

Oral Health Strategic Plan
Access & Utilization of Dental Services
1725 W. 17th Street, WIC Trailer, Santa Ana
June 12, 2019
10:30 a.m. – 12:00 p.m.
Meeting Highlights



In Attendance:

Sahita Bhaskara, Lucy Hernandez, Tamarra Jones, Ivonne Magallanes, Janira Perez, Nicole Rupp, Danielle Vicencio, Melitza Chinchilla, Maridet Ibanez, Anna Luciano, Cristina Perales, Lisa Marie Smilowitz

Welcome and Introductions:

Tamarra welcomed all in attendance.

Meeting Highlights from 04/10/2019

Group reviewed meeting highlights from 04/10/2019. No changes need to be made.

Review & Update Workgroup Action Plan

Tamarra discussed the Workgroup Action Plan and the feedback that was given in the last group. One of the suggestions was color coding. Access & Utilization group is identified in blue. In the Action Plan, the left column is the Strategic Plan strategies for *Access to and Utilization of Dental Services*. A column was added for Local Oral Health objectives for the specific items to be accomplished. On the right of the action plan are the items that specific to the workgroup. The intent is making sure things within our oral health strategic plan are aligned and addressed.

- **Strategy 1-** Implement an expanded, countywide telephonic dental referral line system to serve individuals of all ages and populations.
 - Tamarra inquired group on ways to promote the Health Referral Line
- **Strategy 2-** Increase access to oral health education and preventative services in schools and other community settings. Coordinate efforts to link children and high-risk populations to a dental home.
 - To be discussed in agenda item *School-based Services and Activities*
- **Strategy 3-** Support innovative approaches for delivering dental services to increase access and utilization.
 - Sahiti suggested following up The Gary Center regarding older adult services. It was shared that The Gary Center is working with senior centers on education and linking them to site.
 - Follow-up and share lessons learned **Action Item**

211

Group discussed 211 and inquired how it helps to find a dentist. Tamarra shared that the 211 line is promoted on the “Find a Dentist” page of SmileHabitsOC.org and it is promoted in different community resources.

- Will contact 211 to see if there is any data on how often callers request dentists/dental referral info, frequent website and update their database **Action Item**

Social Media Campaign Update

Group requested an update on Media Campaign. An update was provided to the Oral Health Collaborative on 5/20/19. An update will be shared with group at next meeting. The bus campaign continues and will end on 7/21/19. Group suggested:

- Health Referral Line number to be included in future bus ads
- Add a Pop-up on SmileHabitsOC.org that inquires “How did you find out about us?”

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College/University Program Overview & Services

Group reviewed list of Dental Schools and Dental Hygiene Schools and requested additional information to be included on:

- Type of services provided by each school
- Scope of work
- Cost
- Language
- Walk-in or appointments
- Direct line to dental clinic
- Are these schools on 211 and if not contact them to update
- Separate the schools of dentistry and hygiene programs

CalOptima Resource Handout

Ivonne shared with the group the updated Cal Optima Transportation flyer. Flyer to be used internally and not to be distributed to patients. There was a question in regards to the distance for transportation. Ivonne confirmed with CalOptima and shared that there is no limit on mileage as long as the doctor is referring the patient (whether or not it is in the same county).

Following suggestions made to flyer:

- First line of the flyer to take out medical services and replace with services
- Under Dental Services, replace Denti-Cal with Medi-Cal Dental
- Add bullet for Smilehabitsoc.org for more resources to find a dentist
- Spell out acronyms
- Add date to flyer on footer
- Update member id's with: Member ID/BIC#

School-based Services and Activities

Tamarra inquired group on promoting access & utilization of dental care at school registration in August and prioritizing locations. Community partners informed they are involved in activities such as registration, back-to-school night and coffee with principal. The following challenges/gaps were shared:

- Multiple events on same night and cannot reach all districts
- Same parents show up to the Back-to-School and registration; there is a need to get parents that do not show up involved
- Need to have consent forms or you do not have participation
- Gap with data and DTI
- DTI targets schools 70-80% free or reduced lunch anything; under that is missed
- District determines which schools DTI can access
- Buy-in from principal

Approaches attempted

- Consent forms sent out to the mass; however not as effective
 - In person outreach more successful; 80% forms back
 - Non in-person outreach forms 20-30% success rate
- Pick-up/Drop off booths
- Title 1 principal meeting 1x/month

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OC Head Start

OC Head Start has partnered with AltaMed and Healthy Smiles covering 2000 families starting July 1. At the time of enrollment, community outreach advocates discuss requirements of program and go over physicals and dental. If child does not have a dental home or insurance, provide resources to parents. Participating in a 3 year grant program with UCLA Healthcare Institute. Currently in year 2 which focuses on oral health. Promoting oral health thru that program.

Pediatric Specialists

Group inquired about list of Pediatric Specialists. Is there resources in the Medi-Cal website? Smile Connections should be able to connect when it is up and running. The goal with Smile Connections is to be able to call, receive a list of three providers who are taking new patients and provide specialty services.

- Will contact Adriana from Smile CA for list of providers accepting new patients and specialty **Action Item**

Evaluation

Sahiti shared the updated school maps they are a resource for the collaborative members. Currently working with team to make maps interactive online. Some schools have oral health programs but school would benefit from school registration outreach. Some schools that do not have Oral Health program and trying to get in. List will be developed for schools that could help group with registration.

Overview of maps:

- Title I Schools in Orange County
 - Map shows districts by their free or reduced price meal participation and where the Title I schools are.
- School of Oral Health Programs in OC
 - Primary source of data is from our partners, given all the lists of all the schools they are at DTI, school based programs and called every school gave short survey. Data was analyzed and given back to group. More updates will be made, will be shared with Healthy Smiles and DTI to confirm results.
- Percent of High Need Schools
 - Percentage of high needs schools, defined by 50% or higher free or reduced price meal participation. Mapping what percentage of schools in a given district do not have Oral Health programs. The premise is if you are a high needs school you need an Oral Health program. If do not have oral health program trying to identify those districts. Hope with data to educate the school board and schools as to why should have an Oral Health program.
 - Numbers are school district identifier

Next Steps/Action Items

- School Based Activities for registration outreach
- Review of Evaluation
 - Standardized way of getting data back at the end of year
 - Approach & how it is being cataloged
- Access to care for Older Adults (Discussion)
- Including WIC (pregnant mothers) in Dental & Medical Integration Workgroup
- Resource handout to be updated and shared

Next Meeting: July 10, 2019, 11:00 am