

Multifaceted Program to Improve Access to Care

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with Disabilities



Disclosure

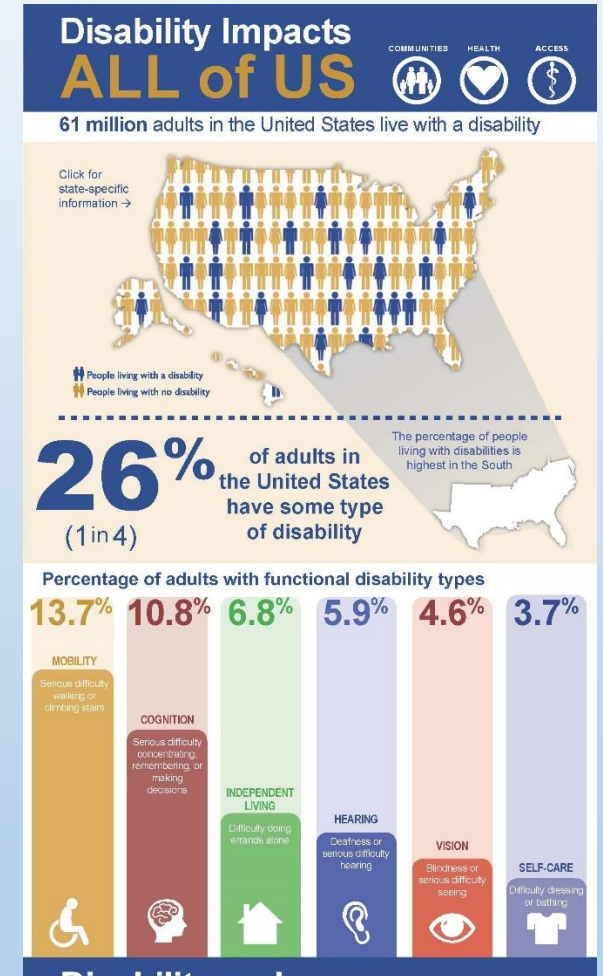
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My presentation will contain NO reference to an investigational and/or off-label use of a product.

IDENTIFYING THE NEED

- WHO defines a disability as any condition of the body or mind (impairment) that makes it more difficult for the person with the condition to do certain activities (activity limitation) and interact with the world around them (participation restrictions).



IDENTIFYING THE NEED

- These patients have a disproportionate amount of dental disease compared to the rest of the adult population.
- Physical, behavioral, emotional, and social barriers continue to prevent thorough and effective oral care plans from being created, understood, and accomplished on a daily basis.



DENTAL CARIES



OCCUSAL WEAR



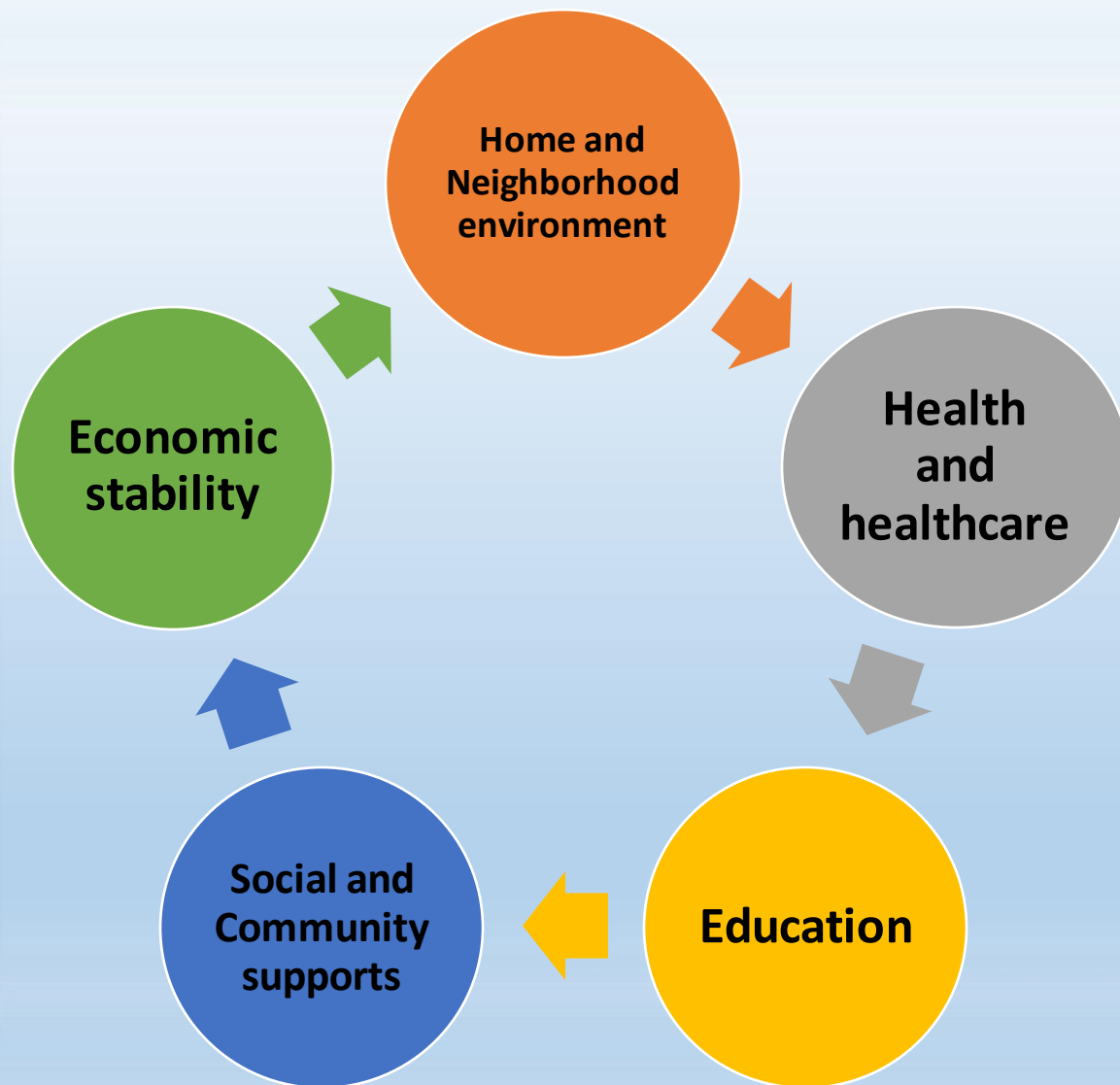
MISSING TEETH



PERIODONTAL DISEASE

SOCIAL DETERMINANTS OF HEALTH

- Persons with disabilities face multidimensional barriers accessing dental care:



- Dentist's report a lack of preparation to assist people with disabilities
- Structural problems of access to dental offices

- Communication difficulties
- Lack of awareness regarding the need for dental treatment for the disabled person

CHANGING EDUCATIONAL MODELS

- As of August 2019, CODA amended their accreditation standard 2-25: dental school graduates must be competent in the assessment and management of treatment of patients with specialized healthcare needs and disabilities.
- Many of these patients require modified dental care
 - many dental schools lack the facilities to provide both the proper care and education.
 - Practicing providers are often not comfortable treating these patients due to lack of training when in dental school and lack of continuing education opportunities.

IDENTIFYING A SOLUTION: PERSONALIZED CARE SUITE and SPECIALIZED CARE PROGRAM

- Cornerstone of an educational program designed to teach dentists, patients, and caregivers how to utilize best accommodations to optimize oral health through the lifetime.

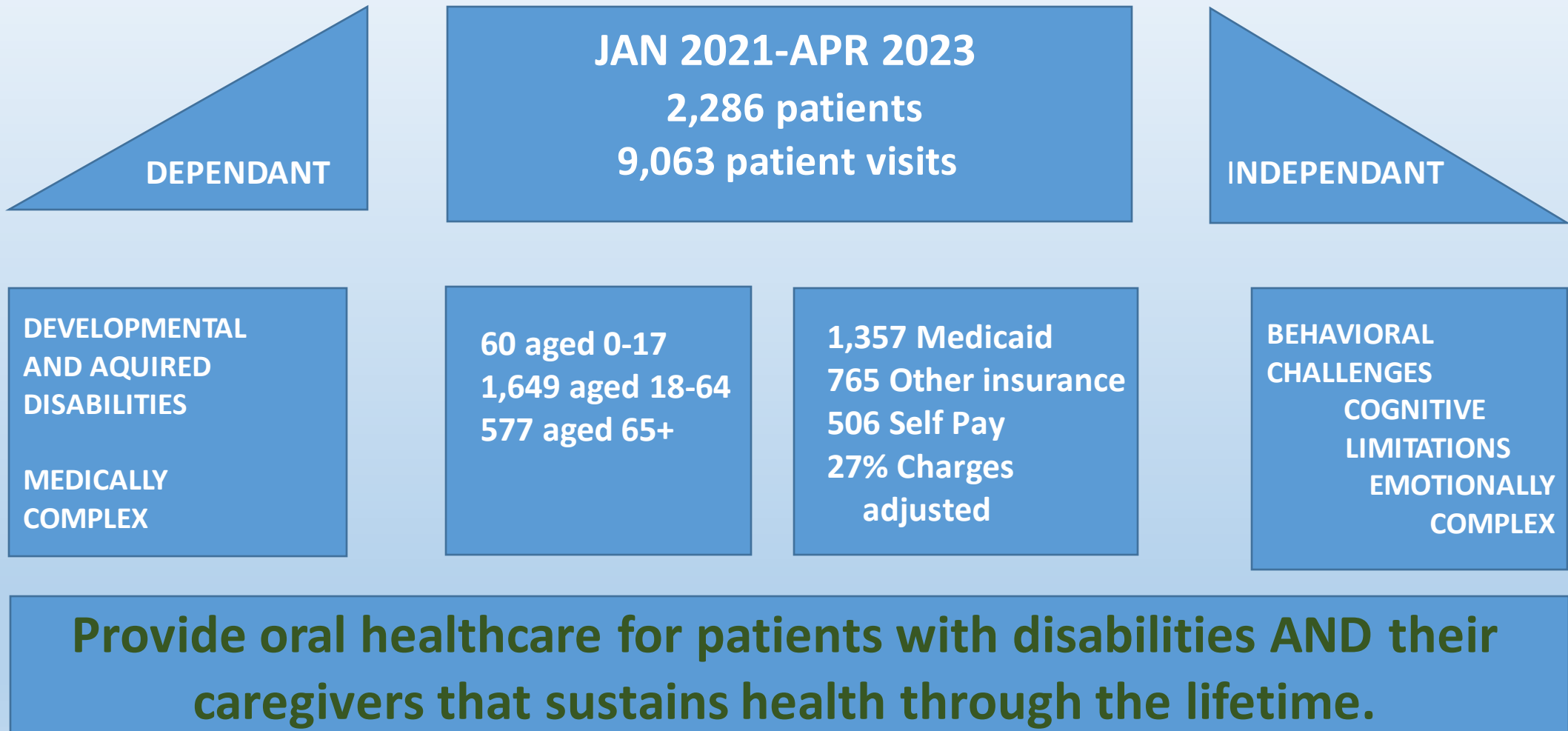


**PCARE AT
PDM**

SPECIALIZED CARE PROGRAM

- Focus on **education for every graduating dentist** that develops skills in prevention, primary care and maintaining oral health without being dependent on sedation and general anesthesia for the disabled population.
- It will focus on **preventing, reversing and arresting disease** through evidence-based interventions in-office and at-home.
- Generate the scientific literature, educational material and educational programs for dental **educators, dentists, students, patients and caregivers.**

PROVIDING A DENTAL HOME SPECIALZIED CARE FOR ACCOMODATING PATIENT'S SPECIAL NEEDS



CARE CENTER FOR PERSONS WITH DISABILITIES TEAM

MIRIAM ROBBINS

ALICIA RISNER-BAUMAN

TEMITOPE OMOLEHINWA

MARIA KUJOLIC

KATHERINE FRANCOPE

ROBERT FRARE

JAMES MURPHY

JUAN CARLOS MORA

KATE MADERA

ELLEN HENRY

JULIA HIGGINS

CRYSTAL DAY

SABRINA QUEEN

DIRECTOR PERSONALIZED CARE CLINIC

ASSOCIATE DIRECTOR PCARE

ASSOCIATE DIRECTOR PCARE

CLINIC MANAGER PCARE

DIRECTOR ORAL MEDICINE CLINIC

PART TIME FACULTY

PART TIME FACULTY

PART TIME FACULTY

PUBLIC HEALTH DENTAL HYGIENIST

PATIENT NAVIGATOR

RECEPTION/FRONT DESK

DENTAL ASSISTANT

PATIENT GREETER



PATIENTS

CARE GIVERS

STUDENTS

THE SUITE

Large reception area and wide corridors accommodate those using wheelchairs or gurneys

Wayfinding on the floor for the blind

High volume air exchange throughout the suite for clean, scent free air throughout.

Nitrous oxide provided through a HuFriedy gift available all chairs

Computer with every unit for record keeping, patient education, patient comfort

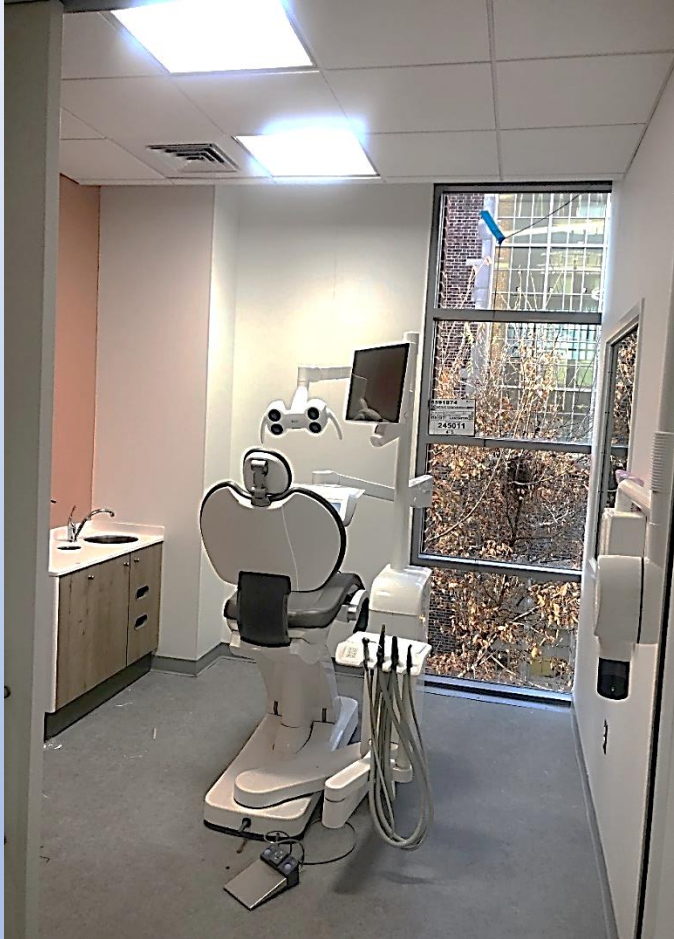


THE SUITE

- 6 Open-bay for medically compromised patients who require careful monitoring but not necessarily private room



THE SUITE: 6 ENCLOSED OPERATORIES



- Windows in all rooms with light filter shades and dimmable variable lighting
- Rooms equipped with blackout shades
- Acoustic deadening
- Frosted doors for privacy
- Patient view computer screen and speakers
- Room with observation window
- Cameras and microphones for observing and recording patient encounters



THE SUITE: OVERSIZED OPERATORY

- A-dec cart delivery system so there are no handpieces hanging near patients that might grab things
- Ceiling mounted lighting to allow the room to be modified for treatment
- Space to treat a patient in a hospital bed or on the floor if that is where they prefer!
- Acoustic deadening and dimmable variable lighting



THE SUITE: WHEELCHAIR ACCOMODATION

- A-dec cart delivery system (4 rooms) so there are no handpieces hanging near patients that might grab things
- Ceiling mounted lighting to allow the room to be modified for treatment
- Dental-Ez Hover chair (3 rooms) to allow movement to the side to allow treatment in wheelchair
- Design Specifics wheelchair tilt lift for tipping chairs that cannot recline



THE SUITE: CONSULTATION ROOMS

- **Patient and Caregiver Education becomes central to a continuous oral health philosophy of the Center**
- **Large open consult rooms to allow patients and caregivers to speak with the doctors**
- **Rooms can be used for desensitization, examination and portable x-ray when patients will not use a “dental” room for their initial examination and some procedures using portable equipment**



CONSULTATION ROOMS

- Viewing area of individual room procedures while limiting the number observing directly in a treatment room
- Student education with faculty and residents

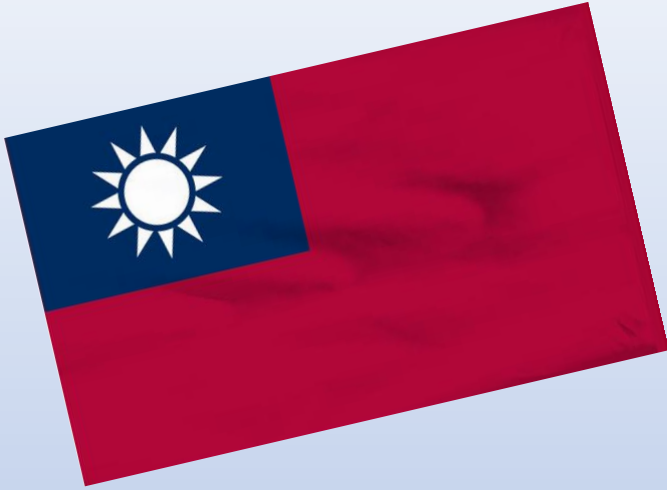


A SOLUTION: STUDENT EDUCATION THROUGH DIRECT PATIENT CARE

- Senior dental students (D4) clinical rotation one half day per week
- Junior dental students (D3) 4 full day clinical rotations per year assisting and observing
- Oral Medicine Residents 3mo full day rotations
- Masters in Oral Health Sciences
- Masters of Advanced Dental Sciences
- Periodontal Residents
- Endodontic Residents
- Honors Students in PCARE, Radiology, and Oral Medicine



International Visiting Scholars



- Kaohsiung Medical University Kaohsiung Taiwan
- Hebrew University of Jerusalem Israel
- Seoul National University School of Dentistry Korea
- University Medical Center Hamburg-Eppendorf Germany

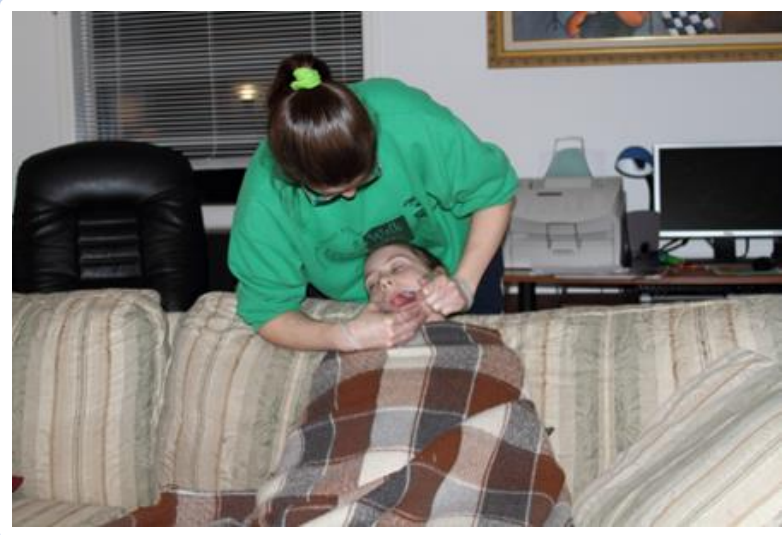
STUDENT EDUCATION THROUGH DIRECT PATIENT CARE

- Provide general dental services
- Utilize four handed dentistry
- Assess oral disease risk and create disease prevention plans



STUDENT EDUCATION THROUGH DIRECT PATIENT CARE

- Train individuals and care givers in proper hygiene techniques
- Train care givers in stabilization techniques for home care



STUDENT EDUCATION THROUGH DIRECT PATIENT CARE

- Administration of Nitrous Oxide analgesia
- Provide non-restrictive management techniques
- Learn and provide restrictive treatment modifications such as medical immobilization and protective stabilization



STUDENT EDUCATION: DIDACTIC

- **Overview of Dental Treatment for People with Special Needs**
- **Informed Consent for Adults with Cognitive Impairments/Intellectual disabilities**
- **Accessibility and Wheelchair Transfer for Dental Office**
- **Dental Treatment for Elders and Dependent Adults**
- **Oral Health Implications of**
 - **Intellectual Disabilities**
 - **Cognitive impairment**
 - **Cerebral Palsy**
 - **Autism Spectrum Disorder**
 - **Neurologic Disease**



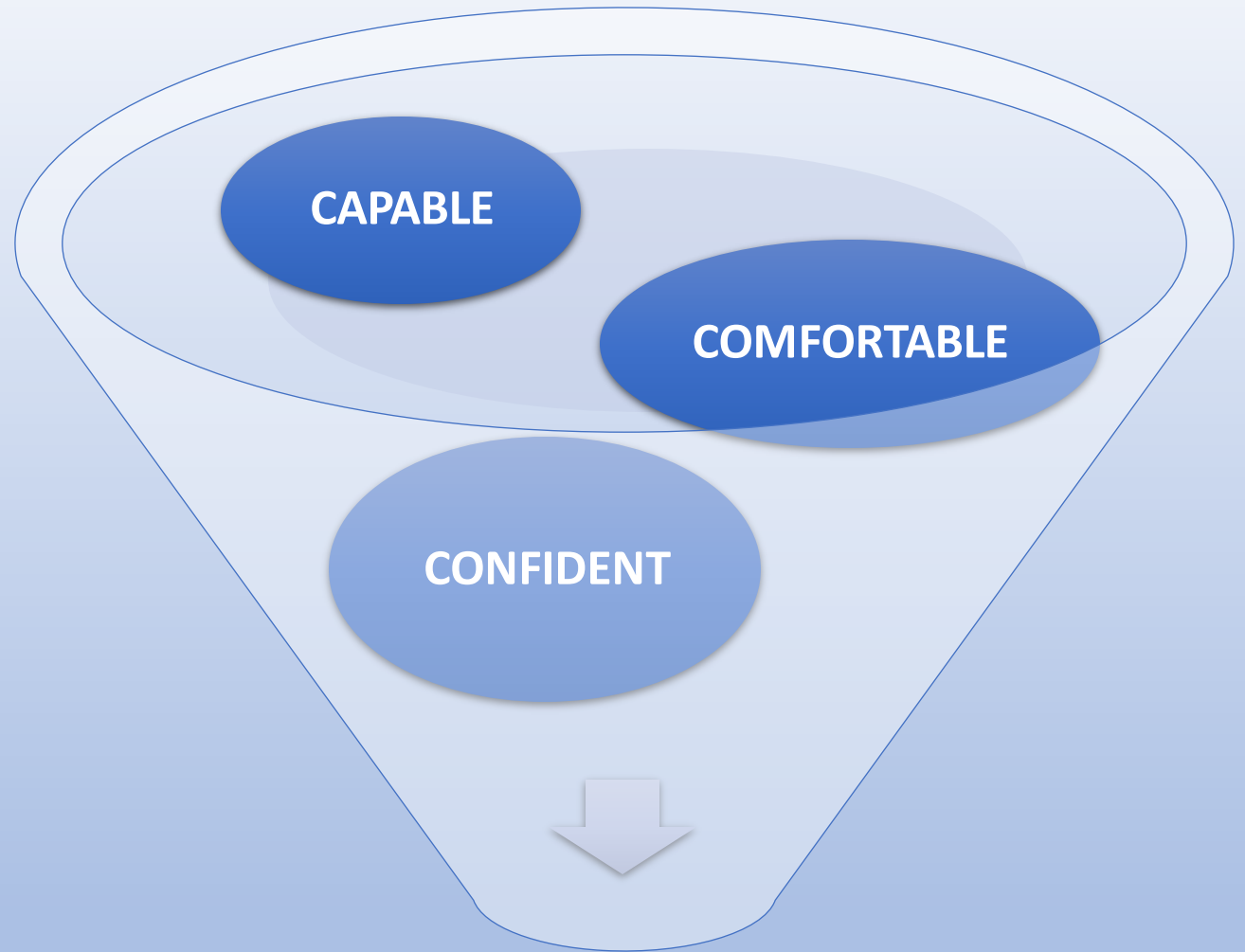
STUDENT EDUCATION: DIDACTIC

- **Overcoming Behavioral Obstacles to Dental Health**
- **Treatment Modifications**
 - **Non-restrictive**
 - **mechanical**
 - **manual**
- **Medical management considerations for individuals with complex medical comorbidities**
- **Preventing Dental Diseases in People with Special Needs**
- **Minimally invasive caries management**
- **Dental Treatment Planning Considerations for People with Special Needs**



**OVER 360 NEW
DENTISTS TRAINED to
accommodate the
special needs of
patients**

**MEDICAL COMPLEXITIES
EMOTIONAL COMPLICATIONS
BEHAVIORAL LIMITATIONS
DEVELOPMENTAL
AND ACQUIRED DISABILITIES**



ACCESS TO CARE

IDENTIFYING A SOLUTION: SYNCHRONOUS TELEDENTISTRY

- Students contact patients and care givers to complete necessary assessments **prior** to first visit
 - Medical history
 - Consent for care
 - Treatment accommodation needs
 - Interprofessional consultations
 - Patient/student introduction
- Students provide post operative assessments and advice
- Students and faculty review treatment plans with patients and guardians



750+
CALLS

Supported by
CareQuest
Grant

TELEDENTISTRY

- **Students review and observe oral care techniques taught in clinic in the home environment**
- **Students can teach nurses and aides who provide care in the home the techniques taught in the clinic**
- **Public Health Dental Hygiene Practitioner supervise fluoride varnish application at home**
- **Patient navigator can connect patients to resources to improve their clinical experiences and continuity of care**



IDENTIFYING A SOLUTION: CONTINUING EDUCATION

- Provide ongoing free continuing education for dentists, hygienists, patients, caregivers and health professionals.
- Various topics related to care of individuals with special care needs.
- International audience and speakers
- Recorded lectures for self study

- **Certificate of Expertise upon completion of 18 hrs.**
- **14 Penn Affiliated (2 Alumni, 2 Faculty, 2 Residents, 7 Students, 1 Staff)**
- **36 non-Penn Affiliated from 1 Canada, 1 Egypt, 4 India, 6 Jamaica and 24 US**
- **by Profession: 4 Academic, 18 Dentist, 2 Dental Assistants, 2 Dental Hygienists, 9 Current Students, 1 Other**



Support of Delta Dental of MS

A SOLUTION: IMMERSION PROGRAM

- Designed for those already in the dental workforce who interested in expanding their skill and knowledge regarding the dental care of patients with disabilities.
- Chairside training and observed delivery of care is emphasized.



Supported by
Delta Dental of MI
Delta Dental of IL
Delta Dental of VA

IMMERSION PROGRAM

- A mini residency in Dental Management of Persons with Disabilities
- An intensive continuing education immersion program
- Practicing dentists, dental hygienists and dental assistants
- Interdisciplinary case discussions
- Practice management
- Self paced online learning
- Clinical training



IMMERSION PROGRAM PARTICIPANTS

**34
Attendees**

FQHCs

- *Five Rivers Health Center, Dayton*
- *Upper Great Lakes*
- *Upper Great Lakes - Calumet*
- *Catherine's Health Center*
- *Center for Family Health*
- *The Wellness Plan*
- *Alcona Health Center*
- *Care Alliance Cleveland*

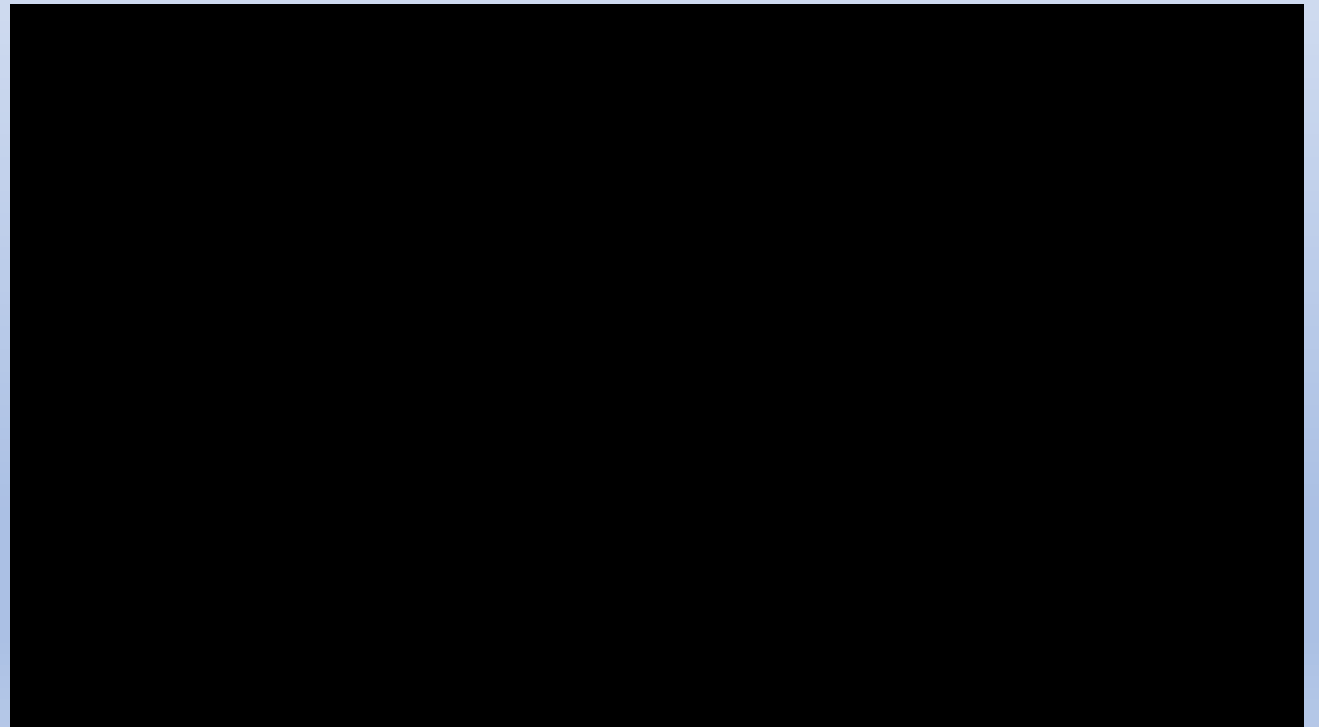


IDENTIFYING A SOLUTION: WEBSITE EDUCATIONAL MATERIALS

Video library of patient experiences to prepare for visits and treatments on website

- Entering facility, arriving at suite
- Overview of suite
- Short takes of each room from general view to patient view once seated
- Videos of various treatment modalities and procedures
- Scripted by dental students

- Examination
- Suction
- Scanner
- Radiology
- Getting numb
- Cavity Restoration
- Extractions



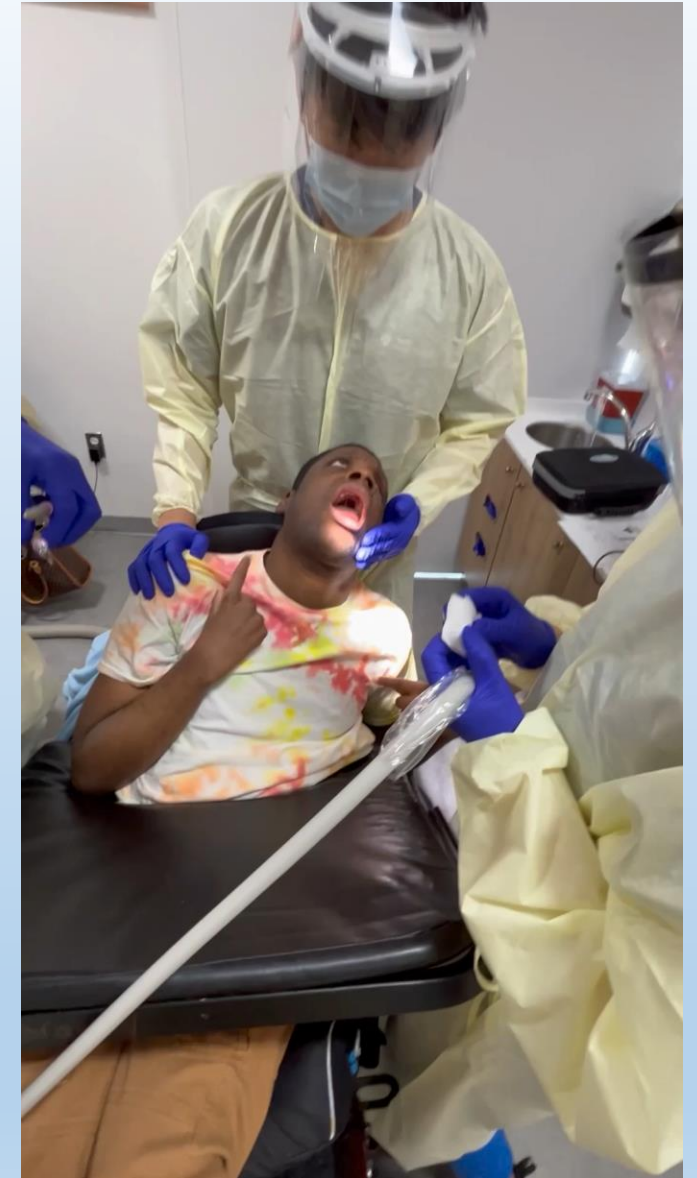
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WHAT IT IS ALL ABOUT

INITIAL VISIT:

- 38 yr. old male who remains in **WHEELCHAIR** for treatment.
- Assisted living home. Limited ability to perform ADLs.
- Intake information obtained during **TELEDENTISTRY** visit 1 month **PRIOR**
- Mother is legal guardian, consulted via phone for **PERMISSION TO STABILIZE**
- **COMPLEX MEDICAL HX** including profound intellectual disability, cerebral palsy with spastic quadriparesis, microcephaly, stereotypic movement disorder with self injurious behaviors, blindness, hearing loss
- **Non-verbal**. Diet is ground with thin liquids which may be thickened.
- PDH: Tx under **GA**, last visit 2019
- Tx: Comprehensive exam, TB prophylaxis and gross debridement of moderate to heavy supra and subgingival calculus with generalized inflammation
- Plan: Complete prophylaxis and radiographs to be made with assistance



GENEROUS DONATIONS

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Steve Perlman, DDS

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Thank you!

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Photos by POSITIVE EXPOSURE