

Implementing the Care Model in the Dental Clinic

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Introduction

- ◆ Relationship between Oral health and Systemic Disease
- ◆ Health Disparities Collaborative
- ◆ Care Model
- ◆ Dental Change Tests
- ◆ What Works!
- ◆ Resource Materials
- ◆ Questions and Discussion!

Diabetes and Periodontal Disease

Effective treatment of periodontal infection and reduction of periodontal inflammation is associated with a reduction and control of glucose blood levels.

<http://www.perio.org/resources-products/pdf/4-diabetes.pdf>

Diabetes and Periodontal Disease

Persons with diabetes are at greater risk for periodontal diseases and experience a more destructive, aggressive form of the disease

New research has suggested that chronic periodontal disease in persons predisposed to diabetes is a risk factor that will lead to the development of diabetes.

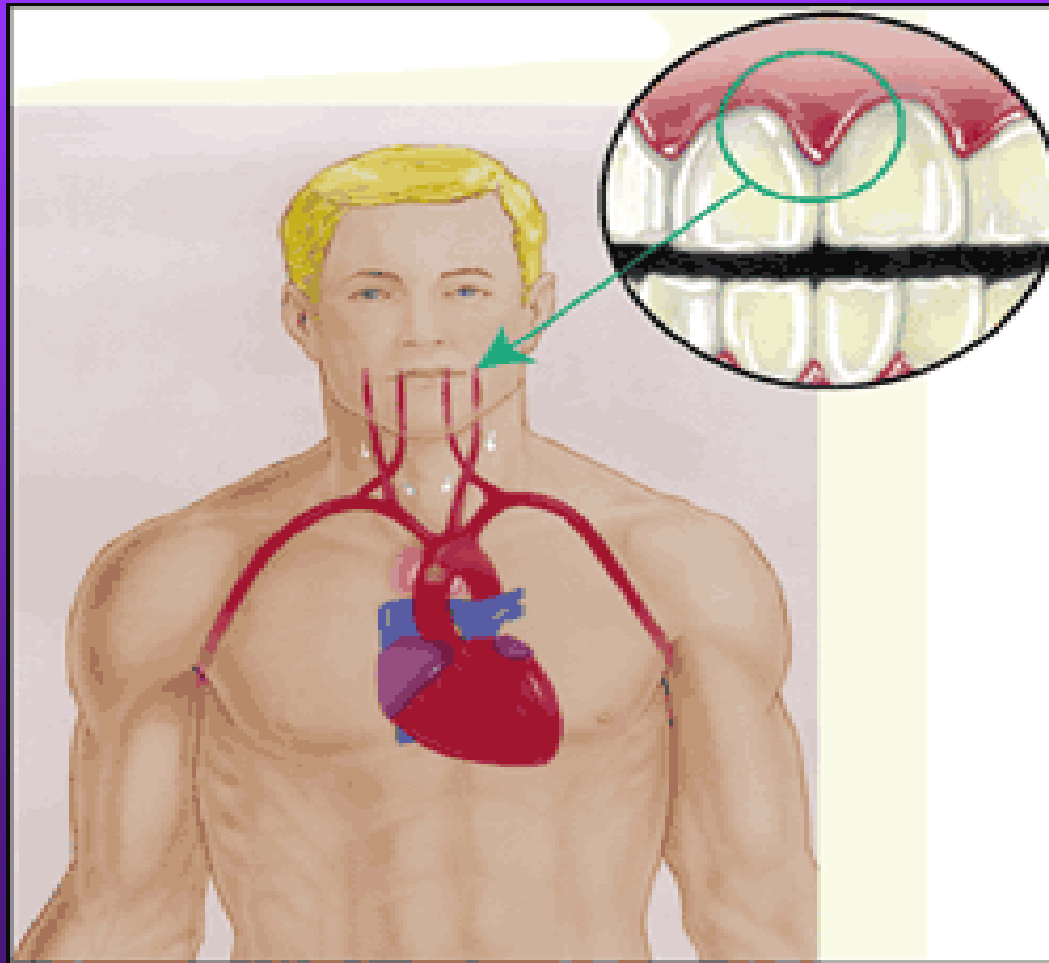
<http://www.perio.org/consumer/aapnidcrdiabetes.htm>

Cardiovascular Disease

Researchers have found that people with periodontal disease are almost twice as likely to suffer from coronary artery disease as those without periodontal disease.

<http://www.perio.org/consumer/mbc.heart.htm>

Cardiovascular Disease and Oral Health



Cardiovascular Disease

Several theories exist to explain the link between periodontal disease and heart disease:

Oral bacteria can affect the heart when they enter the blood stream, attaching to fatty plaques in the coronary arteries (heart blood vessels) and contributing to clot formation.

Coronary artery disease is characterized by a thickening of the walls of the coronary arteries due to the buildup of fatty proteins. Blood clots can obstruct normal blood flow, restricting the amount of nutrients and oxygen required for the heart to function properly. This may lead to heart attacks.

Cardiovascular Disease

The inflammation caused by periodontal disease increases plaque build up, which may contribute to swelling of the arteries

Periodontal disease can also exacerbate existing heart conditions

<http://www.perio.org/consumer/mbc.heart.htm>

Bureau of Primary Health Care Health Disparities Collaboratives*

- ▶ **Reduce disparities in health outcomes for poor, minority, and other underserved people**
- ▶ **Evidence-based clinical practice**
- ▶ **Patient Centered Care**

*<http://www.healthdisparities.net>

Evidence Based Practice

U.S. Preventive Services Task Force (USPSTF)

An independent panel of experts in primary care and prevention that systematically reviews the evidence of effectiveness and develops recommendations for clinical preventive services.

<http://www.ahcpr.gov/clinic/uspstfix.htm>

Dental in the Health Disparities Collaboratives

Diabetes Collaborative

Patients with Diabetes are treated in a team approach including Medical, Dental, Health Education and most importantly, themselves

Prevention Pilot

Patients of all ages are included and are tracked for dental disease prevention services, including fluorides, sealants and regular dental examinations

Aim

To establish an interdisciplinary approach to the treatment of the patient with diabetes by establishing a pathway for the patient to enter into the oral health care system for prevention, diagnosis, and treatment of oral disease.

Health Center Team

Core Team

Senior Leadership:– Exec Director, Medical Director, COO, CFO

Physician/Provider Champion: principal leader at the pilot site

Clinical/technical expert

Team Leader : day-to day leadership coordination – key contact

Others

Information Support Specialist: Data Entry

**Dental Representative for those in Diabetes
Collaborative with integrated dental services!**

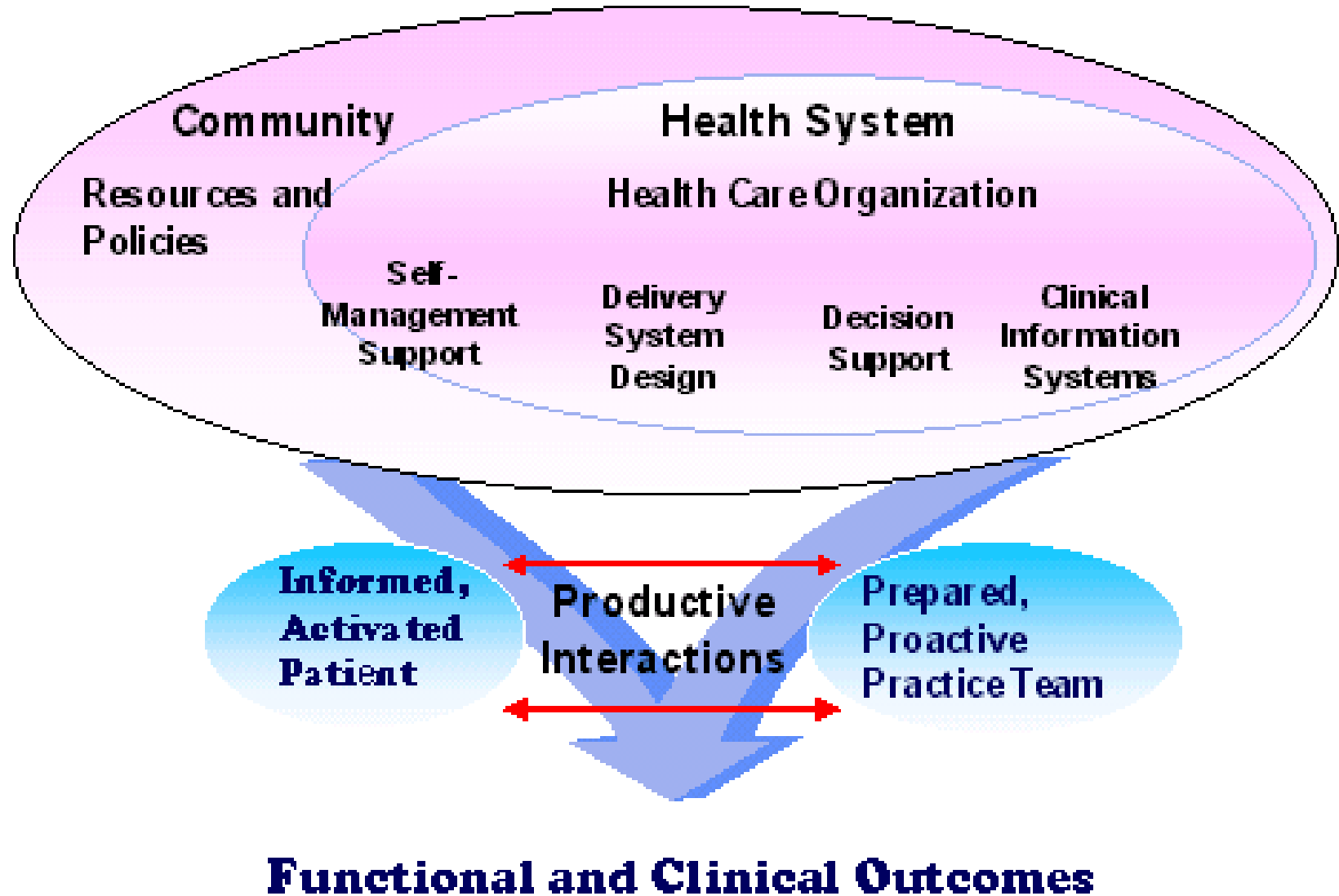
Role of Dentist or Dental Hygienist on the Collaborative Team

Participate as full active member of the collaborative team

Attend **all** team meetings – ***not just the ones with dental on the agenda!***

Implement any changes needed in the dental clinic

Care Model



1. Health Care Organization Dental Change Concepts

Fiscal decisions to promote dental access

Dental involvement in health center
newsletter

Dental diabetes subcommittee with
dentists, hygienists, and dental
assistants

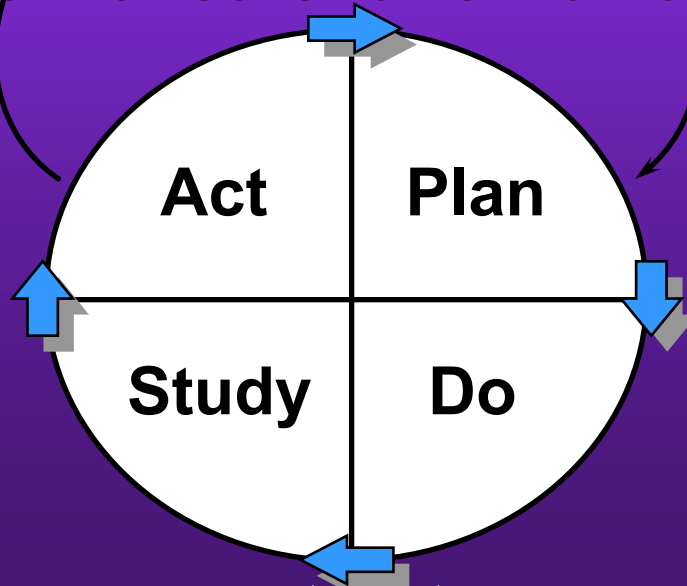
Model for Improvement

What are we trying to accomplish?

How will we know that a change is an improvement?

What change can we make that will result in improvement?

System of Care for Chronic Illness



2. Community Resources and Policies

Dental Change Concepts

Recruit local private practice dentists to accept referrals

Use local/state dental societies, state/regional dental health offices as resources for identifying dentists and education materials

Recruit local dentists as consultants to medical diabetes team as sites without an in-house dental clinic

3. Self-management Support Dental Change Concepts

Use dental self-management tool for all diabetic patients

Acquire other relevant education materials to assist self-management

Present dental provider training on teaching self-management support skills

THERE ARE 126 SCHOOLS IN

THE COUNTRY THAT TEACH YOU HOW

TO BE A PHYSICIAN BUT

NOT ONE FOR HOW TO BE A PATIENT.



TAKE CHARGE OF YOUR CARE.

Do your homework. Gather as much trustworthy information as you can on your condition.

Bring someone with you for support when visiting your physician and to help you remember what was said.

Have key information with you, including your medical and medication history.

Take a notebook, ask questions and double-check your notes for accuracy.

At United Health Foundation, we believe that the more you know, the healthier you will be. Which is why we partnered with the NATIONAL PATIENT SAFETY FOUNDATION[®] to bring you these important health tips. We encourage you to get more involved in your care, to seek out information and to always make sure that the information you use comes from a reliable, evidence-based source. To find out more on this and other important topics, visit UHFlips.org.



United Health Foundation



National Patient Safety Foundation[®]

DATE: _____

El Centro del Barrio - Dental Self-Management Tool

I, _____ agree to do at least one of the following goals:
Yo, _____ estoy de acuerdo en hacer una de las siguientes metas:



- Brush teeth twice daily.
(Cepille los dientes dos veces al día).



- Use a fluoride rinse daily.
(Use un enjuagada fluoruro cada día).



- See physician for yearly check-up.
(Visite su médico para un examen anual).



- See dentist for dental exam and cleaning at least once a year.
(Visite su dentista por un examen dental cada año).



- Use dental floss daily.
(Use hilo dental cada día).



- Clean dentures daily and remove the dentures nightly.
(Limpie la dentadura postiza y quitece la dentadura postiza de noche).

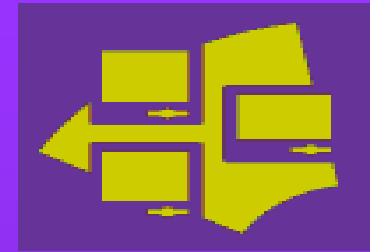


- Stop smoking or chewing tobacco.
(Deje de fumar o usar de tabaco).



- Eat nutritious foods.
(Coma alimentos nutritivos).

4. Delivery System Design Dental Change Concepts



Dental participation at each weekly team meeting

Establish referral process with medical providers

Facilitate dental access for diabetic patients – fast track diabetic patients into dental

Present in-service for medical on periodontal disease and diabetes

Establish incentives for patient compliance

On the way to the throat and between the ears!



Check
the teeth
and oral
tissues!



In-service Presentation

Periodontal Complications of Diabetes

This power point presentation has color slides and script ready to download and use for staff in-service training. It was developed from the NIDCR slide series that is no longer available.

available at <http://www.mpca.net/dental/downloads/>

Sample Referral Form

WESTSIDE COMMUNITY HEALTH SERVICES
MEDICAL/ DENTAL DIABETES REFERRAL

Patient name: _____
Last First

Date of Birth: _____

Medical Account Number: _____

Do you have a dentist?	YES	NO
Have you seen a dentist in the last year?	YES	NO
For routine exam and cleaning?	YES	NO
For emergency care or pain relief?	YES	NO
3..Do you have loose or painful teeth?	YES	NO
4 .Do your gums bleed when you brush or floss?	YES	NO
5. Do you have bad breath?	YES	NO

Type Diabetes 1 2

HbA1c=

Allergy to Doxycycline Yes No

REFERRING PHYSICIAN: _____ Date: _____

****FORWARD/FAX THIS FORM TO SUE TESSIER AT WESTSIDE DENTAL.**

FAX #: (651) 602-7518

Sample Referral Response Form

DENTAL COMPLETE THIS SECTION:

1. Periodontal Status:

I. Gingivitis

II. Early Periodontitis

III. Moderate Periodontitis

IV. Advanced Periodontitis

2. Dental Treatment needs:

Yes

No

3. Treatment Completed :

Yes

No

DENTIST NAME: _____ Date _____

****DENTIST PLEASE RETURN FORM TO PHYSICIAN**



La Clínica



- La Clínica de La Raza
- Clínica Alta Vista
- San Antonio Neighborhood Health Center
- Pittsburg Medical
- Pittsburg Dental
- Family Optical
- St. Joseph's

1. _____

2. _____

Exam _____

Cleaning 1. _____

Cleaning 2. _____



Glycohemoglobin



Cholesterol



Exam



Name _____
MR# _____ Date _____

Please present this card at each of your appointments and write the date you went. If you go to all your appointments for the year, you will receive a gift from La Clínica.

If necessary



Kidneys



Exam



Exam



Cleaning



Cleaning



Diabetic Dental Exam Fax Back Report

Patient Name: _____ Birth Date: _____

Allergies: _____ Telephone: _____

Current Medications: _____

Diabetes in control? Yes No Last A1C: _____ Compliant w/tx plan? Yes No

Primary Care Provider: _____ Telephone: _____

Dental Care Provider: _____

Findings/Impressions:

	Upper Teeth	Lower Teeth
Dental Caries	<input type="checkbox"/>	<input type="checkbox"/>
Gingivitis	<input type="checkbox"/>	<input type="checkbox"/>
Pyorrhea	<input type="checkbox"/>	<input type="checkbox"/>
Periodontitis	<input type="checkbox"/>	<input type="checkbox"/>
Abscess(es)	<input type="checkbox"/>	<input type="checkbox"/>
Missing teeth	<input type="checkbox"/>	<input type="checkbox"/>
Edentulous	<input type="checkbox"/>	<input type="checkbox"/>

Recommendations:

- | | | | | |
|--|---|---|---|-------|
| <input type="checkbox"/> Tight Glucose Control | <input type="checkbox"/> Periodontal surgery | U | L | Teeth |
| <input type="checkbox"/> Review oral hygiene procedures | <input type="checkbox"/> Plaque removal | U | L | Teeth |
| <input type="checkbox"/> Follow up Dental Exam _____ Weeks | <input type="checkbox"/> Dental extractions | U | L | Teeth |
| _____ Months | <input type="checkbox"/> Other _____ | U | L | Teeth |
| _____ Year | <input type="checkbox"/> Referred to oral surgeon | U | L | Teeth |
| | <input type="checkbox"/> Rx given _____ | | | |

Patient to call ASAP for severe pain or new symptoms bleeding gums, swelling or loose teeth.

Dental Care Specialist Signature: _____

Date: _____

Please fax back this form to Bernie Delgado at (860) 224-2760.

Thank you.

“Dental Coupon” for Referral



Dental Exam

Date: _____ Chart # _____

Name: _____

Referred by: _____

Diabetes

Pre-Natal

CA/Tx

ID

0-5 Children

HCH

5. Decision Support Dental Change Concepts

Establish periodontal exam/evaluation protocol

Develop treatment protocol and guidelines for patients with diabetes and periodontal disease

Develop recall schedule, individualized to periodontal need of each patient



***PERIODONTAL DISEASE TREATMENT
PROTOCOL FOR INDIVIDUALS WITH
TYPE 2 DIABETES MELLITUS***

**Indian Health Service
Dental Program
Fred B. Skrepcinski, DMD, MPH**

Available from jtallman@mpca.net



6. Clinical Information Systems

Dental Change Concepts

Identify population of focus seen in dental
and cross check with registry

Develop reporting system for center's
monthly report



Dental Measure:

Dental exam in past year

The number of patients in the registry who obtained a dental exam in last 12 months, divided by the total number of diabetic patients in the registry. Multiply by 100 to get percentage.

CDT/4* : D0150 comprehensive oral evaluation - new or established patient

Typically used by a general dentist and/or a specialist when evaluating a patient comprehensively. It is a thorough evaluation and recording of the extraoral and intraoral hard and soft tissues. It may require interpretation of information acquired through additional diagnostic procedures. Additional diagnostic procedures should be reported separately.

*American Dental Association: Code on Dental Procedure and Nomenclature, CDT/4, 2002

CDT/4*: D0150 (continued)

This would include the evaluation and recording of the patient's dental and medical history and a general health assessment. It may typically include the evaluation and recording of dental caries, missing or unerupted teeth, restorations, occlusal relationships, periodontal conditions (including periodontal charting), hard and soft tissue anomalies, oral cancer screening, etc.

***American Dental Association: Code on Dental Procedure and Nomenclature, CDT/4, 2002**

Dental Items in PECS

Patient Electronic Care System

- ◆ Dental Exam (Consults & Education)
- ◆ Dental Maintenance Phase (Consults & Education)
- ◆ Oral Health Education (Consults & Education)
- ◆ Molar Sealant (Consults & Education)
- ◆ Periodontal Exam (Consults & Education)
- ◆ Benefit Coverage Dental (Demographic)
- ◆ Chronic Periodontitis (Condition)
 - Prevention items are being added

What Works?

Hearing from their medical provider that they need to see the dentist!

Hearing from their medical provider that their oral health affects their diabetes and their general health!

Repeated messages if necessary

Same day quick initial visit to dental – easier to come back if they have had that initial meeting!

Escorted by medical staff to dental to make appointment

Established referral system that all staff know and use – may take several PDSA cycles to develop!

Tracking referrals – PECS can help do this!

Collaborative Resources

- ▶ **Dental Listserv**
- ▶ **Dental Resources on Virtual Office**
- ▶ **Dental Director to contact with questions**
- ▶ **Dental Breakouts (Phase 1) at Learning Sessions and Transformation (Phase 2) Summits**
- ▶ **Mechanism to share forms and education tools**
- ▶ **Online courses for training including one being planned for dental!**

Dental Listserv

Includes persons from Breakthrough and Transformation and others who have expressed interest in the collaborative dental initiative.

The purpose is to share information, ask questions, and keep the communication open between the face to face meetings!

Not just for dental providers!

There are currently 393 members!

Dental Listserv

To join:

send email to lyris@lyris.mpca.net
and put "join hddental" (without the
quotes) in the subject line. The list
server will send a confirmation
message to which you must reply -
once you do, you've joined.

Diabetes and Oral Health

Internet Resources

This includes several pages of websites for patient education materials, some in multiple languages; periodontal references; and provider in-service training

Available at <http://www.dentalmanagementcoalition.org/>

Colgate Diabetes Program

If you or someone in your health center are a member of the AADE (American Association of Diabetes Educators), you can register to receive Colgate samples every month by calling 1-800-840-3000. When prompted for a PIN number, press 0 for the operator. They will take it from there!

They also have a dental education sheet for persons with diabetes.

& oral health & tobacco cessation

in a primary
care setting

About this program

This training program is designed for primary health care providers, including physicians, nurses, and allied health professionals. It can also be used by any other health care providers who are interested in learning more about oral health and tobacco cessation.

This program will provide health care providers with the knowledge and skills necessary to:

- screen for and prevent dental caries or tooth decay
- screen for and prevent periodontal or gum diseases
- screen for and prevent oral and pharyngeal cancer
- identify tobacco users and provide tobacco cessation counseling



oral health & tobacco cessation

**in a primary
care setting**



This is a good resource for training medical providers to screen for dental caries and periodontal disease.

<http://oralhealth.dent.umich.edu/VODI/html/index.html>

Click on dental caries or periodontal disease, then screening, and then demo for short videos on how to screen in a medical setting. Also check out the Signs & Symptoms section for further information.

PPOD

Pharmacists, Podiatrists, Optometrists, & Dental Professionals

The primer, ***Working Together to Manage Diabetes: A Guide for Pharmacists, Podiatrists, Optometrists and Dental Professionals (PPOD)*** – outlines the diabetes care issues of each of these disciplines so that all health care professionals can use a team care approach to recognize and manage the serious problems outside their specific health care field.

Developed by the National Diabetes Education Program (NDEP) a federally funded program co-sponsored by the CDC and NIH.

To view the primer or to order a free copy:

<http://www.ndep.nih.gov/resources/health.htm> “what’s new”

Or call 1/800-438-5383



Prevention Pilot

Prevention Pilot

**Applying the Care Model to improve
preventive services**

**Five health centers who had previous
experience in the collaborative are
participating in this pilot**

Fargo, ND

Franklin, LA

Hudson River, NY

Lubbock, TX

Stone Mtn, VA

Prevention Pilot

The Prevention Pilot included these subject areas:

obesity (nutrition and physical activity), tobacco cessation, immunizations, lead, cardiovascular issues (cholesterol and blood pressure), and **oral health (fluoride, dental sealants and caries)**

Core Dental Measures

Fluoride supplementation need assessment

The number of patients age 6 months to 16 years in the registry with fluoride assessment documented in the last year, divided by the number of patients age 6 months to 16 years in the registry. Multiply by 100 to get percentage

Dental Core Measures

Fluoride varnish applications

The number of patients age 6 to 36 months with 2 or more fluoride varnish applications documented, divided by the number of patients age 6 to 36 months in the registry. Multiply by 100 to get percentage.

Core Measures

- There are two core prevention dental measures that can be implemented in any health center in the country, with or without a dental clinic!

Optional Dental Measures

- ◆ Visit to dental professional
- ◆ Sealants applied to 1st permanent
- ◆ Sealants applied to 2nd permanent molars
- ◆ Fluoride prescribed
- ◆ PCP (Primary Care Provider)
Dental Counseling



American Academy of Pediatrics
DEDICATED TO THE HEALTH OF ALL CHILDREN™



Oral Health

[Community Pediatrics Home Page](#)



<http://www.aap.org/commpeds/doch/oralhealth/>

Sent to dentalmanagementcoalition.org 11/2/04

Questions??

