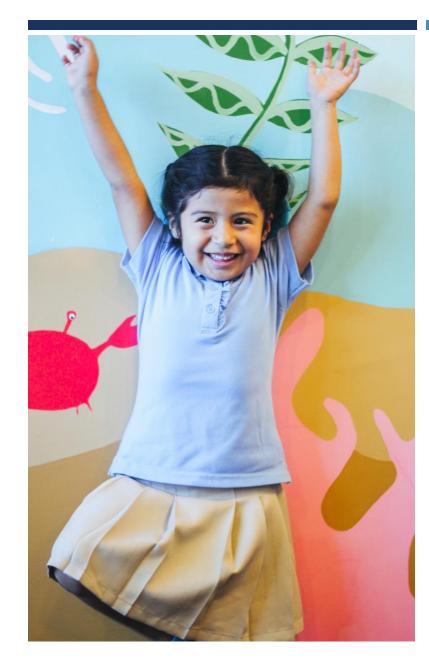
DAILY AVERAGE MOBILE SCHEDULE

#### TELEHEALTH

SM3

## DAILY DASHBOARD WITH PAYROLL VS REVENUE

Monday 02/22/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	78	78	1039	2261	13,255.10	10,985.11	2,269.99	4	General & Pediatric
B-GARDEN GROVE CLINIC GA	3	3	26	51	5,532.15	4,584.75	947.40	1	Pediatric
B-OR (CHOC)	3	3	13	30	2,829.75	2,345.14	484.61	1	Pediatric
MOBILE-SANTA ANA BOYS AND GIRLS CLU	11	11	66	88	2,105.90	4,264.00	(2,158.10)	1	General
Total	95	95	1144	2430	23,722.90	22,179.00	1,543.90		
Tuesday 02/23/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	84	162	1123	2345	14,122.20	15,442.88	(1,320.68)	5	General & Pediatric
B-OR (CHOC)	2	5	15	32	2,260.70	2,472.12	(211.42)	1	Pediatric
E-TELE HEALTH SERVICES	3	3	47	131	66.88	-	-	1	General/Pediatric
MOBILE-MAGNOLIA SCHOOL DISTRICT	22	22	77	141	3,217.15	4,264.00	(979.97)	2	General & Pediatric
Total	111	192	1262	2649	19,666.93	22,179.00	(2,512.07)		
Wednesday 02/24/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	71	233	1194	2416	11,228.85	10,499.43	729.42	3	Pediatric
B-GARDEN GROVE CLINIC GA	3	6	29	54	7,930.75	7,415.57	515.18	1	Pediatric
B-SMILE CLINIC (CHOC)	3	3	21	33	-	-	-	1	Pediatric
E-TELE HEALTH SERVICES	2	5	49	133	-	-	-	1	General
MOBILE-COOK ELEMENTARY	12	12	12	12	1,694.90	-	-	1	General
MOBILE-DANBROOK ELEM RESTORATIVE	9	9	9	32	1,340.20	4,264.00	(1,228.90)	1	General
Total	100	268	1314	2680	22,194.70	22,179.00	15.70		
Thursday 02/25/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	61	294	1255	2477	9,837.80	12,485.15	(2,647.35)	4	Pediatric
B-OR (CHOC)	3	8	18	35	4,278.50	5,429.85	(1,151.35)	1	Pediatric
E-TELE HEALTH SERVICES	6	11	55	139	103.68	-	-	1	General
MOBILE-BALL JUNIOR HIGH	11	11	11	11	1,713.15	-	-	1	General
MOBILE-SANTA ANA POLICE ATHLETIC AC	11	11	38	103	1,961.70	4,264.00	(485.47)	1	General
Total	92	335	1377	2765	17,894.83	22,179.00	(4,284.17)		
Friday 02/26/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	66	360	1321	2543	9,854.40	10,475.60	(621.20)	3	Pediatric
B-GARDEN GROVE CLINIC GA	3	9	32	57	6,998.25	7,439.40	(441.15)	1	Pediatric
E-TELE HEALTH SERVICES	2	13	57	141	-	-	-	1	General
MOBILE-CALOPTIMA	12	12	20	20	1,822.35	4,264.00	(2,441.65)	1	General
Total	83	394	1430	2761	18,675.00	22,179.00	(3,504.00)		•
Saturday 02/27/2021									
Office Site	Daily - Actual	Wkly - Actual	Mo. Actual	YTD (Calendar)	Revenue	G&A	Net Income	# of DDS	Dentist
A-GARDEN GROVE CLINIC	72	432	1393	2615	10,769.20	17,915.00	(7,145.80)	3	Pediatric
Total	72	432	1393	2615	10,769.20	17,915.00	(7,145.80)		



## MILESTONES FY 05/06 - FY 20/21

Education	624,130
Mobile Restorative, Screenings, Fluoride, Sealants	225,048
Clinic Visits	130,824
Teledentistry and Telehealth Visits	16,793
Total Encounters	996,795





## THANK YOU!

Ria Berger, MPA rberger@healthysmilesoc.org

Priyal Ohri, DDS pohri@healthysmilesoc.org

Stephanie Rebollar, MPA srebollar@healthysmilesoc.org

# Questions



Center for Healthy Communities Office of Oral Health

## LESSONS LEARNED: DEVELOPING WORKING PARTNERSHIPS WITH SCHOOL NURSES IN SANTA CLARA

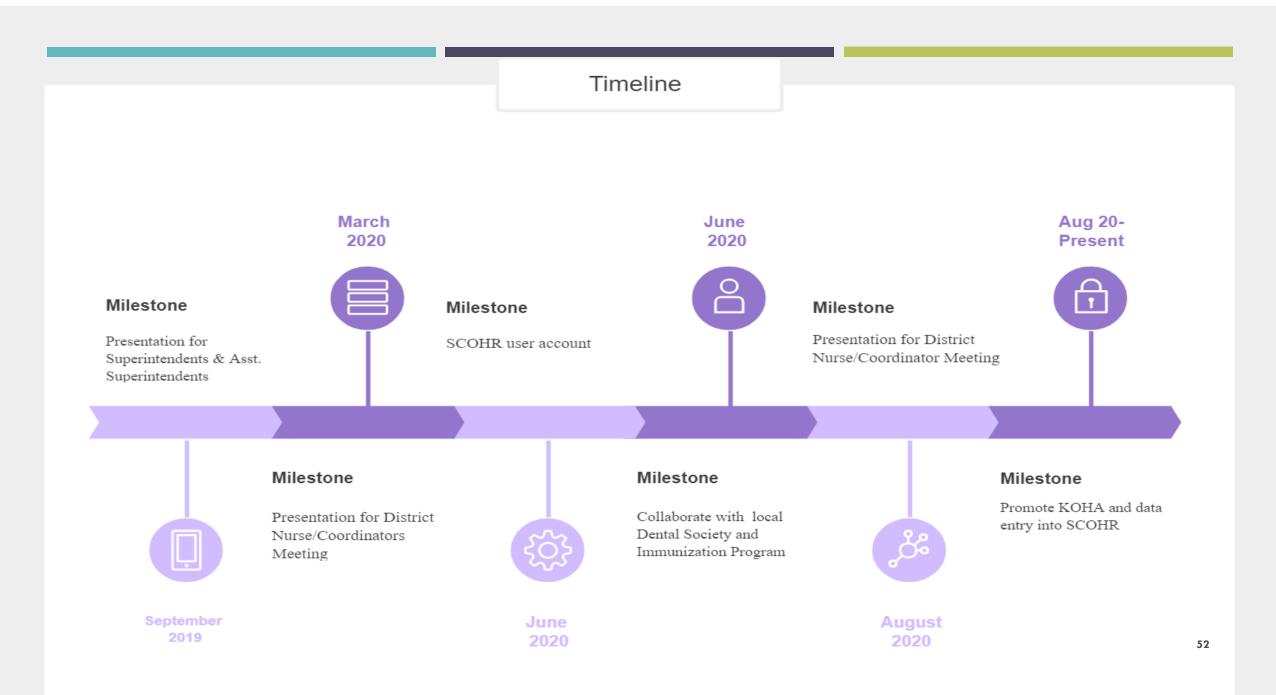
SOMAYEH BOLOURCHI, MPH 6/17/2021



### AGENDA

- Overview of Efforts and Timeline
- Challenges
- Key Partners
- Strategies
- Key Takeaways
- Current Efforts





### **CHALLENGES**

- No penalty or consequence
- Push back
- Conflicting priorities time restraints
- Lack of internal organization who enters this data?
  - Inconsistent internal systems how to retrieve the data
  - Lack of understanding on the goals of KOHA and that it is required by California law (Education Code Section 49452.8)
  - No promotion and reminders from above



## **KEY PARTNERS**

- Santa Clara County Dental Society
- Santa Clara County Immunization Program
- Head District Nurse Coordinator
- CDPH and UCSF COHTAC
- SCOHR staff
- Any program within Public Health that work with schools
- Superintendents



### **STRATEGIES**

- Understand that there will always be pushback
- Create a SCOHR account ASAP
  - Table of 5-year trends
  - Compile list of district users and share
- Provide presentation and training on SCOHR
  - Include a list of schools that have not entered data OR
  - A list of schools that have entered data
  - Explain why this data is valuable
    - School absenteeism
  - Acknowledge efforts and time
- Work closely with Immunization Program
  - District Nurse/Coordinators Meetings
- Share an inventory of oral health resources

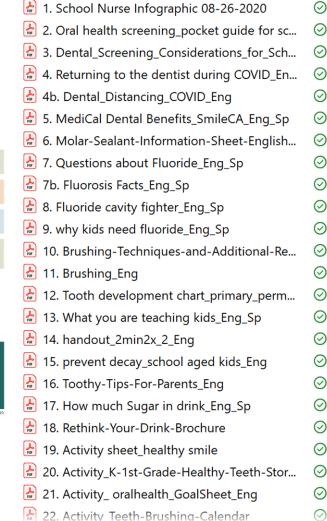
#### What You Should Know About Returning to the **Dentist During COVID-19**

Keeping up with your oral health care is important! As dental offices reopen, you should know your dental visit will look a little different.

To keep us all safe, your dentist's office may

offer to schedule a video ask you to sanitize your hands appointment if your dentist provides teledentistry services ask you to wait outside of the dental office offer fewer appointment options ask you to practice physical ask you to wear a face mask distancing in the waiting room while in the office tell you of other rules you have to follow when you call take your temperature and ask you pre-screening questions to schedule your appointment 6 ET Visit SmileCalifornia.org to find a Medi-Cal dentist near you, or call the Medi-Cal Dental Telephone Service Center at 1-800-322-6384. smile. Text SMILECA to 31996 t SHCS | Medi-Cal Denta





22. Activity Teeth-Brushing-Calendar

loud > Resources for District Nurses > oral health resources

Status

Name

### **KEY TAKE-AWAYS**

- Have hope
- SCOHR Account
- Utilize key partnerships
- Gain trust
- Have empathy understand that there are other priorities
- Be responsive
- Be persuasive
  - highlight why their efforts are valuable
  - why is the data so valuable to improve children's oral health
- Offer support
- Follow up consistently gentle reminders
- Patience



#### Why is the oral health assessment important?

- In Santa Clara County, 19% of children in kindergarten and first grade have untreated decay
- Research shows that children with poor dental health are 3 times more likely to miss school
- Oral health problems can make it difficult for children to chew food, sleep at night, focus at school or socialize with others
- It is a requirement for children to have a dental check up 12 months prior to entering public school for the first time or by May 31 of their first year (Kindergarten or First Grade)

Healthier Kid's Foundation Dental Clinics list found <u>here</u>.

Click <u>here</u> to find a Dentist near you.

Dental experience expectation during COVID-19 crisis. Click <u>here</u> for guide.

To learn more about the Kindergarten Oral Health Assessment, click <u>here</u>.

For questions or more information: OralHealth@phd.sccgov.org





## **CURRENT STATUS**



- Identify creative approaches to navigating push back
- Reaching out to schools that are missing data that are on the non-priority list
- Constant gentle follow up
- Plan events and presentation for Fall 2021
- Offer support and training to enter data
- Offer support to navigate internal systems to retrieve data – ex. DataZone
- Work with Superintendents to enforce system of promotion

## THANK YOU FOR YOUR TIME! PLEASE FEEL FREE TO REACH OUT ANY TIME

## SOMAYEH.BOLOURCHI@PHD.SCCGOV.ORG 669-272-6083

# Questions



Center for Healthy Communities Office of Oral Health



University of California San Francisco



# Next Steps in Guiding the Implementation: Creating Community-Clinical Linkages



## **Upcoming Support**

## Survey

To assess the local needs for successful implementationTo assess the local resources

Presentation by the Electronic Referral Management System representatives





## Upcoming Support

An implementation template to guide your planning accompanied by a webinar:
Identify model
Identify partners
Timeline
Rollout plan

Rollout plan

Webinars and workshops on partnership development, care coordination and other needed topics





Creating regional cohorts to align the efforts
Providing technical assistance
Fostering innovations at the local level



How to start building a foundation for planning?

- Build on your assets
- Create a gradual roll out plan
- Think creatively about partnerships:
  - □ Schools
  - □ Care Coordination
  - □ Clinical component







## Thank you!

## Bahar Amanzadeh, DDS, MPH Baharak.amanzadeh@ucsf.edu

## COHTAC CALIFORNIA ORAL HEALTH TECHNICAL ASSISTANCE CENTER

# **Panel Discussion:** Strategies for Strengthening Partnerships Beyond COVID



# **Closing Remarks**



# You're Invited!

Register for the *Back-Tooth-School* activation webinar to learn how you can participate in a unified statewide effort to better inform parents, caregivers, and community partners about the important role a dental check-up plays in a child's successful school year.

bit.ly/BTS-Webinar

XÖX





**Solution** Medi-Cal Dental

## **Evaluation survey**

Please complete the evaluation.

An email with the link will be sent to you shortly.

We would like to hear from you,

and we appreciate your feedback.

Thank you in advance!





## Thank you!

## **Project Director's Meeting**

Beyond COVID-19: Building Partnerships to Support Schools and Community-Clinical Linkages

Thursday, June 17, 2021 12:00 p.m. – 2:00 p.m.



