

Medical-Dental Integration Hygienist on the POD (HOP)

Jeremiah Dye, DDS

Nicole Gallegos, RDH

Maria Hamilton, MD



FCCH Patient Statistics 2021 UDS Data Defining the Problem

- 9 sites (3 with dental)
- 51,843 Total patients seen
- 13,693 Patients seen by dental program
- 38,150 Patients NOT seen by a dental provider

FCCH Patient Statistics 2021 UDS Data

- 51,843 Total patients seen
- 13,693 Patients seen by dental program
- 38,150 Patients NOT seen by a dental provider
 - 78% Racial/ethnic minorities
 - 29% best served with language other than English
 - 52% at or below 200% of Federal Poverty Guideline
 - 45% at or below 100% of Federal Poverty Guideline

38,150 patients
NOT seen by
an FCCH
dental provider

- Children aged 6 to 19 years from low-income households are about 15% less likely to get sealants and twice as likely to have untreated cavities compared with children from higher-income households.
- https://www.cdc.gov/oralhealth/oral_health_disparities/index.htm

38,150 patients
NOT seen by
an FCCH
dental provider

- Nearly twice as many non-Hispanic Black or Mexican American adults have untreated cavities as non-Hispanic White adults.
- https://www.cdc.gov/oralhealth/oral_health_disparities/index.htm

FCCH Patient Statistics 2021 UDS Data

- 51,843 Total patients seen
- 13,693 Patients seen by dental program
- 38,150 Patients NOT seen by a dental provider
 - That's ok, medical providers get oral health training, right?

Oral Health Education in Medical Schools

- Medical school
 - 69% of programs have <5 hours of teaching on oral health
 - 10% have none
 - Of programs with some oral health training, only 10% have a hands-on component
 - Ferullo A, Silk H, Savageau JA. Teaching Oral Health in U.S. Medical Schools: Results of a National Survey Academic Medicine 86(2):226-230, February 2011.
- Family medicine residency
 - 69% of programs have <4 hours of teaching on oral health
 - Silk H, Savageau JA, Sullivan K, Sawosik G, Wang M. An Update of Oral Health Curricula in US Family Medicine Residency Programs. Fam Med. 2018;50(6):437-44

Smiles for Life

Click a Course Below to Get Started

Free



ORAL SYSTEMIC

The Relationship of Oral and Systemic Health

Continue Study

Free



Child Oral Health

Continue Study


Free



Adult Oral Health

Continue Study


Free



Acute Dental Problems

Continue Study

Free



Pregnancy and Women's Oral Health

Continue Study


Free



Caries Risk Assessment, Fluoride Varnish, and Counseling

Continue Study

Free



The Oral Examination

Continue Study

Free



Geriatric Oral Health

Continue Study

FCCH Patient Statistics 2021 UDS Data

- 51,843 Total patients seen
- 13,693 Patients seen by dental program
- 38,150 Patients NOT seen by a dental provider
 - That's ok, medical providers get oral health training, right?
 - Medical providers also have plenty of time to add another focus area, right?

PCP Time Demands

- In the traditional model, a PCP needs 26.7 hours per day to follow all guidelines for a 2500 patient panel.
- In a Team Based Care model, the PCP needs 9.3 hours per day
- Porter, J., Boyd, C., Skandari, M.R. et al. Revisiting the Time Needed to Provide Adult Primary Care. J GEN INTERN MED 38, 147–155 (2023).

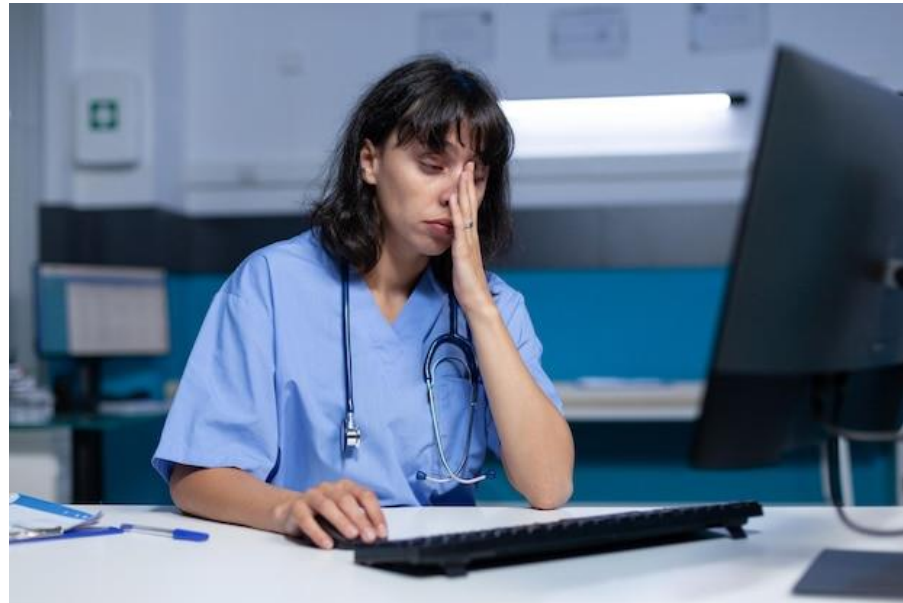


Image by DCStudio on Freepik

Team Based Care

- “Team-based care is intended to provide the right care at the right time by the person with the most appropriate level of training, experience, and licensure.”
 - American Nurses Association

Team Based Care – Hygienist on the Pod

- Could dental hygienists embedded in our medical clinics allow First Choice to improve the oral health of our 38K patients per year who don't come to our dental clinics?
- Let's find out!

Team Based Care at FCCH

- IHI Conference in 2018
- Planning meetings in 2019
 - 9/2019 – first dental involvement in TBC meetings
 - 10/2019 First clinic site for Team Based Care roll out selected
- Feb, 2020: First patient encounters by hygienists in the medical clinic
- March 2020...

Hygienist on the Pod

Questions Needing Answers

- What will they do?
 - Education, screening, referral, fluoride, cleanings
- What can they bill?
 - Fluoride, cleanings
- What's in the way?
 - Pay structure, budgeting / tracking issues, resistance to change
- How do we get the medical team on board?
- What do they need?
 - EHR access and training, education supplies, clinical supplies, storage, clerical support
- Who are our allies?
- How do we start?
- How do we grow?

Edgewood Medical/Dental Providers



Medical-Dental Integration at FCCH



<https://portal.ct.gov/DPH/Oral-Health/oral-health/Office-of-Oral-Health/Medical-Dental-Integration>

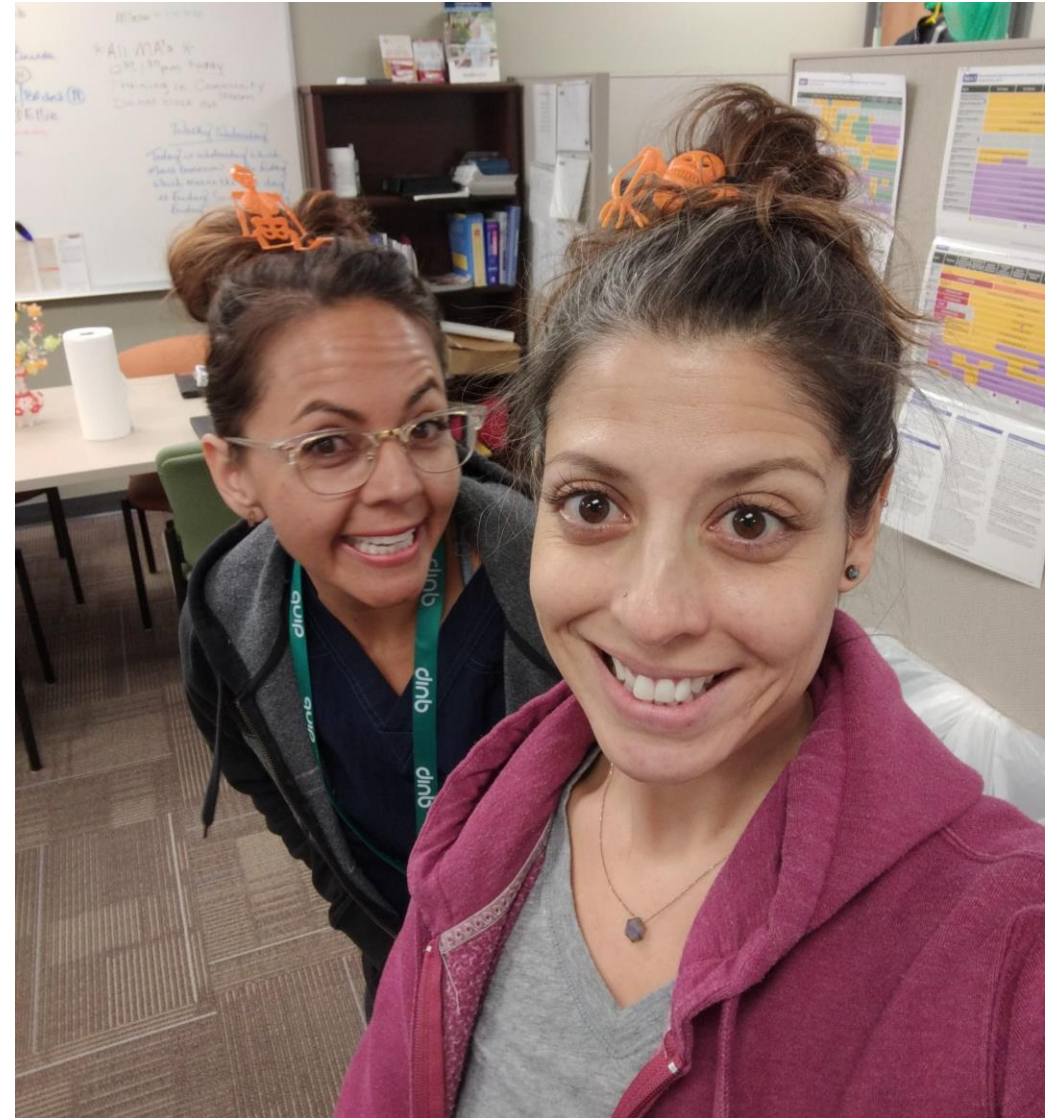
Integrating a dental hygienist into the medical team extends oral health care to all FCCH patients. The HOP, a registered dental hygienist, promotes oral health education, provides select dental services, and encourages patients to establish a dental home to improve their overall health and well-being.

The Team

- Registered dental hygienist
- Medical provider
- Medical assistant
- Dental PSR (Patient Service Representative)
- Getting the team on board

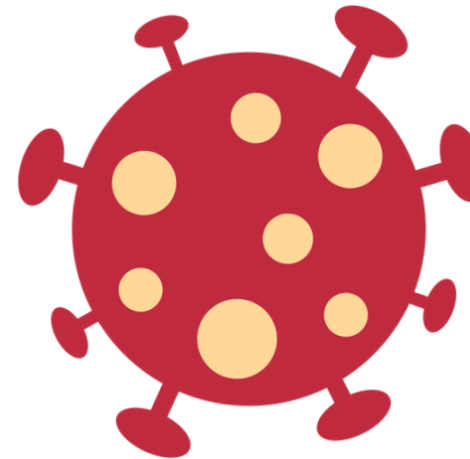
The Growing HOP Team

The Very Beginning October 2019



February 2020

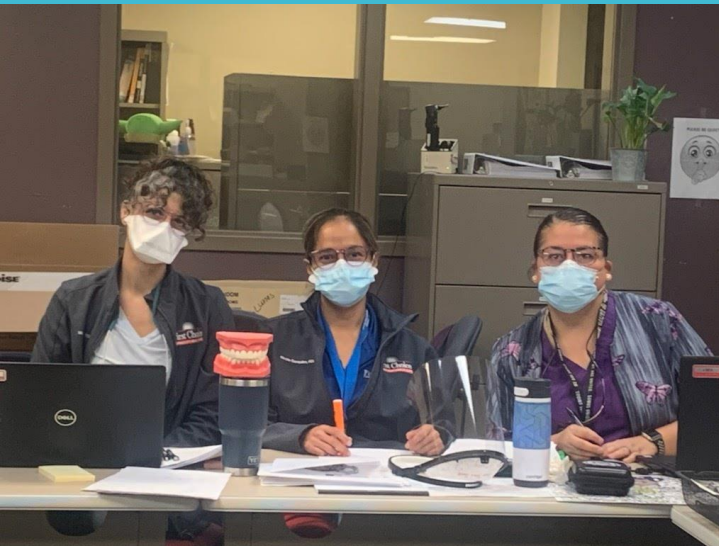
Monday	Tuesday	Wednesday	Thursday	Friday
		HOP Edgewood Nicole Ga/Angela		



September 2021

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Edgewood Nicole Ga	HOP Edgewood Angela	HOP Edgewood Nicole Ga	

October 2021



April 2022



Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Nicole Go	
	HOP Edgewood Nicole Ga		HOP Edgewood Nicole Ga	



Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunaas Dina	HOP Edgewood Angela	HOP Alamosa Nicole Go	
	HOP Edgewood Nicole Ga		HOP Edgewood Nicole Ga	



July 2022

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Alamosa Nicole Go	
	HOP Edgewood Nicole Ga		HOP Edgewood Nicole Ga	
	HOP South Valley Patricia			



August 2022

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Alamosa Nicole Go	
	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia			



PSR Elizabeth Starts

August 2022

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Dina	
	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia		HOP South Valley Gilbert	
	HOP Alamosa Nicole Go		HOP Alamos Nicole Go	



October 2022

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Dina	
	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia		HOP South Valley Gilbert	
	HOP Alamosa Nicole Go		HOP South Valley Kayla	
			HOP Alamos Nicole Go	



November 2022

Monday	Tuesday	Wednesday	Thursday	Friday
	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Dina	HOP Alamosa Verna
	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia	HOP South Valley Monique	HOP South Valley Gilbert	
	HOP Alamosa Nicole Go		HOP South Valley Kayla	
			HOP Alamos Nicole Go	



December 2022

Monday	Tuesday	Wednesday	Thursday	Friday
HOP Edgewood Monique	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Dina	HOP Alamosa Verna
	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia	HOP South Valley Monique	HOP South Valley Gilbert	
	HOP Alamosa Nicole Go	HOP Los Lunas Erika	HOP South Valley Kayla	
			HOP Alamos Nicole Go	

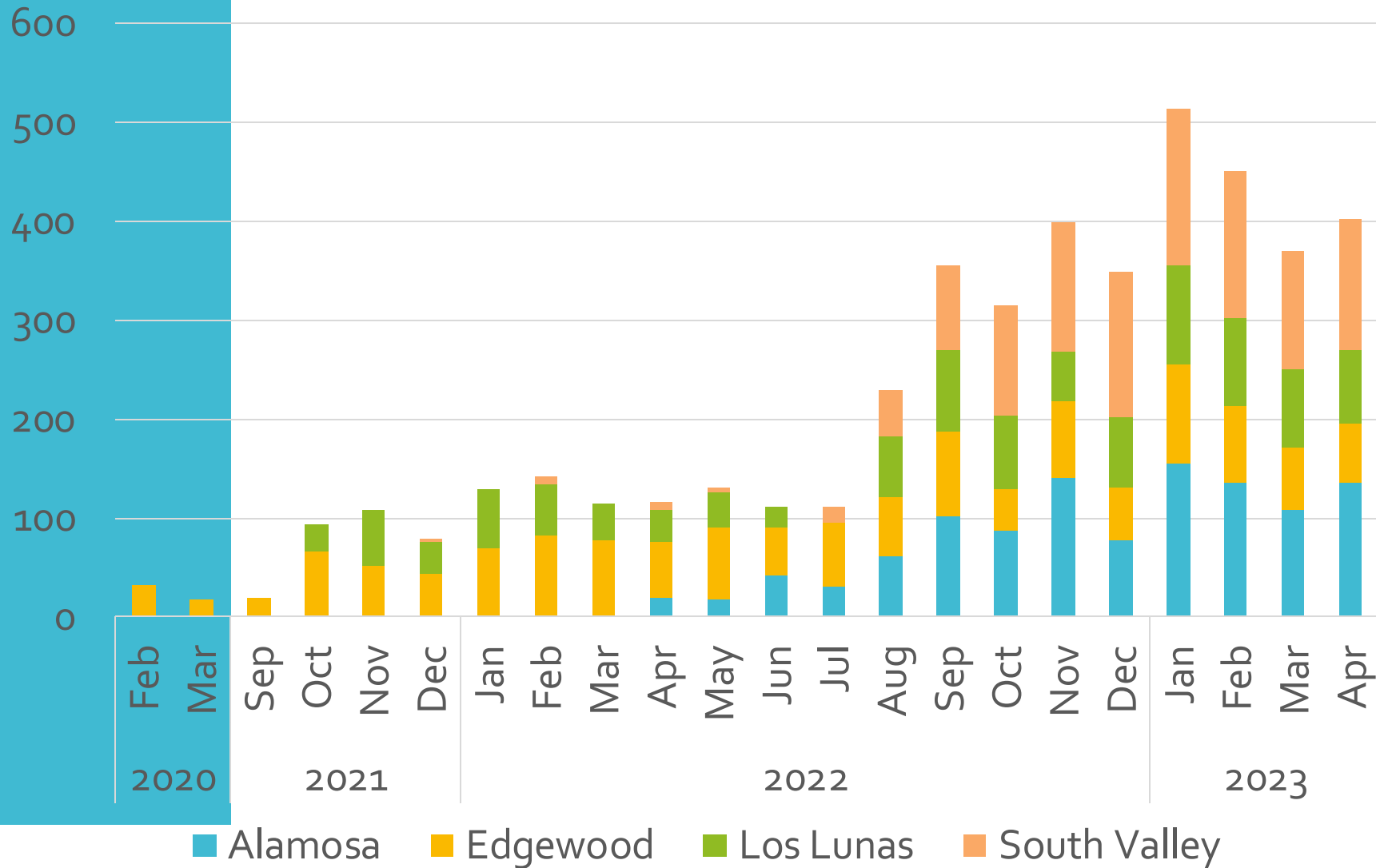


PSR Catalina Starts

February 2023

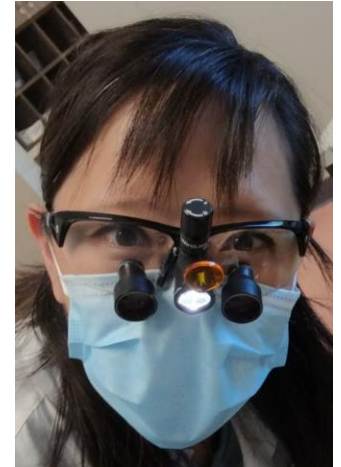
Monday	Tuesday	Wednesday	Thursday	Friday
HOP Edgewood Monique	HOP Los Lunas Dina	HOP Edgewood Angela	HOP Los Lunas Dina	HOP Alamosa Verna
HOP South Valley Kayla	HOP Edgewood Nicole Ga	HOP Alamosa Verna	HOP Edgewood Nicole Ga	
	HOP South Valley Patricia	HOP South Valley Monique	HOP South Valley Gilbert	
	HOP Alamosa Nicole Go	HOP Los Lunas Erika	HOP South Valley Kayla	
			HOP Alamos Nicole Go	

Hygienist on the Pod Encounters per Month



What We Need

- Centralized workstation in medical
- Training on medical electronic health record (Powerchart)
- Standard PPE including loupes and light
- Laptop/administrative supplies (business cards/clipboard)
- Intraoral camera
- HOP cart/ cart storage
- Supply storage
- NIH Patient education pamphlets



<https://catalog.nidcr.nih.gov/>

Typical day as a HOP Hygienist



Join morning huddle



Scrub and build schedules



Huddle with medical providers/MAs



Provide patient care

Oral Health Education

- Smoking cessation, nutritional counseling, OHI, edentulous patients

Treatments

- Fluoride varnish, silver ion, prophys

Oral Cancer Screenings

- Referral to ENT

Referrals

- Prosthodontists, orthodontists, pediatric dentists

Prescription Proposals

- Sodium Fluoride 5000 (Prevedent)

Telehealth

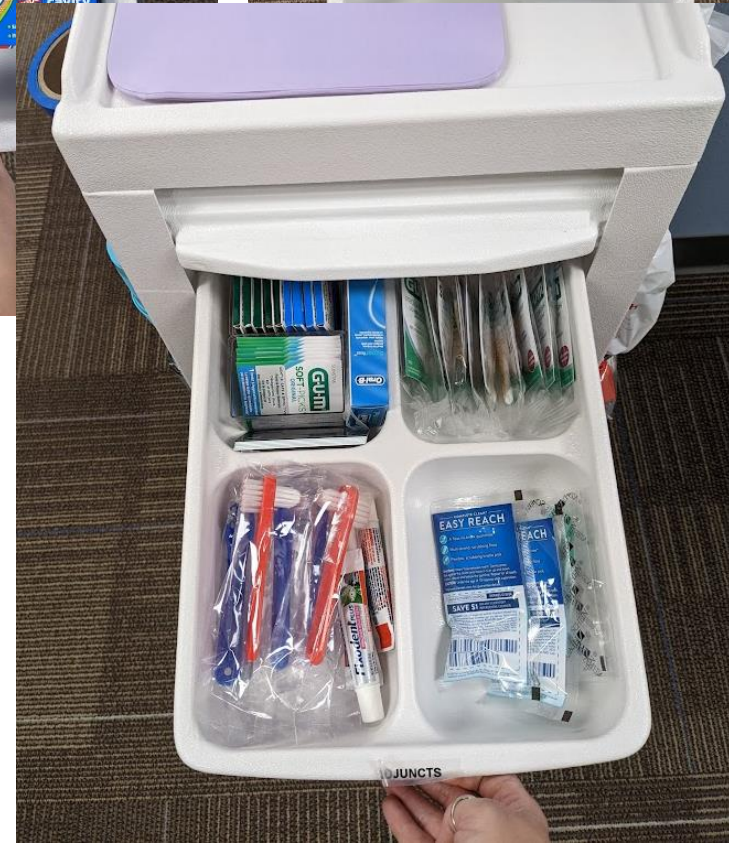
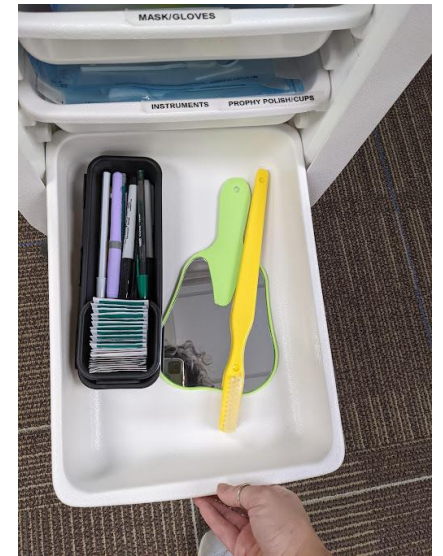
What We Do

The HOP Cart

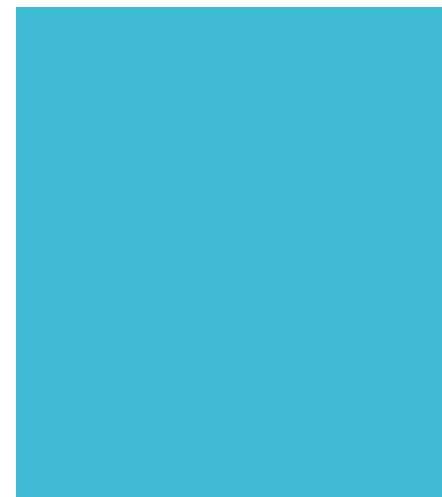


HOP cart

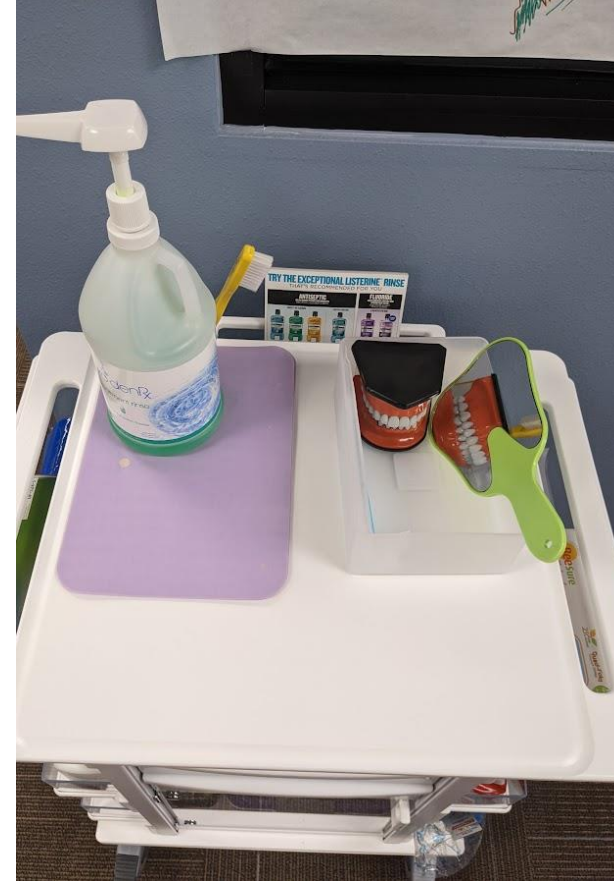
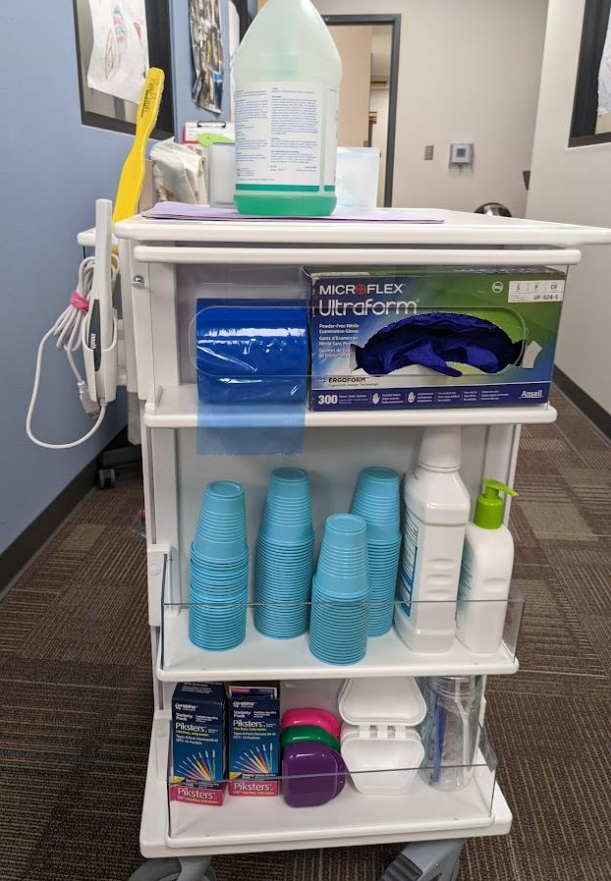
1.0



HOP Cart 2.0







Cart Supplies





Medical Provider Perspective

Pediatric provider seeing 15-25 patients per day, patients ages newborn-18 years

More than half of visits each day are well child checks

High burden of dental disease

Dental caries is the
most common chronic
disease of childhood

Disease Burden: Negatively Impacts the Whole Family

- Parents of children with severe dental caries had greater odds of taking time off work, reporting the child needed more attention, feeling guilty, feeling stressed, having normal activities disrupted, and having sleep disrupted.

Abed R, Bernabe E, Sabbah W. Family Impacts of Severe Dental Caries among Children in the United Kingdom. *Int J Environ Res Public Health*. 2019 Dec 22;17(1):109. doi: 10.3390/ijerph17010109. PMID: 31877854; PMCID: PMC6981411.

Barriers to Access

- It isn't always enough for a primary care provider to recommend or refer a patient to dental services:

"Although 1 study found that children 2 to 5 years of age who received a recommendation from their health care provider to visit the dentist were more likely to have a dental visit, the US Preventive Services Task Force found no study that evaluated the effects of referral by a primary care clinician to a dentist on caries incidence."

SECTION ON ORAL HEALTH, Adriana Segura, Suzanne Boulter, Melinda Clark, Rani Gereige, David M. Krol, Wendy Mouradian, Rocio Quinonez, Francisco Ramos-Gomez, Rebecca Slayton, Martha Ann Keels; Maintaining and Improving the Oral Health of Young Children. *Pediatrics* December 2014; 134 (6): 1224–1229. 10.1542/peds.2014-2984

Barriers to Access

- Federally Qualified Health Centers play an important role in mitigating effects of racial/ethnic/socioeconomic status barriers to accessing dental care

Jones E, Shi L, Hayashi AS, Sharma R, Daly C, Ngo-Metzger Q. Access to oral health care: the role of federally qualified health centers in addressing disparities and expanding access. *Am J Public Health*. 2013 Mar;103(3):488-93. doi: 10.2105/AJPH.2012.300846. Epub 2013 Jan 17. PMID: 23327254; PMCID: PMC3673494.

Medical Provider Perspective

One MA responsible for
rooming patients, drawing
and giving vaccines,
obtaining POC labs, and
discharging patients

Many patients receiving
vaccines each day

Workflow efficiency
extremely important to
make sure all parts of the
visit accomplished without
getting care team behind

Benefits of HOP

- An adaptable and agile model
 - Can see patients before or after provider, before or after other visit elements like vaccines or labs
- Added service for our patients
- Education provided by HOP overlaps significantly with medical provider's counseling on nutrition and lifestyle



Overlapping Patient Education

Nutrition at each stage of pediatric development
(breast and formula feeding, bottle weaning,
avoidance of sugar-containing drinks)

Autonomy of child and involvement in daily
routines

Importance of health maintenance

Typical day for a medical provider working with a HOP

- Scan schedule in EHR, "sticky note" showing which patients HOP plans to see
- See patients as scheduled
- A handful of times each day, HOP and I confer about a patient, usually at HOP work station

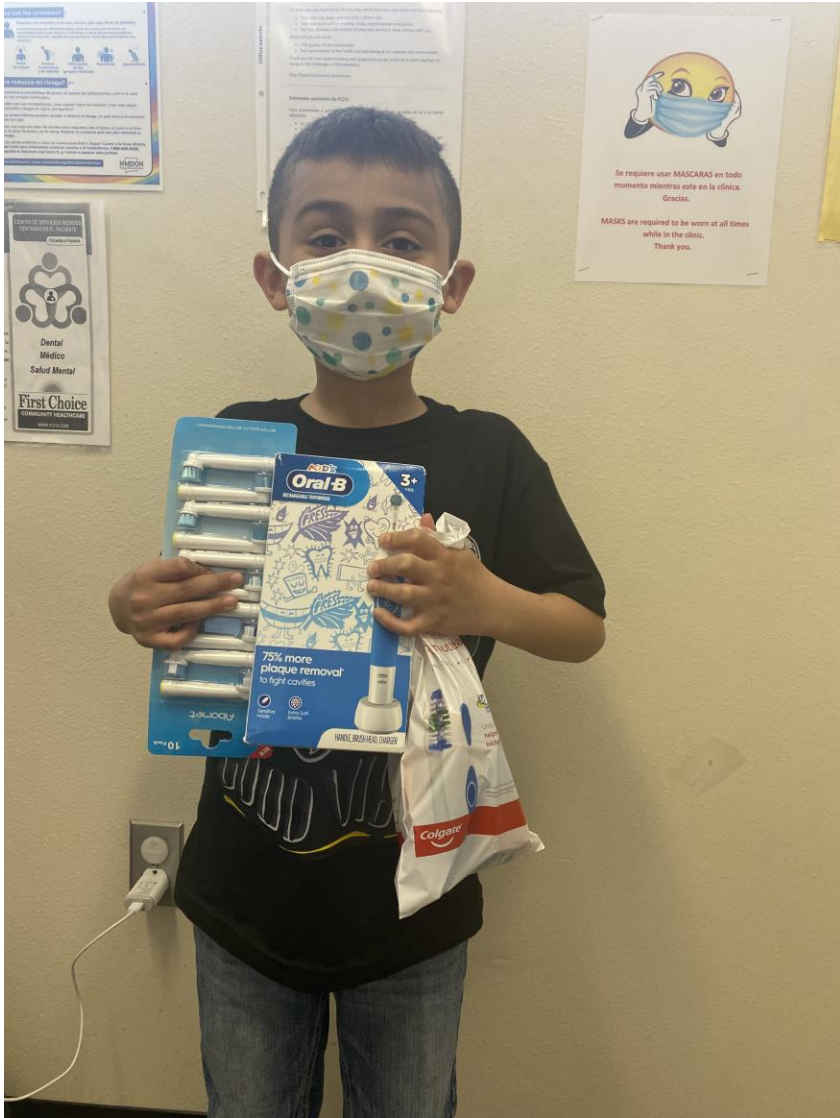
Cases

- 5 year old female recently moved with her parents from Mexico. Has had regular medical visits, needs two catch-up vaccines
- No dental care
- Extensive decay
- HOP is able to:
 - Apply fluoride varnish
 - Provide education
 - Encourage establishing dental home



Cases

- 3 year old male with speech delay, otherwise healthy
- Previous medical care and up-to-date vaccinations as well as established medical home
- HOP is able to:
 - Identify ankyloglossia
 - Refer for evaluation for possible frenotomy



National Children's Dental Health Month

February Toothbrush Giveaway!!



Maria Hamilton, MD
Pediatrician
Clinical Supervisor
Alamosa Clinic



Jeremiah Dye, DDS
Dental Director
South Valley Clinic



Nicole Gallegos, RDH
Team Based Care Hygienist
Edgewood Clinic

