



Oral Health Access for Residents of Public Housing

April 5th 3:00-4:00 pm EST



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redirected to the CE link once you have finished the quiz.**

Agenda

01. Introduction
Introduction of NTTAP Program
02. Topic Overview
Dr. Irene Hilton will give an introduction of the topic: Oral Health Access for Residents of Public Housing
03. Didactic Presentation
Lorenza Hois a Public Health Dental Hygiene Practitioner from Northside Christian Health Center in Pittsburgh, PA
04. Wrap Up/ Q&A
Q+A

NTTAP TEAM



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Subject Matter Experts



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Oral Health Access for Residents of Public Housing

Irene Hilton, DDS, MPH

Dental Consultant
National Network for Oral Health Access

April 5, 2023

Learning Objectives

Describe challenges to accessing oral health care for residents of public housing

Explore the role of primary care teams and CHWs in facilitating access to oral health care.

Review teledentistry as a strategy for increasing access to dental care

Learn how one health center provides mobile oral health services to residents of public housing.



Who is NNOHA?



- Non-profit founded in 1991 by a group of Health Center Dental Directors who identified a need for peer-to-peer networking
- HRSA's Oral Health National Training & Technical Assistance Partner grantee
 - www.nnoha.org
 - Annual Conference
 - Webinars
 - Publications, resources



Health Center Facts – 2021 UDS

- Number Health Center programs receiving 330-grant funding: 1,373
- Number HC programs with dental programs: 1,109 or **85%**

- Number medical users: 25,759,024
- **Number dental users: 5,701,053**
- **Dental Users: 22.1% of all medical patients**



2021 National Public Housing Data

- **108 grantees nationwide**
- 911,683 total patients
- 165,101 dental patients (18%)
- 0.4% virtual dental visits (vs. 0.7% in non-special populations dental programs)
- 27% medical virtual visits



Access Challenges for Residents of Public Housing

- Transportation
- Language
- System navigation

- Compared to residents of non-publicly supported housing, residents of both public housing developments and rental assistance units had significantly lower odds of having had a dental cleaning in the past year despite parity in having had a past year dental visit. *Maxwell, N.I., Shah, S., Dooley, D. et al. Oral Health among Residents of Publicly Supported Housing in Boston. J Urban Health 91, 809–821 (2014).*



Poll

- Do you offer dental services at your public housing health centers sites?
 - Yes, we offer comprehensive dental services
 - Yes, we offer some dental services (ie. diagnostic, preventive)
 - No, we do not offer dental services at our public housing sites



Adult Dental Insurance Challenges

- Medicare - Only covers very narrowly defined dental services
- Medicaid – Dental benefit optional for adults. 29 states currently have a comprehensive dental benefit for adults
- Even with Sliding Fee Discount Scale tooth replacement can be cost-prohibitive



Access Strategies



- Workforce innovations- IOHPCP (integration of oral health and primary care practice)
- Delivery Model Innovation- Teledentistry
- Expansion HC dental programs- OH Toolkit-
<https://drive.google.com/file/d/1-CcLpL-0JC63AZ1AYCLSeCQgCQmGb2rR/view>
- Local lower-cost dental resources (dental/RDH schools), public, non-profit clinics, one-time events (RAM/ Mission of mercy)



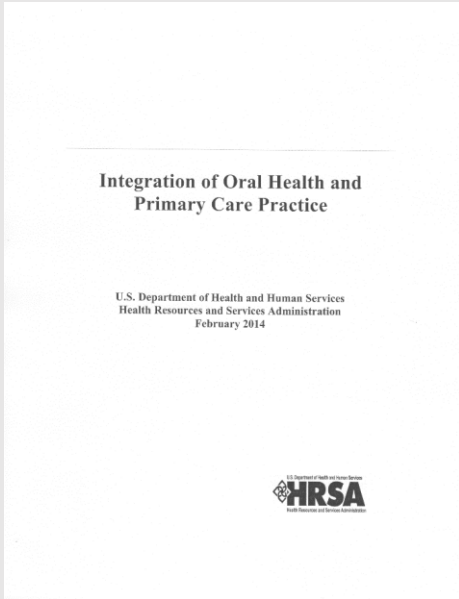


Primary Care Teams & CHWs

Helping PH Residents Access Oral health Care



Oral Health Core Clinical Competency Domains



<https://www.hrsa.gov/sites/default/files/hrsa/oral-health/integration-oral-health.pdf>

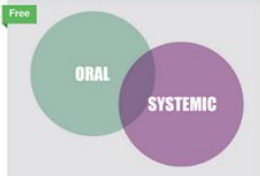
1. Risk assessment
2. Oral health evaluation
3. Preventive interventions
4. Communication & education
5. Interprofessional collaborative practice



PCP Action Steps

- *Assess: Dental home? Last visit? Any current problems with teeth or gums?*
- Look: Oral evaluation
- Educate: Oral health-Systemic health, FL toothpaste
- Referral





The Relationship of Oral and Systemic Health

Continue Study



Child Oral Health

Continue Study



Adult Oral Health

Continue Study



Acute Dental Problems

Continue Study



Pregnancy and Women's Oral Health

Continue Study



Caries Risk Assessment, Fluoride Varnish, and Counseling

Continue Study



The Oral Examination

Continue Study



Geriatric Oral Health

Continue Study



CHW's and Dental Access

- Patient outreach
- Appointment making
- Ensuring appointment attendance
- Data collection
- Integration activities
- MNOHI Community Health Worker paper
<https://drive.google.com/file/d/1fkyXqBCVcinzxsal2EfNgeowslk6ceOv/view>



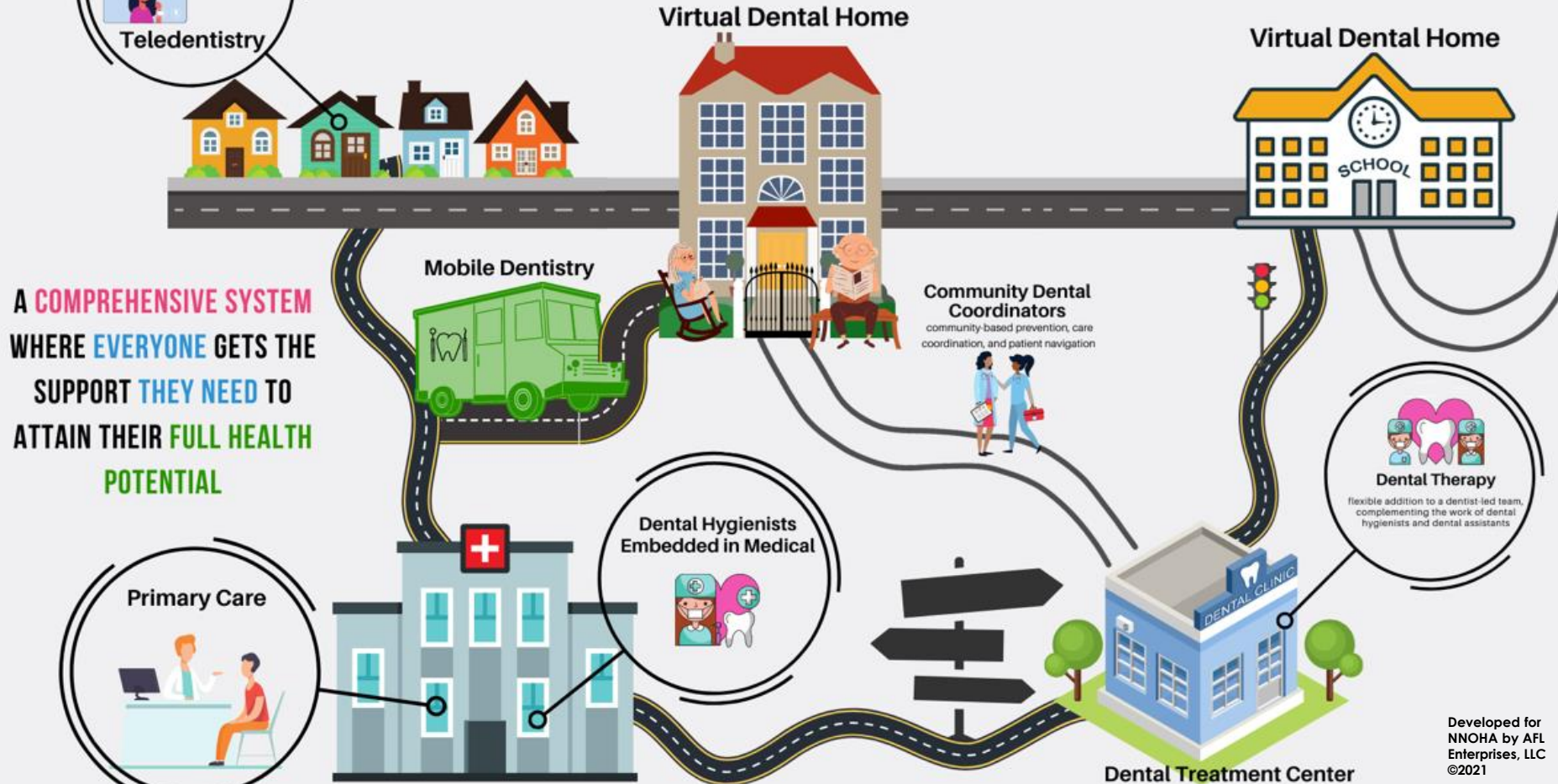


Teledentistry

COVID-Catalyzed Delivery Model Innovation

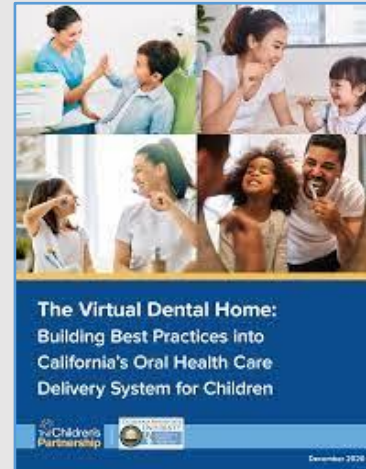


DELIVERY SYSTEM DESIGN FOR ORAL HEALTH EQUITY



Asynchronous Teledentistry

- Store & Forward
- Virtual Dental Home
 - California
 - Colorado
 - More states
- Hygienist based
- Community locations
- Required legislation



- <https://dental.pacific.edu/dental/faculty-and-research/research-facilities/pc/vdh>
- https://childrenspartnership.org/wp-content/uploads/2021/01/VDH_Statewide_Final.pdf
- <https://smilesdentalproject.org/>
- <https://drive.google.com/file/d/1uAW-rX972fkdtgv-EKv3kusf1A81ffjr/view>



Synchronous Teledentistry Applications



Prevention & Disease Management

- Prevention
- Exams
- Patient-administered care
- Self-management support



Triage

- Emergencies
- Trauma
- Acute infections



Coordination

- Case management
- Care coordination
- Patient education

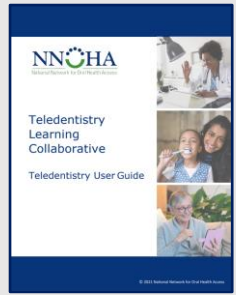


Follow-Up

- Remote monitoring
- Evaluation
- Screening



Teledentistry Resources



- NNOHA's Teledentistry User's Guide
https://drive.google.com/file/d/1aPXqUeLLOKQeD486Rm0GcYlt8_W9FAa0/view?usp=drivesdk
- NNOHA Teledentistry Resource Page
<https://www.nnoha.org/pages-1/coronavirus-%7C-teledentistry-resources>
 - Teledentistry visit video, sample workflow, readiness assessment



Other Resources

- ASTDD

<https://www.astdd.org/bestpractices/teledentistry-bpar-2021-final.pdf>

- ADA Billing & Coding Teledentistry

https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/publications/cdt/adaguidetounderstandinganddocumentingteledentistryevents_v3_2021aug.pdf?rev=6b0558fb1cee4a65bdc97a427d2db53f&hash=DD5C809F9D921D9BCE193EC6B49FE014



Cavity Free SF Videos



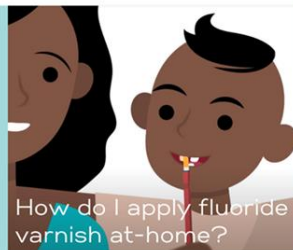
Welcome to your teledentistry visit

- 1 minute video that explains
- How do I get set-up?
 - What can I expect during the teledentistry visit?
 - How should I position myself and my child?



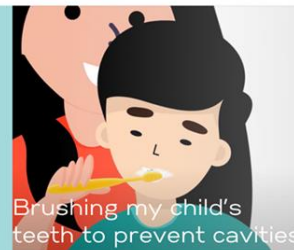
How do I take intraoral photos of my child's teeth

90 second video detailing for the caregiver how to take the best pictures of the child's teeth prior to the teledentistry visit.



How do I apply fluoride varnish at-home?

90 second video detailing what comes in a mail home fluoride varnish kit and how to properly apply to child's teeth with dental team supervision.



Brushing my child's teeth to prevent cavities.

90 second video detailing proper technique for toothbrushing, the proper amount of fluoride toothpaste and how often children should brush their teeth!

Translations available: Spanish, Chinese (simplified)

<http://www.cavityfreesf.org/>



Contact Us!



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ORAL HEALTH PROGRAM FOR RESIDENTS
IN PUBLIC HOUSING



LORENZA G. HOIS, RDH, BS, PHDHP





NORTH SIDE CHRISTIAN HEALTH CENTER

A FEDERALLY QUALIFIED HEALTH CENTER IN PITTSBURGH, PA



IMPACT STORY

[THE NORTH SIDE CHRISTIAN HEALTH CENTER](#) (NSCHC) WAS FOUNDED IN 1993 AS AN ANCHOR IN PITTSBURGH'S ECONOMICALLY CHALLENGED AND SOCIALLY DEPRESSED NORTH SIDE. THE ORGANIZATION WAS COMMITTED TO PROVIDING QUALITY, HOLISTIC HEALTH CARE TO INDIVIDUALS WITHOUT REGARD TO THEIR ABILITY TO PAY.



IMPACT STORY

IN 2004 A PARTNERSHIP WITH MERCY BEHAVIORAL HEALTH FOR MENTAL HEALTH SERVICES WAS ESTABLISHED

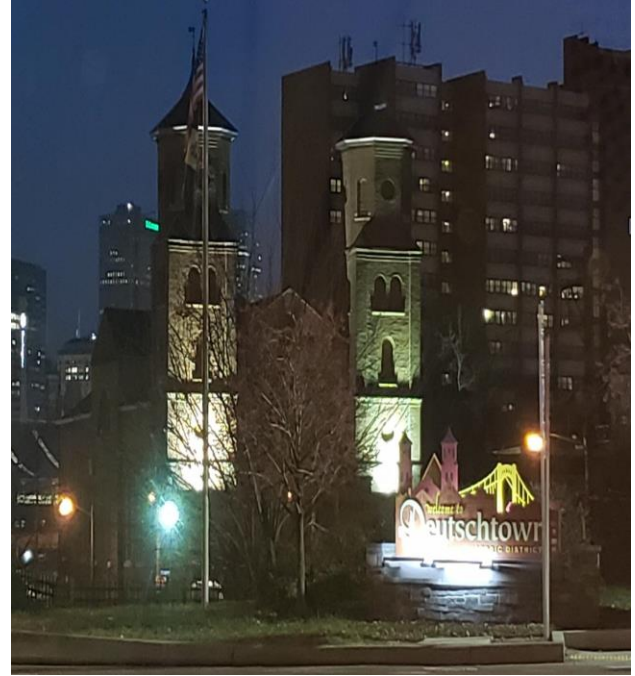
IN 2008 THE ORGANIZATION RENOVATED THEIR 14,500 SQUARE FOOT BUILDING, TO OFFER 14 EXAM ROOMS, STATE-OF-THE-ART EQUIPMENT, AND SERVICES INCLUDING MEDICAL, BEHAVIORAL HEALTH, PHARMACEUTICAL COUNSELING, AND MORE.

IMPACT STORY



IN 2013 NSCHC WAS RECOGNIZED AS A HEALTH CARE HERO BY THE PITTSBURGH BUSINESS TIMES FOR COMMUNITY OUTREACH IN THE "ORGANIZATION" CATEGORY.

NSCHC CONTINUES TO WORK TOWARD THE HEALTH AND WELLNESS OF THE RESIDENTS IN THE NORTH SIDE AND SURROUNDING NEIGHBORHOODS.



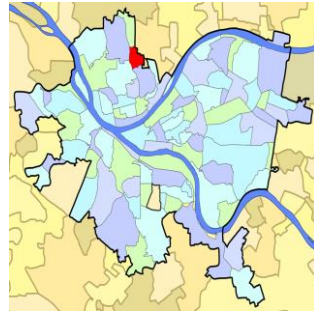
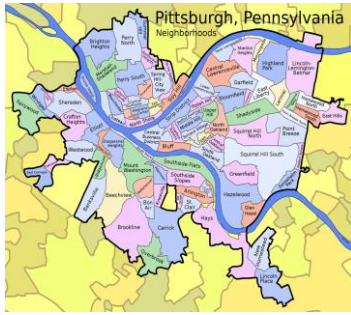
AND FINALLY ...DENTAL

IN 2011 THE NORTH SIDE CHRISTIAN HEALTH CENTER, OPERATING OUT OF TWO LOCATIONS IN PITTSBURGH, PA, OPENED A SMALL DENTAL CLINIC TO ADDRESS THE UNMET ORAL HEALTH NEEDS OF ITS UNDERSERVED URBAN COMMUNITY.

WHEN NSCHC OPENED ITS DENTAL CLINIC, THE DENTAL, MEDICAL AND BEHAVIORAL HEALTH DEPARTMENTS WERE CO-LOCATED AT ITS PRIMARY SITE, HOWEVER ONLY MEDICAL SERVICES WERE OFFERED AT OUR SMALL SATELLITE CLINIC, LOCATED IN A LOCAL SECTION 8 HOUSING DEVELOPMENT.



NORTHVIEW HEIGHTS (NVH)



NORTHVIEW HEIGHTS IS LOCATED ON THE NORTH SIDE OF PITTSBURGH. ONCE PART OF RESERVE TOWNSHIP, IT WAS ANNEXED BY THE CITY IN 1931. WHILE ONLY ABOUT 2.5 MILES FROM DOWNTOWN PITTSBURGH, AT ONLY 101 ACRES IN SIZE, THE LAND WAS MOSTLY UNDEVELOPED AND OPEN SPACE. THE CIVIL WAR ERA SAW A FORT LOCATED NEAR THE TOP OF THE HILL.

NORTHVIEW HEIGHTS (NVH)

AN EFFORT TO ENCOURAGE RESIDENTIAL GROWTH IN THE 1950'S AND 60'S SAW PITTSBURGH'S HOUSING AUTHORITY AUTHORIZE AND CONSTRUCT ALMOST 1000 HOUSING UNITS, TO INCLUDE 2 TEN-STORY BUILDINGS, 7 THREE-STORY BUILDINGS AND OVER 500 ROW HOMES. THE DEVELOPMENT WAS KNOWN AS NORTHVIEW HEIGHTS, THUS THE GIVEN NAME TO THIS SMALL AREA.



ISOLATION ON A HILLTOP AND LACK OF AVAILABLE LAND FOR COMMERCIAL DEVELOPMENT MEANT THAT MANY SERVICES, INCLUDING GROCERIES, WERE DELIVERED TO THE NEIGHBORHOOD BY TRUCK OR CITY BUS. AS A MATTER OF FACT, 2 CONVERTED SCHOOL BUSES SERVED AS MOBILE CONVENIENCE STORES. THEY WOULD PARK IN DIFFERENT LOCATIONS IN THE NEIGHBORHOOD SELLING FOOD, BREAD, CANDY. MANCINI'S BREAD TRUCK WOULD ALSO PROVIDE THE AREA WITH BREAD AND DONUTS... AND THE VEGETABLE TRUCK WOULD PROVIDE LETTUCE, BEANS, CORN.

BACK TO DENTAL



WITH LIMITED CLINICAL SPACE, STAFF, AND FUNDING WE CREATIVELY MAXIMIZED OUR DEPARTMENTAL BUDGET BY EMPLOYING A PUBLIC HEALTH DENTAL HYGIENE PRACTITIONER TO PROVIDE SERVICES AT BOTH OF OUR LOCATIONS. OUR PHDHP WORKED INDEPENDENTLY ONE DAY A WEEK AT OUR SATELLITE CLINIC, WHERE SHE COLLABORATED WITH OUR PEDIATRICIANS TO COORDINATE CARE FOR OUR YOUNG PATIENTS AND, ULTIMATELY, IMPROVE HEALTH OUTCOMES

PORTABLE DENTAL EQUIPMENT

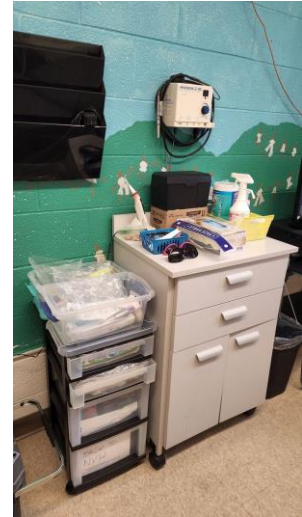


MANY OF THE PATIENTS UTILIZING THE SATELLITE CLINIC HAD, AND STILL HAVE, TRANSPORTATION AND CHILDCARE ISSUES WHICH PREVENTED THEM FROM ACCESSING THE DENTAL CLINIC. THROUGH A SMALL CAPITAL FUNDING GRANT, WE WERE ABLE TO SECURE PORTABLE DENTAL EQUIPMENT (INCLUDING A PORTABLE DENTAL UNIT, NOMAD, AND A LAPTOP) TO MAXIMIZE THE SPACE WE ALREADY OCCUPIED IN THE APARTMENT COMPLEX.

A SMALL TREATMENT ROOM THAT WAS PREVIOUSLY NOT UTILIZED BY THE MEDICAL TEAM SERVES AS A DENTAL OPERATORY. FRONT OFFICE STAFF IS SHARED BY BOTH PROVIDERS. ALL DENTAL RECORDS ARE KEPT IN AN INTEGRATED EHR (eCLINICALWORKS), AND ARE IMMEDIATELY ACCESSIBLE BY BOTH THE DENTAL AND MEDICAL TEAMS, AS WELL AS THE BILLING DEPARTMENT. WHEN IT IS NECESSARY TO REFER A PATIENT TO OUR PRIMARY DENTAL SITE FOR TREATMENT, THE PHDHP OFFERS THE PATIENT A FAMILIAR FACE AND A “WARM HAND-OFF” FOR THEIR FIRST VISIT



TODAY, USING MOBILE EQUIPMENT, OUR PHDHP ACCOMPANIES A PEDIATRICIAN TO NSCHC'S SATELLITE SITE AND OFFERS DENTAL HYGIENE SERVICES TO PATIENTS AND FAMILIES SCHEDULED FOR WELL-CHILD MEDICAL VISITS. MOST OF THESE PATIENTS TYPICALLY WOULD NOT TRAVEL TO OUR PRIMARY SITE FOR SERVICES. THE PEDIATRICIAN AND PHDHP MAINTAIN SEPARATE SCHEDULES, BUT WORK COLLABORATIVELY TO INTRODUCE PATIENTS TO NSCHC DENTAL SERVICES, AND TO PROVIDE ENTRY INTO DENTAL CARE FOR OUR AT- RISK POPULATION.





WHILE WORKING AT THE SATELLITE CLINIC, THE PHDHP SCREENS PEDIATRIC PATIENTS; PROVIDES PREVENTIVE AND HYGIENE SERVICES; COUNSELS PREGNANT WOMEN AND NEW PARENTS ON NUTRITIONAL AND HYGIENE RECOMMENDATIONS; SCREENS EMERGENCY PATIENTS, AND SCHEDULES PATIENTS FOR TREATMENT AT OUR PRIMARY SITE.



Children's Dental Month

THE PUBLIC HEALTH DENTAL HYGIENE PRACTITIONER HAS OFFERED NSCHC A COST-EFFECTIVE MEANS TO INCREASE ORAL HEALTH CARE ACCESS FOR OUR MOST VULNERABLE, UNDERSERVED POPULATION WITHIN THE CONFINES OF A SMALL DENTAL DEPARTMENT AND LIMITED BUDGET. ADDITIONALLY, THE INTERPROFESSIONAL COLLABORATIVE CARE SYSTEM COORDINATED BY THE PHDHP HAS IMPROVED PROVIDER AND PATIENT UNDERSTANDING OF ORAL HEALTH, AND CONTRIBUTED TOWARD THE CENTER'S LEVEL 3 PATIENT CENTERED MEDICAL HOME ACCREDITATION.

PROGRAM DEVELOPMENT AND SUSTAINABILITY

NORTHVIEW HEIGHTS LEASES THE SPACE TO USE AS AN AGREEMENT TO IMPROVE THE HEALTHCARE OF ITS COMMUNITY MEMBERS FOR A SUBSTANTIALLY REDUCED COST. WE USE GRANT FUNDING, FUNDING FROM PATIENT REVENUE, AND FUNDING OBTAINED FROM HRSA AS AN FQHC TO DIVERSIFY OUR INCOME STREAMS AND ALLOW FOR SUSTAINABILITY OF ANY PROGRAM.

TYPES OF SERVICES PROVIDED TO RESIDENTS, AND DELIVERY

NVH SERVICES INCLUDE DENTAL, MEDICAL, BEHAVIORAL HEALTH SERVICES DELIVERED BOTH IN PERSON, VIRTUALLY BY VIDEO AND BY PHONE. WE ALSO PARTICIPATE IN OUTREACH EVENTS FOR THE COMMUNITY WITH FOCUS ON REFUGEE HEALTH, SOCIAL DETERMINANTS OF HEALTH, AND CARE MANAGEMENT.

Diabetes & Oral Health



Diabetics are more susceptible to infections - putting them at an increased risk of getting gum disease.¹



Diabetics with gum disease who receive more frequent dental cleanings are healthier with lower blood glucose levels



Dentists are trained to diagnose and spot the warning signs of diabetes!

1 in 5

cases of tooth loss is linked to diabetes²

Keep teeth & gums strong!



Visit the dentist - they can prevent and treat side effects



Keep blood glucose levels under control³



Maintain good oral hygiene - brush and floss daily!

19% have untreated tooth decay⁶



Pain and infection⁷

19% have lost all of their teeth¹⁰



Inability to eat healthy foods¹¹

64% have moderate to severe gum disease⁸

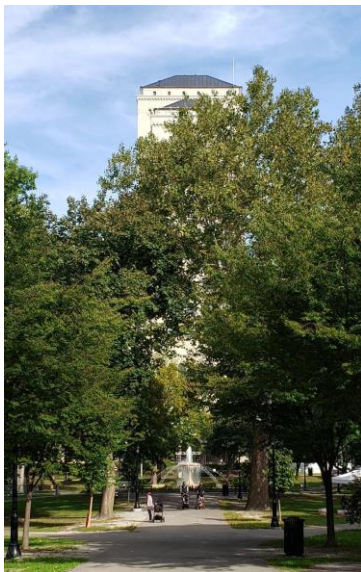


Diabetes⁹

Bacteria on teeth and dentures¹²



Aspiration pneumonia¹³



North Side Christian
Health Center

Providing Care with Prayer
www.nschc.org





CULTURAL MAKEUP

THE NEIGHBORHOOD, ONCE ALMOST EXCLUSIVELY AFRICAN-AMERICAN, HAS BECOME HOME TO THE INFUX OF REFUGEES AND IMMIGRANTS FROM DIVERSE PARTS OF THE WORLD WHO COME TO PITTSBURGH FOR ITS AFFORDABLE HOUSING OPTIONS AND ACCESS TO PUBLIC TRANSPORTATION. A LARGE PORTION ARE FROM AFRICAN COUNTRIES LIKE KENYA AND THE DEMOCRATIC REPUBLIC OF THE CONGO, BUT THE LARGEST POPULATION COMES FROM SOMALIA.

FOR PERSPECTIVE, NORTHVIEW HEIGHTS HAD A POPULATION OF 1,587 IN 2017. OF THAT NUMBER, ROUGHLY 385 WERE SOMALI BANTU — AN ETHNIC MINORITY GROUP FORCED OUT DURING THE SOMALI CIVIL WAR IN THE 1980S AND 1990S. MANY BANTUS LIVING IN NORTHVIEW HEIGHTS TODAY CAME AFTER SPENDING SEVERAL YEARS IN KENYAN REFUGEE CAMPS.

LOST IN TRANSLATION??

THE NORTH SIDE CHRISTIAN HEALTH CENTER HAS SERVED UNDERSERVED AND UNINSURED PEOPLE ON THE NORTH SIDE SINCE 2008 AND IT HAS HAD TO ADJUST ITS SERVICES SINCE LARGE NUMBERS OF REFUGEES AND IMMIGRANTS HAVE MOVED TO THE NEIGHBORHOOD. THE CENTER HAS INVESTED IN TELEPHONIC TRANSLATION SERVICES — A NATIONWIDE CALLING SERVICE THAT CONNECTS CAREGIVERS WITH TRANSLATORS DURING MEDICAL APPOINTMENTS.

OPERATIONS

NVH IS NOW OPEN 4 DAYS PER WEEK: MONDAYS THROUGH THURSDAYS - ADULT MEDICAL AND BEHAVIORAL HEALTH SERVICES ARE PROVIDED ON MON, TUES, THURS - PEDIATRIC ON WEDS
THE CLINIC IS STAFFED BY MAS, FRONT DESK ATTENDANTS, AND PROVIDERS. WE OCCASIONALLY HAVE SATURDAYS OPEN

SOME STATS REGARDING NORTH VIEW HEIGHTS OVER THE PAST YEAR:

TOTAL SCHEDULED VISITS: 2250

TOTAL VISITS SEEN: 1224

CARE COORDINATION

WE UTILIZE NURSE CARE MANAGERS THAT ARE SPECIFIC TO PROVIDERS TO COORDINATE PATIENT CARE, ALONG WITH CARE PLAN SPECIFIC CARE MANAGERS. WE ALSO UTILIZE FINDHELP.ORG IN CONNECTION WITH ALLEGHENY GENERAL HOSPITAL TO CONNECT PATIENTS WITH COMMUNITY RESOURCES. WE HAVE A PART TIME DIETITIAN THAT WORKS WITH LOCAL FOOD BANKS TO PROVIDE FOOD BOXES, FOOD BUCKS AND INFORMATION ON FOOD RESOURCES TO PATIENTS.

HOW DOES THIS PROGRAM HELP INCREASE ACCESS TO ORAL HEALTH CARE FOR RESIDENTS IN PUBLIC HOUSING?

WE PROVIDE A LOCATION THAT IS EMBEDDED WITHIN THE COMMUNITY THAT PATIENTS LIVE IN. THIS INCREASES THE LIKELIHOOD THAT THEY WILL OBTAIN CARE FROM THAT LOCATION. WE ALSO ACCEPT ALL PATIENTS, REGARDLESS OF CREED, RACE OR ABILITY TO PAY.









THANK YOU


LORENZAH@NSCHC.ORG



Q+A






Oral Health Access for Residents of Public Housing

Thank you for attending this training! Your feedback is an important part of how we design and develop future trainings for health center staff. Thank you for your time.

Training Name
Oral Health Access for Residents of Public Housing

Training Type
Webinar

Organization Type
Select or enter value

How satisfied are you with today's training?
Select or enter value

Based on your level of knowledge prior to the activity, how would you rate changes to:

Evaluation Survey



Thank You!

If you have any further questions or concerns please reach out to Program Manager, Fatima Smith at fasmith@phmc.org.

Please follow us on [LinkedIn](#) and/or [subscribe to our newsletter](#) for updates on future trainings.