



Alameda County Healthy Teeth Healthy Communities Update

BAHAR AMANZADEH, DDS, MPH JAN 8TH, 2018
DENTAL HEALTH ADMINISTRATOR
ALAMEDA COUNTY DEPARTMENT OF PUBLIC HEALTH

Alameda County Denti-Cal Utilization

Of **156,342** children (0-20) eligible for Denti-Cal Services:

- Only **43,932** (28%) were seen by a dentist in 2014.
- Of these, only **21,634** (49%) saw a dentist in the following year.

1 in **7**
children on Medi-Cal in Alameda
County gets recommended annual
preventive dental care.



Alameda County Oral Health Strategic plan 2012-2017

The emphasis of this Plan is for those who have the greatest need and least capacity to access dental services to achieve health equity.

1. ACCESS

Increase the availability and utilization of oral health services and education programs in locations frequented by pregnant women, children, teens and their caretakers, such as schools, WIC, Head Start, primary care providers' offices, and other locations.

2. EDUCATION

Educate children, teens, caregivers, and pre-natal women about the importance and "how-to's" of establishing and maintaining good oral health through schools, healthcare, childcare and social service providers as well as through a broader social marketing campaign.

3. WORKFORCE DEVELOPMENT

Increase the number of oral health care educators and providers practicing in underserved communities who are indigenous to and/or representative of these communities. Increase the number and cultural competency of other oral health providers who serve young children, pregnant women and teens living in underserved communities.

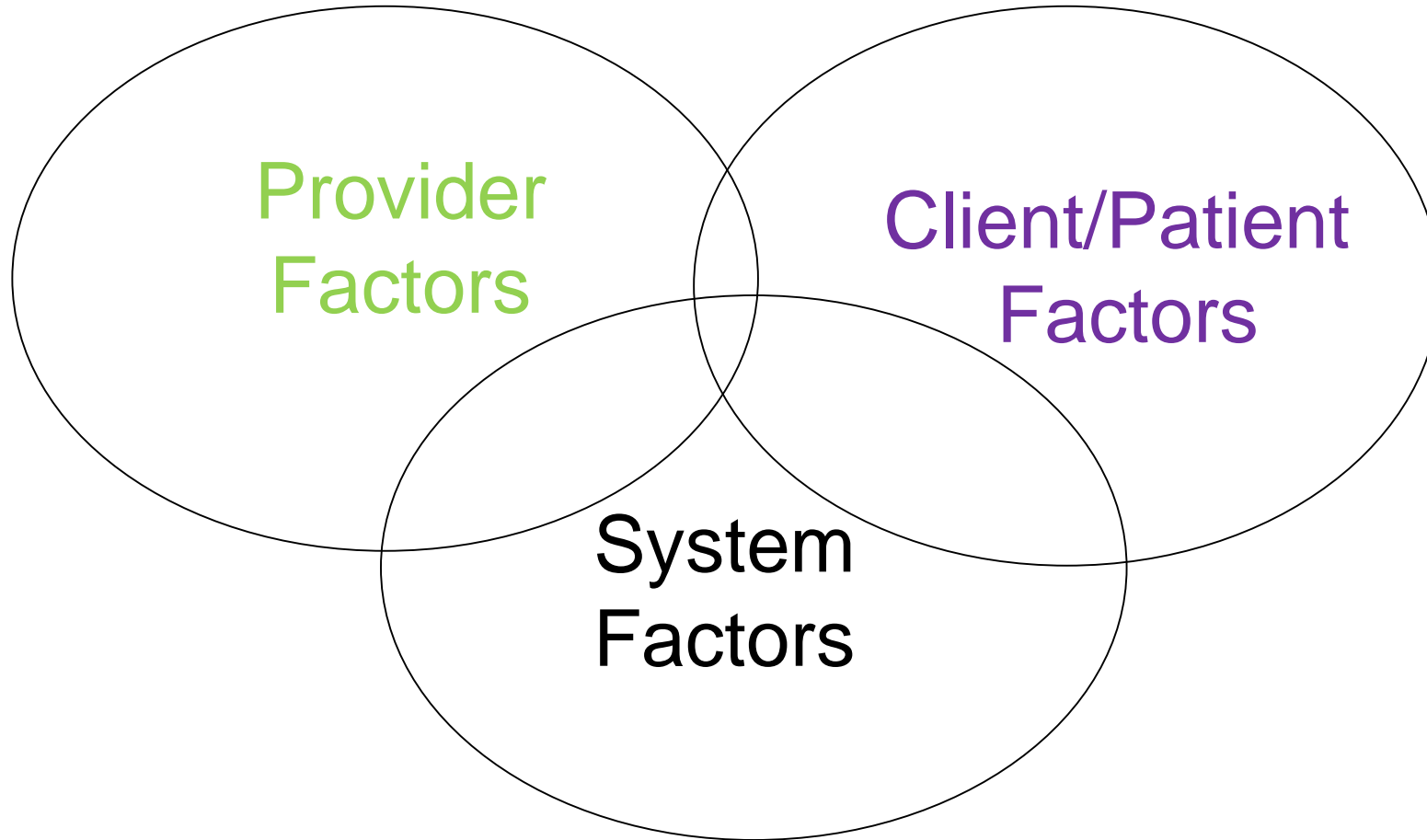
4. COORDINATION AND OVERSIGHT

Provide coordination and oversight of dental care programs to underserved populations throughout the County, and advocate for policies that support the goals of this plan.

5. EVALUATION

Establish a mechanism for regularly evaluating the progress of the Strategic Plan in accomplishing its objectives.

ACCESS to DENTAL CARE for CHILDREN covered by MEDI-CAL



Local Dental Pilot Project Goals

Prevention

Increase the utilization of children ages 1-20 enrolled in Medi-Cal who receive any preventive dental service, by at least ten (10) percentage points over a 4-year period.

Access to Care

Increase the number of actively participating providers in each county who provide preventive services.

Continuity of Care

Increase utilization of children continuously enrolled in the Medi-Cal Dental Program who receive services performed by the same provider in 2-, 3-, 4- consecutive year periods.

HTHC Strategy 1: Increase Dental Care Coordination

- Create a cross-agency workforce of **Community Dental Care Coordinators (CDCC)** who are linguistically and culturally responsive to community
- Leverage **existing infrastructures** for outreach and care coordination
- Develop a web-based **Care Coordination Management System (CCMS)** to link families to dental appointments and support continuity of care



HTHC Strategy 2: Increase Safety Net Dental Network and Capacity

- **Expand provider network** through recruiting private dentists into Denti-Cal and enhancing FQHC participation
- **Offer additional local educational and financial incentives** to participating dentists
- **Develop a Dental Community of Practice (COP)** to connect dental providers to additional training and technical assistance

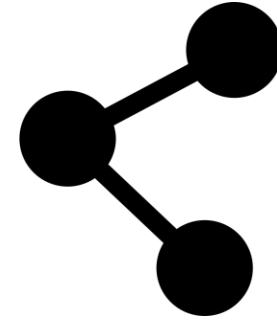




Train
Dental Care
Coordinators



Rethink
Places



Create
Connected Care

Credit to Gobe's Group

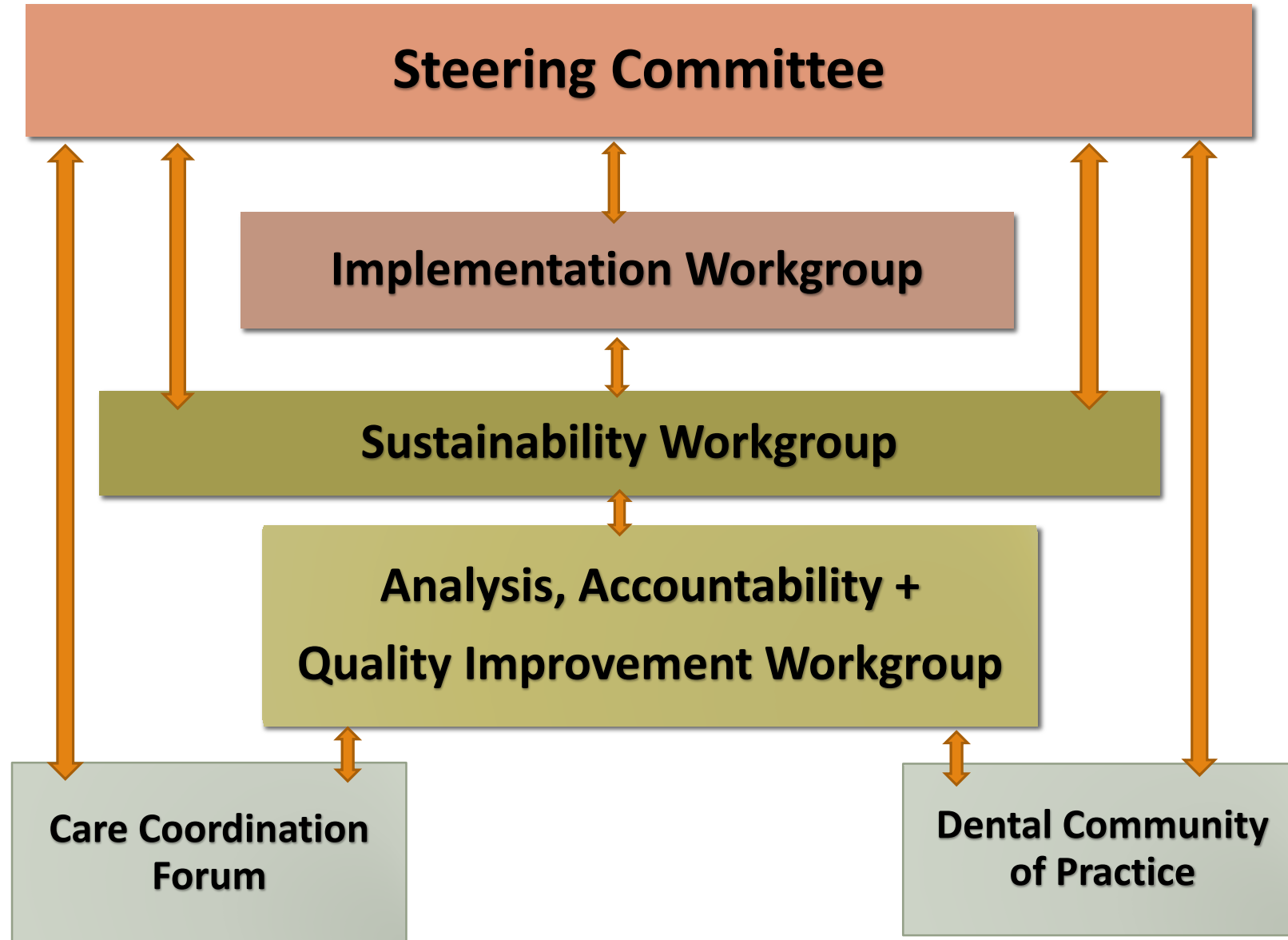
Path of Establishing “Dental Home” as Illustrated by Community Dental Care Coordinators (CDCCCs)



Dental Care Coordination Convening



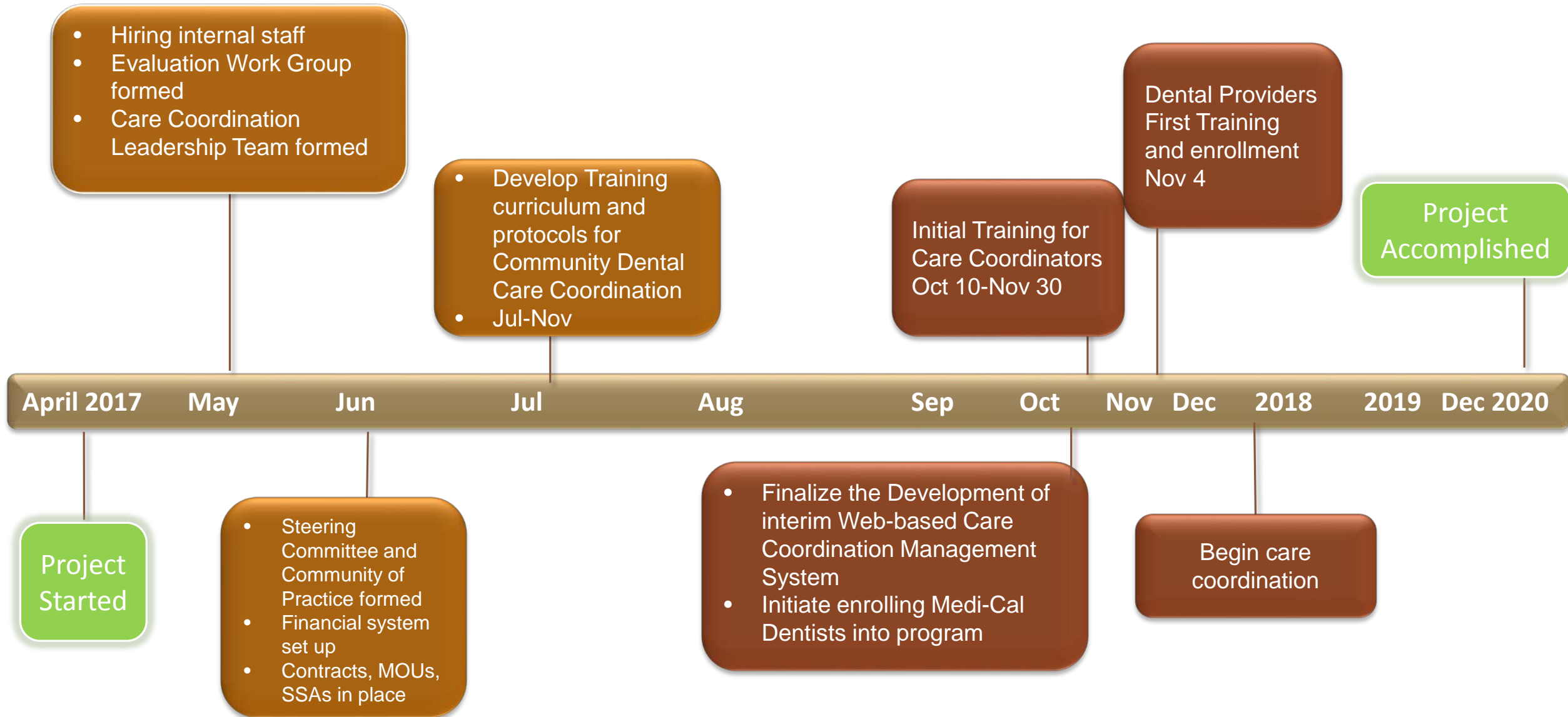
HTHC Governance Structure



Steering Committee Members

Name	Organization & Title
Dr. Baharak Amanzadeh	ACPHD/ODH / Dental Health Director
Angela Ball	ACPHD / Public Health Nursing Director
Janis Burger	First 5 Alameda County / Chief Executive Officer
Dr. Muntu Davis	ACPHD / Chief Health Officer
Quamrun Eldridge	ACPHD/CHS Community Health Services Division Director
Eileen Espejo	Children Now / Senior Managing Director, Media & Health Policy
Dr. Jared Fine	ACPHD/ODH / Dental Ambassador
Colleen Chawla /or Danice Cook	ACPHD / HCSA Director
Oscar Gomez	HOP - Health Outreach Partners / CEO
Dr. David Hoffman	Alameda Health System / MD, Highland Hospital
Dr. Huong Le	Asian Health Services / Chief Dental Officer
Liz Maker	ACPHD/CAPE - Evaluation Unit / Program Specialist/Lead Evaluator
Tracey Schear/ or Kimi Sakashita	HCSA/Center for Healthy Schools and / Communities (CHSC) Director
Ralph Silber	Alameda Health Consortium / Executive Director
Rhodora Ursua	Alameda Health Consortium / Director of Programs
Kimi Watkins-Tartt	ACPHD / Deputy Director
Miriam Abrams	Strategy Consultant/Facilitator

HTHC Timeline

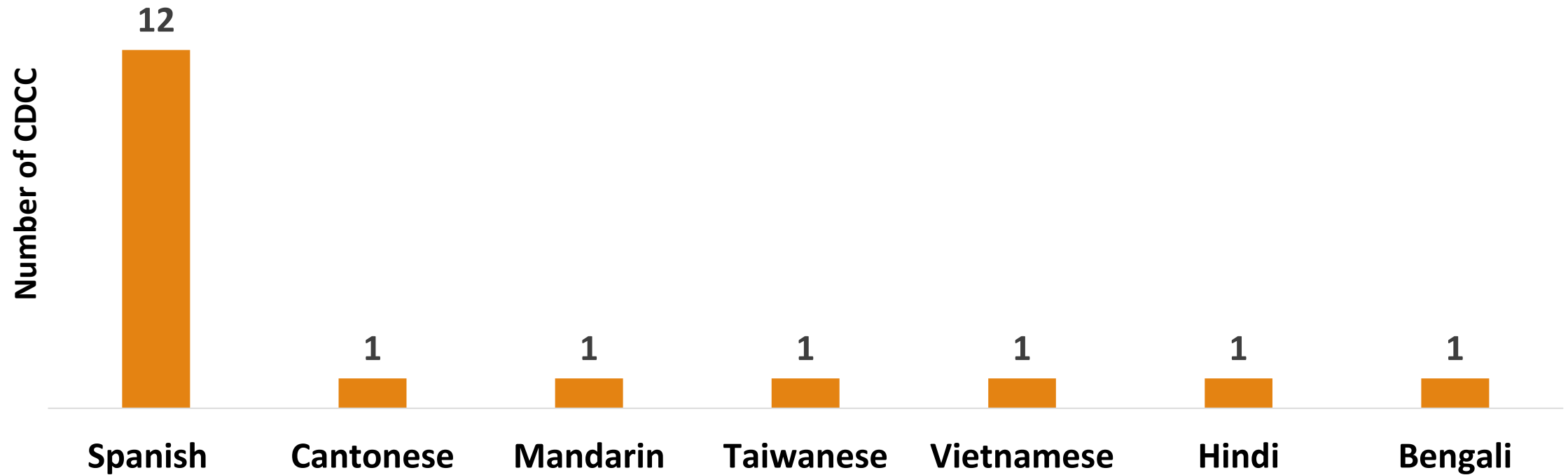


Accomplishments of Community Dental Care Coordination

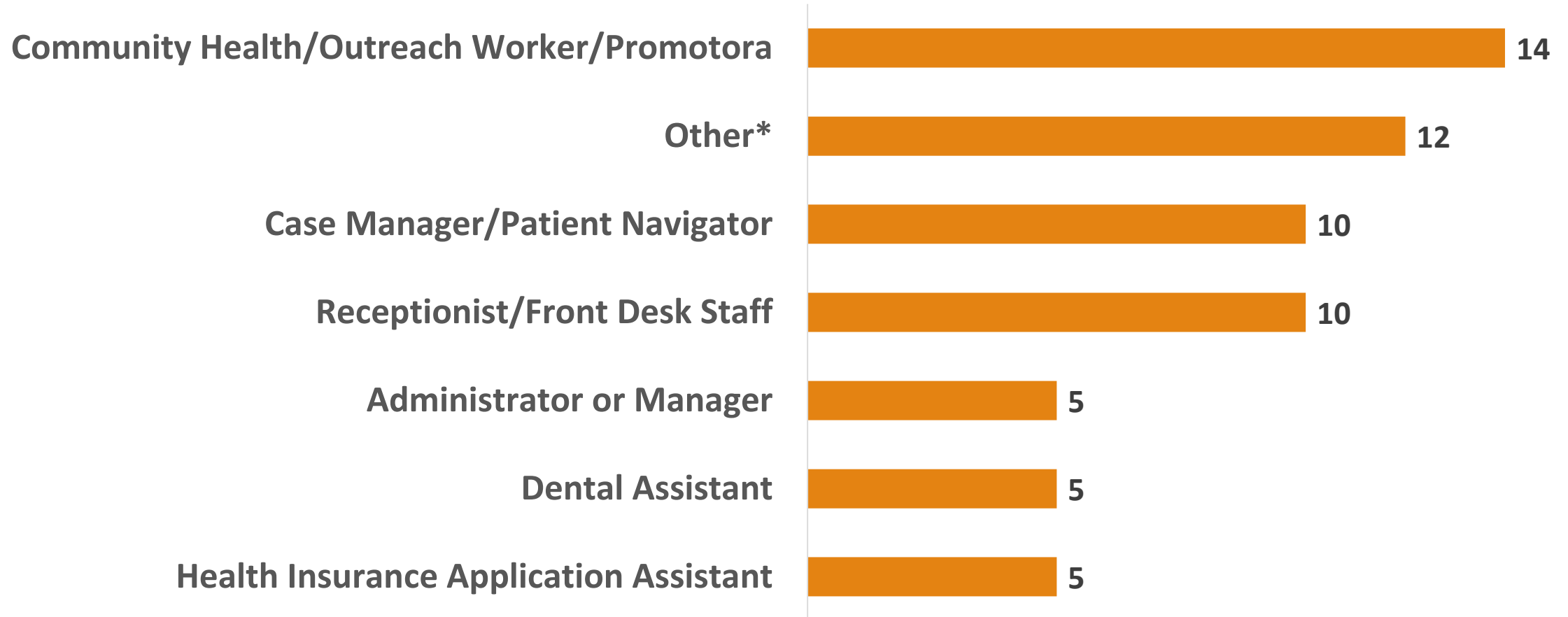
- Countywide diverse workforce of 27 Community Dental Care Coordinators (CDCCs) from 14 agencies hired
- An initial 8 week interactive training curriculum was designed and implemented
- CDCCs have started their outreach efforts

Language Abilities of CDCCs

(Speaking, Reading, Writing, Translation)



Collective Assets: Prior Work Experience of CDCCs



* Other Includes Experience in Business/Customer Service, Research, Tutoring, Mobile Dental Clinics

CDCCs' Training



Power of CDCCs





Dental Community of Practice Network Aims to



build a sufficient network of dentists who are collectively and individually motivated and proficient to improve access to dental care for Medi-Cal children.

Dental Community of Practice Goals

1. Identify barriers, find solutions and support for dentists who wish to expand capacity to serve the target population.
2. Support dentists in connecting with peers in the community who are serving the target population by creating formal avenues for sharing experiences and learning together.
3. Engage motivate more dentists to better serve children from low income families in our community.
4. Offer training and education to help increase dentists clinical and cultural competency to serve the target population through a care coordination model.
5. Develop a shared sense of responsibility for the dental health of our communities.

Accomplishments of Dental Community of Practice Network

- Kicked off Continuing Education Program on November 4th for over 60 dentists (private and FQHCs dentists)
- 21 in the process of signing contract, followed by in-office meetings
- Developed Incentive Model and 3 year Continuing Education Curriculum
- Partnered with 3 Dental Societies for Promotion
- Initiated a mentorship collaboration with Pediatric Dental Specialists

Colleague to colleague...



Distribution of hired and trained CDCCs and contracted and trained Providers as of Jan 2018

	# of CDCCs	# of providers
District 1	2	3
District 2	3	3
District 3	10	7
District 4	5	2
District 5	7	5
Total	24	19*

*Providers Counted twice: TV is in 2 & 3, WO is in 3 & 5

Accomplishments of the Care Coordination Management System

- Metrics finalized for the Web-based Care Coordination Management System to outreach, link families to dental appointments and support continuity of care
- Design of Ecchange as the interim solution and going online by February

Evaluation Plan Overview

- Outcome Evaluation
- Process Evaluation

Some Accomplishments of the Evaluation Group

- Metrics development
- Surveys of dentists and CDCCs
- Training Evaluation

Performance Metrics: Preventive Dental Visit

Children on Denti-Cal:	<u>Average Per</u> CDCC (Annually)	<u>All</u> CDCCs (Annually)	Project Total (Over 3.5 Years)
Receive Initial Contact through Outreach	600	15,000	52,500
Receive Care Coordination	276	6,900	24,150
Receive Dental Care (65% Show Rate)	179	4,475	15,663

15,663 = 10% increase from baseline

Performance Metrics: Continuity of Care

Services Received	Year 1	Year 2	Year 3	Year 4	Project Total
An exam from the same service location with no gaps in services for 2 continuous periods	2-3% Increase	2-3% Increase	2-3% Increase	2-3% Increase	10% Increase (49% to 59%)
An exam from the same service location with no gaps in services for 3, 4, 5 or 6 continuous periods	2-3% Increase	2-3% Increase	2-3% Increase	2-3% Increase	Baselines Unknown

There is currently no Alameda County baseline for the percentage of children receiving an exam for 3 or more continuous periods.

HTHC Performance Metrics

How Much Did We Do?

- # of CDCCs Trained and Deployed (25)
- Number of Families Receiving:
 - Outreach (52,500)
 - Care Coordination (24,150)
 - Preventive Care (15,633)
- Number of Dental Service Locations that Serve Medi-Cal Children (FQHC or Private Dentist – 35)

How Well Did We Do It?

- Client Satisfaction with CDCC and Dental Care
- Appointment Scheduling and Client Tracking Through Web-Based System (CCMS)
- % of Children Receiving Preventive and Restorative Services
- % of Children Receiving Dental Care for 2 or More Consecutive Years (Dental Home)

Is Anyone Better Off?

- Reduced Dental-Related Emergency Department Visits
- Improved Dental Health Outcomes

Sustainability Planning

- Plans for ongoing sustainability analysis through the project Steering Committee and Sustainability Workgroup to build on the infrastructure and to leverage other funding.
- Plans for partnerships with UCSF School of Dentistry and DentaQuest Foundation to identify and document lessons learned and best practices in order to support potential scaling or replication in other jurisdictions.
- Results to inform policy changes through DHCS on increasing reimbursement rates and incentives.



Challenges and Successes

- Fast ramp-up
- Collaborative nature
- County-wide coordination
- New workforce
- Multiple county policies and procedures
- Hiring
- Ground breaking
- Innovative
- Multi-faceted
- Aims for system change
- Robust evaluation plan



Our Assets and Accomplishments

- The amazing workforce of Community Dental Care Coordinators!
- The presence and momentum of our partnerships
- County leadership
- Our community trust
- A well-designed program
- Positive response from the dental community



Vision for Alameda County:

All children are cavity free

All adults can access the needed dental services



