

Special Outreach Services

Saumya Ayyagari, MSN, MPH and Kelly Parker, RDH



Agenda

❖ About Special Outreach Services

❖ Outcomes of Special Outreach Services

- Oral health outcomes
- Research collaboration with University of Pennsylvania School of Dental Medicine



Special Outreach Services Team



Saumya Ayyagari,
MSN, MPH
Director



Kelly Parker, RDH
Outreach Hygienist
Program Clinician



Tralice Carter
Oral Health Coach



Samantha Highsmith
Oral Health Coach



Maya Silva, PhD
Research and
Evaluation Consultant



Special Outreach Services Program

We Serve:

- Caregivers of people with disabilities
- Direct Support Professionals (DSPs): 9 providers in Greater Philadelphia Area
- Parent and family caregivers through virtual workshops
- Individuals with disabilities
- Individuals with mental health challenges



Special Outreach Services Formats

- **Hands-on, in-person support**
- **In-person workshops**
- **Virtual workshops**
- **Webinar and short learning videos**



Hands-On, In-Person Support

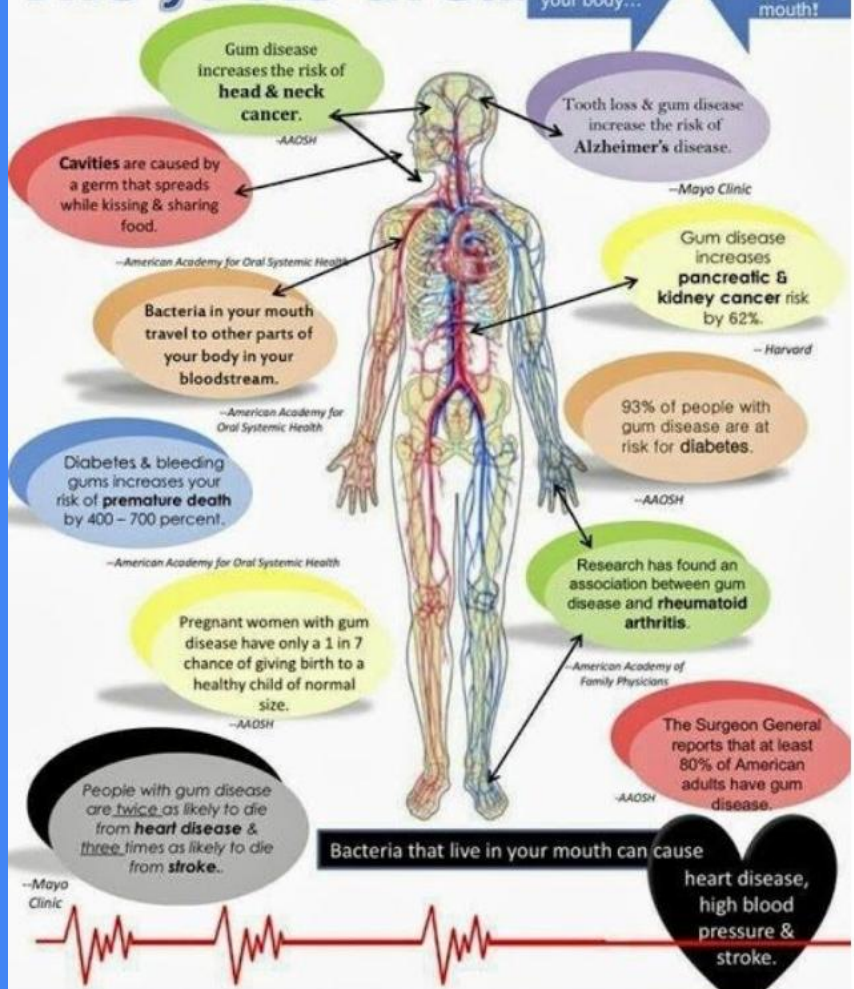
- ❖ **Initial Oral Health Assessment by Hygienist with Integrated Education**
 - Provide overview of the why - oral health disease process
 - Demonstrate brushing or swabbing
 - View how DSP brushes the individual's teeth or swabs the mouth
 - Review basics of effective toothbrushing and swabbing
 - Identify barriers to effective brushing or swabbing
 - Praise and acknowledge what DSP is doing well
 - Suggest strategies for improved oral hygiene techniques in a non-judgemental manner
- ❖ **Monthly oral health coach (OHC) follow-up**
 - OHCs are DSPs
- ❖ **Hygienist follow-up 3 months after initial assessment**



The facts are...

Your mouth "talks" to your body...

...and your body "talks" to your mouth!





Examples of Strategies



Timeline of SOS In-Person Support

Initial:
Hygienist
Assessment and
Education

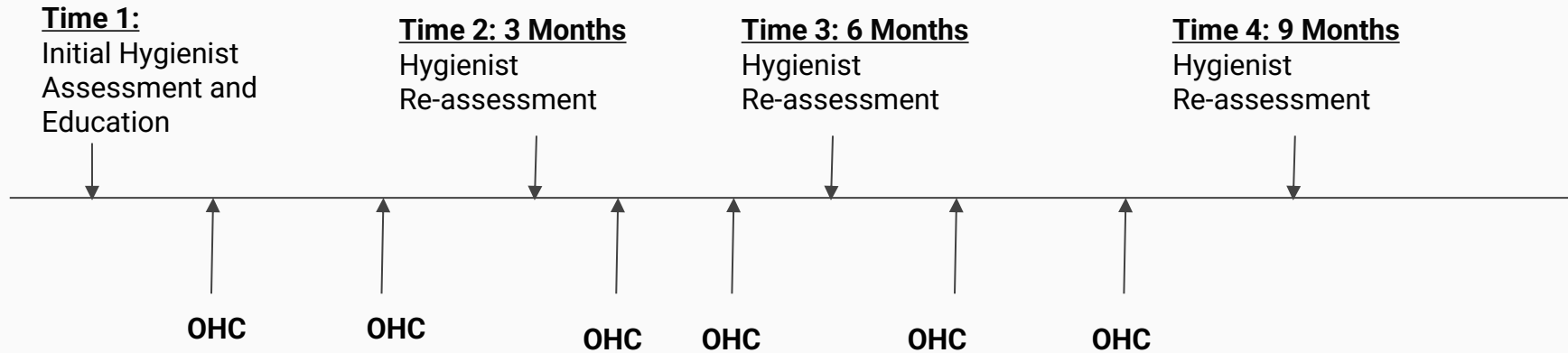
3 Month:
Hygienist Re-assessment

1 Month:
Oral Health Coach
visit

2 Month:
Oral Health Coach
visit



Timeline of SOS In-Person Support



Special Outreach Services: Main Outcomes

- **715 residents with IDD and 566 Direct Support Professionals**
- **Improved resident behavior during oral hygiene regimen**
- **Decreased plaque**
- **Decreased bleeding upon brushing**



Results for Evaluation Data

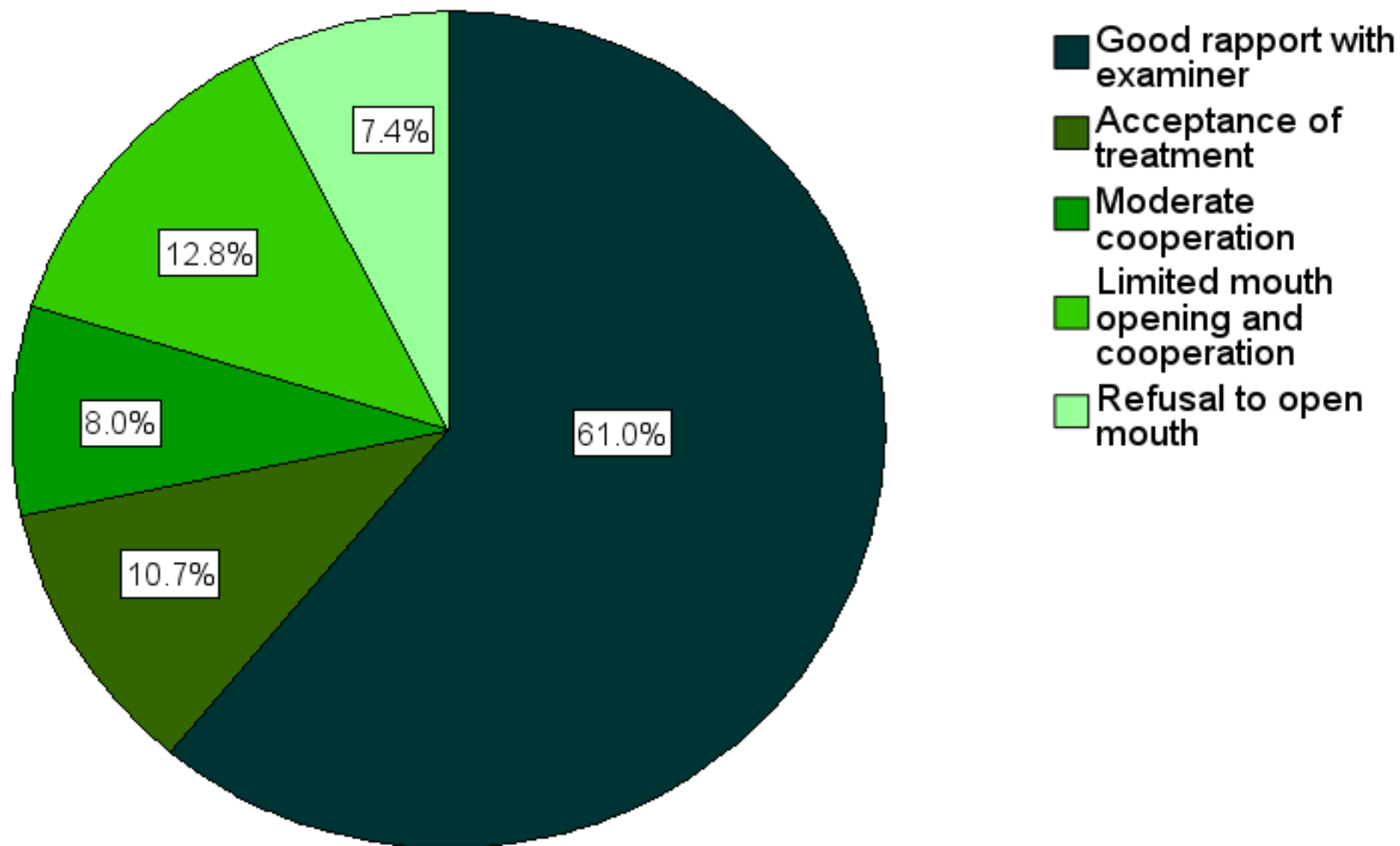
Please note that these results were produced for internal programmatic purposes and are not generalizable. They are not for public distribution.

All evaluation data slides were created by our Research and Evaluation consultant, Maya Silva, PhD.

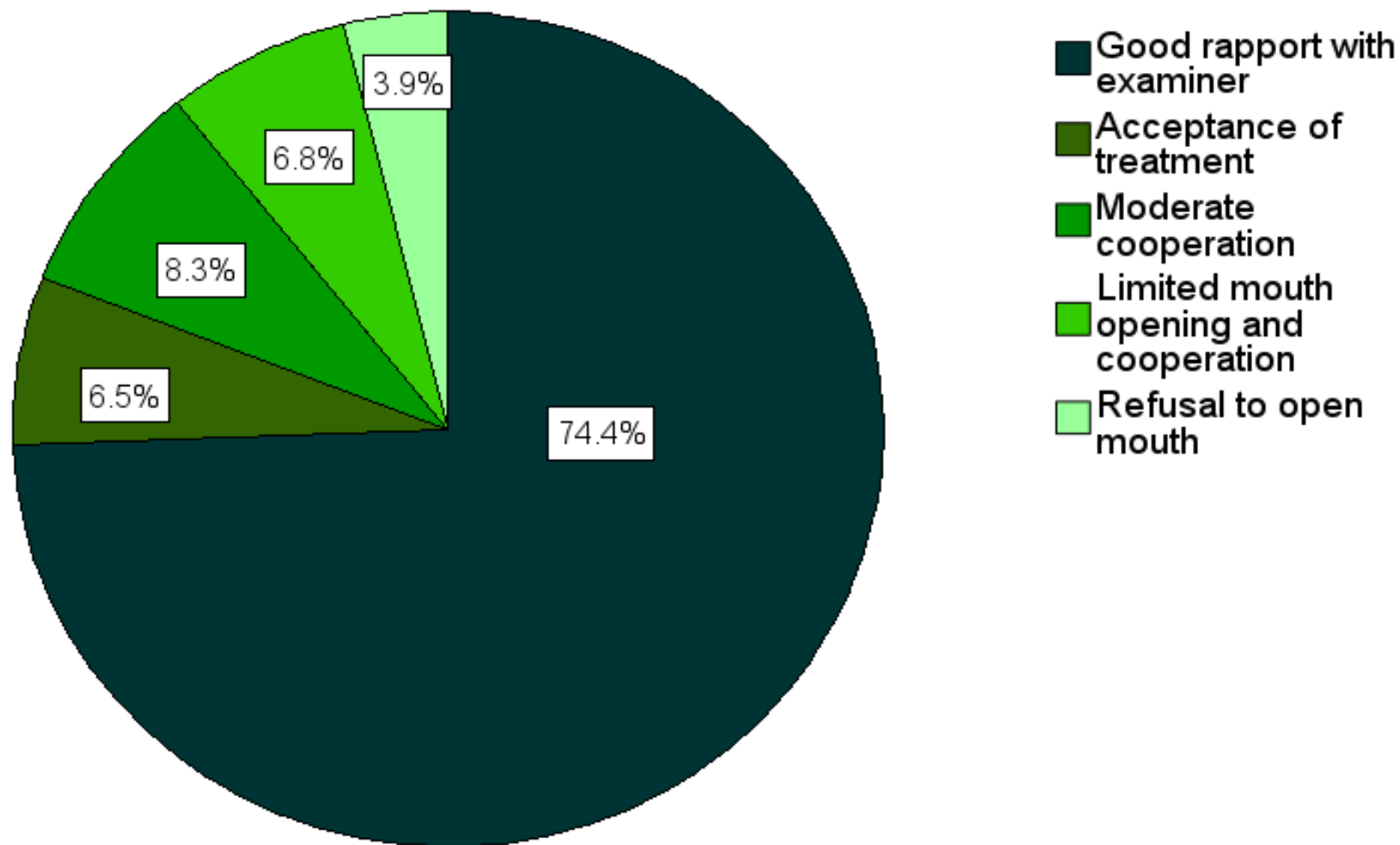


Resident Behavior

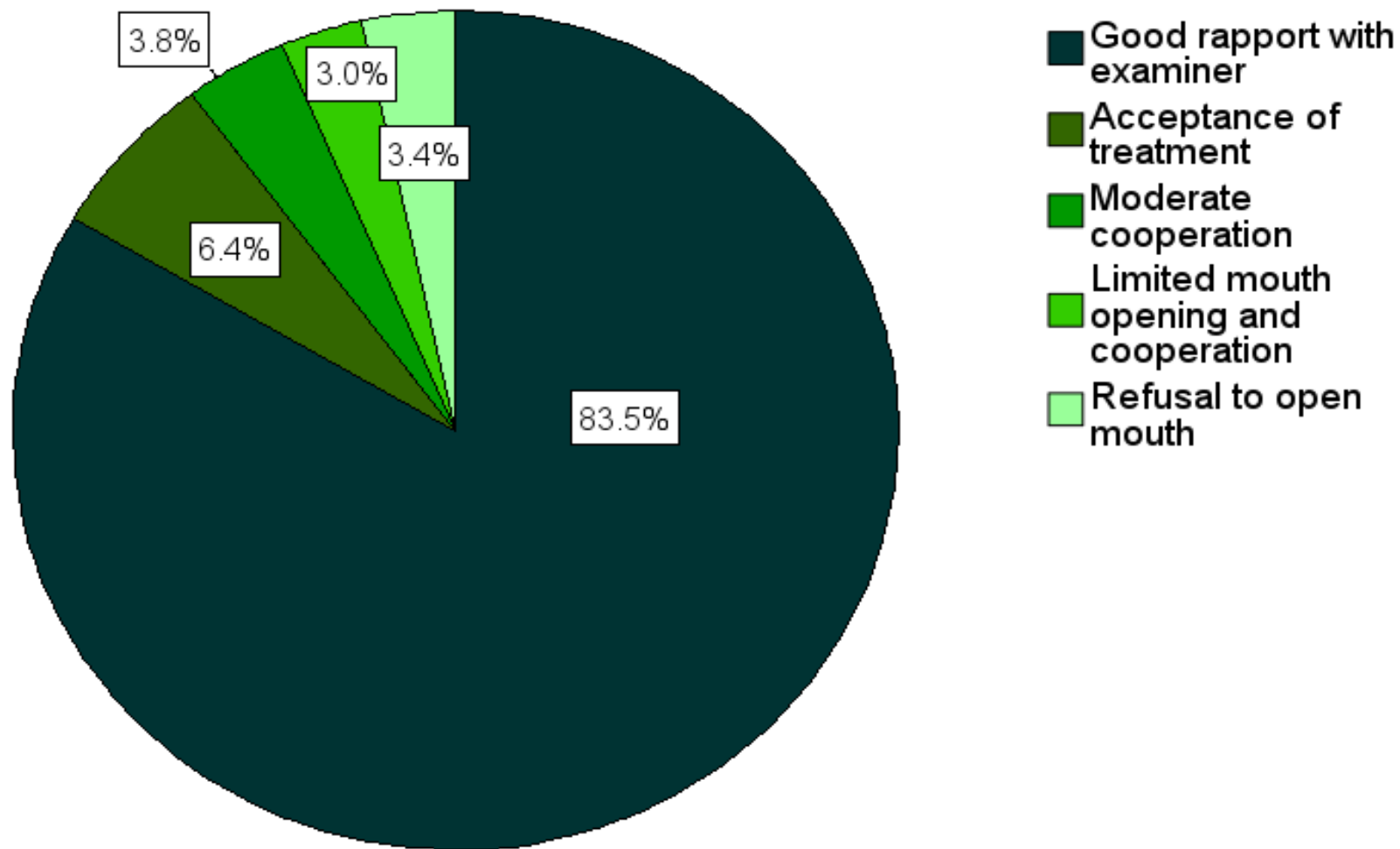
Resident Behavior - Time 1



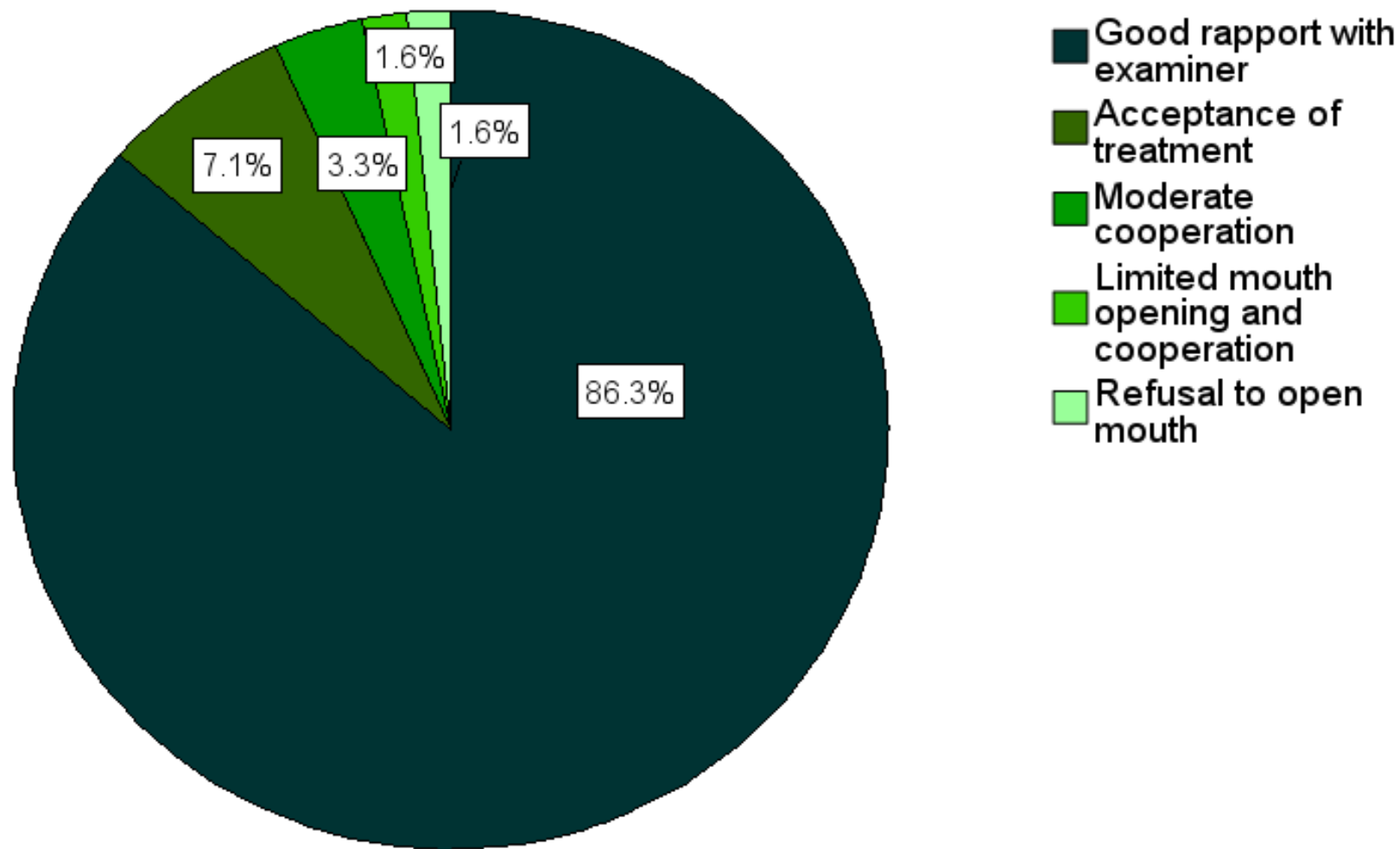
Resident Behavior - Time 2



Resident Behavior - Time 3

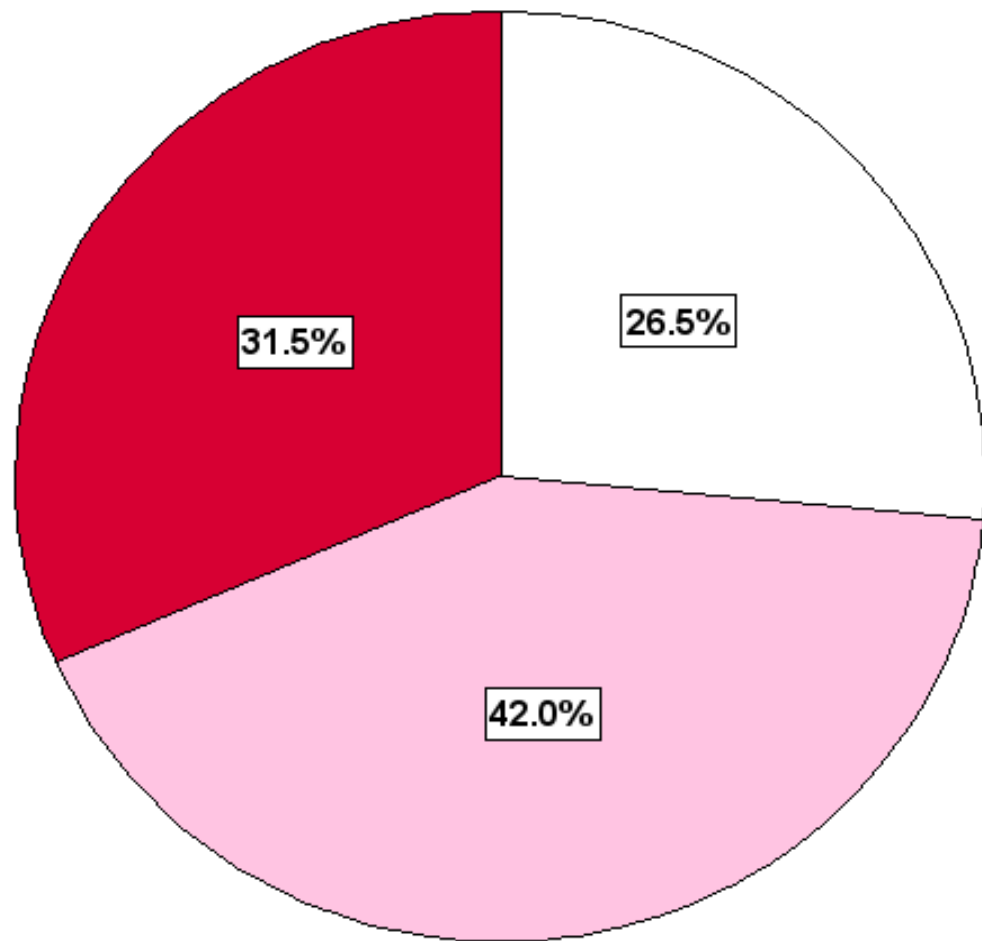


Resident Behavior - Time 4



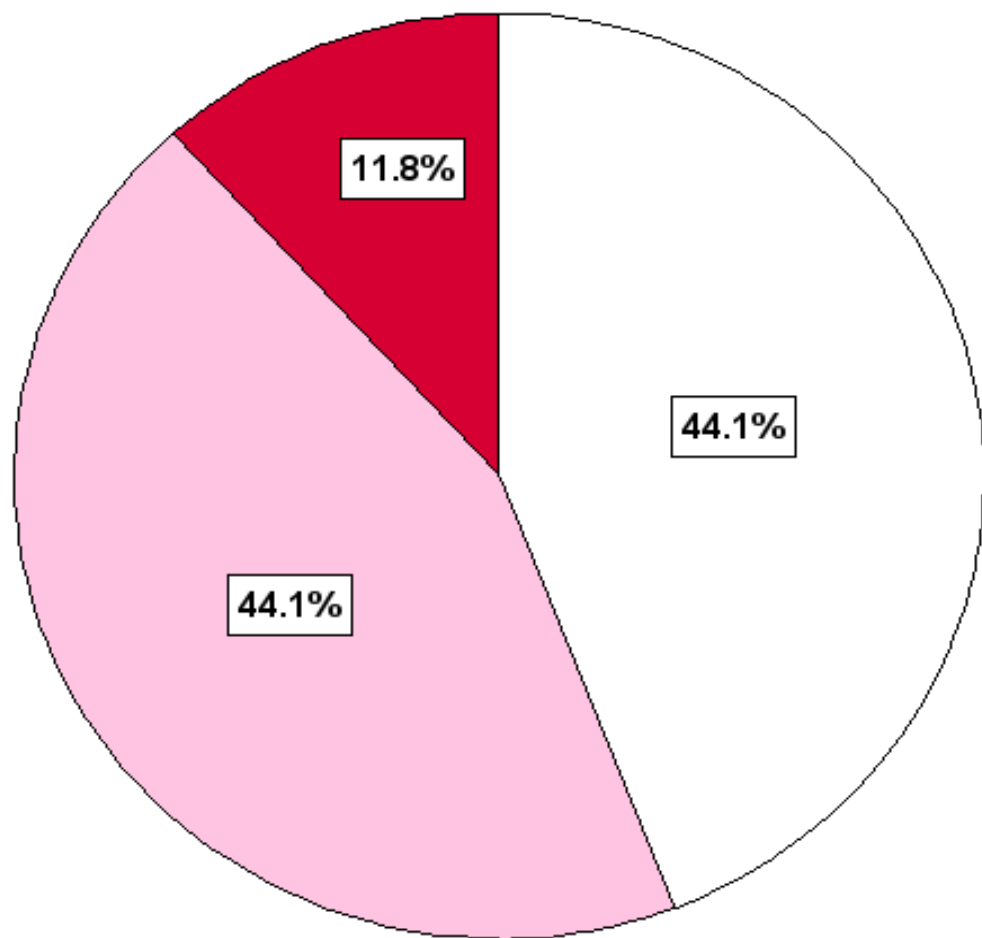
Plaque

Plaque - Time 1



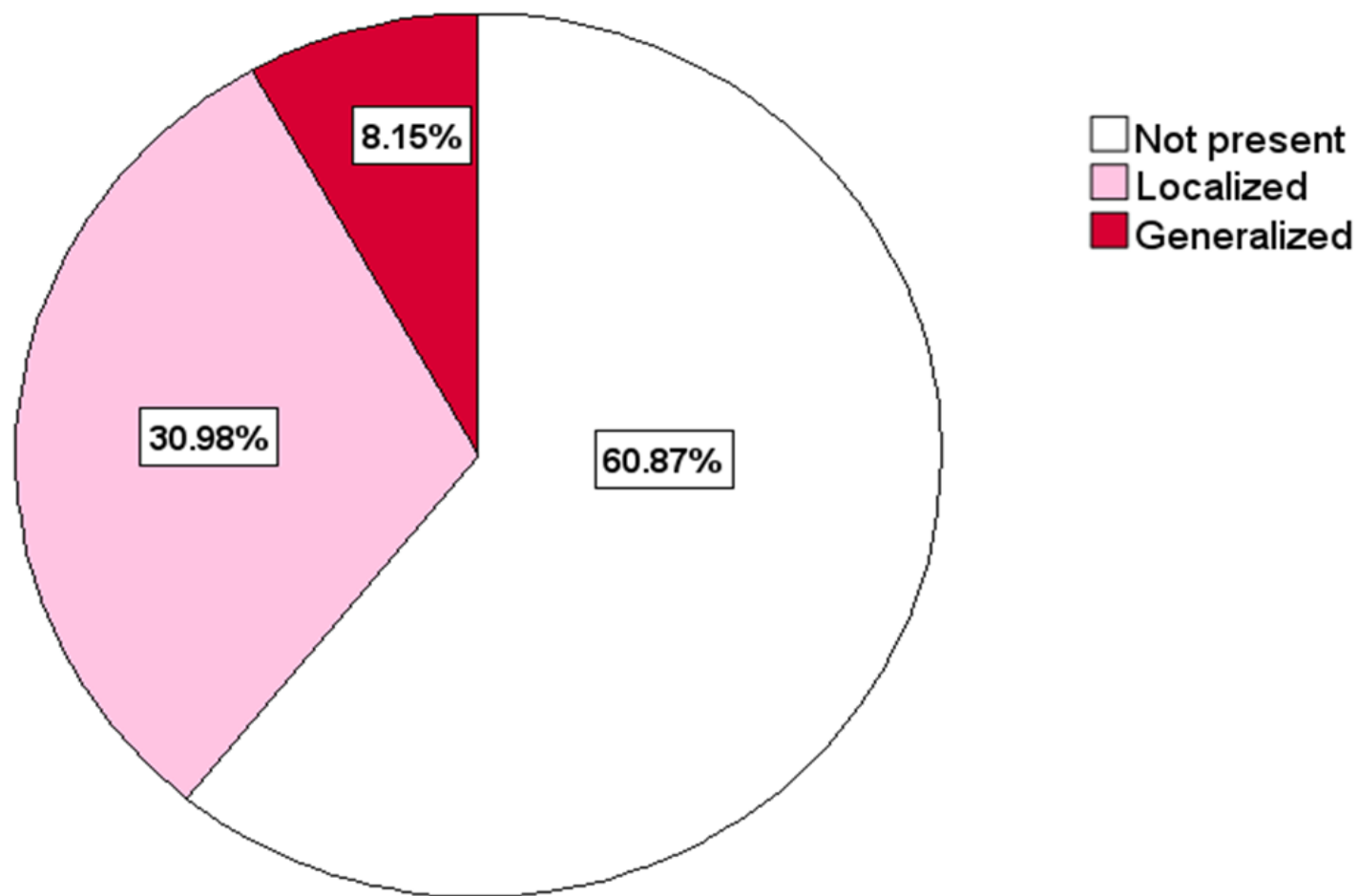
- Not present
- Localized
- Generalized

Plaque - Time 2

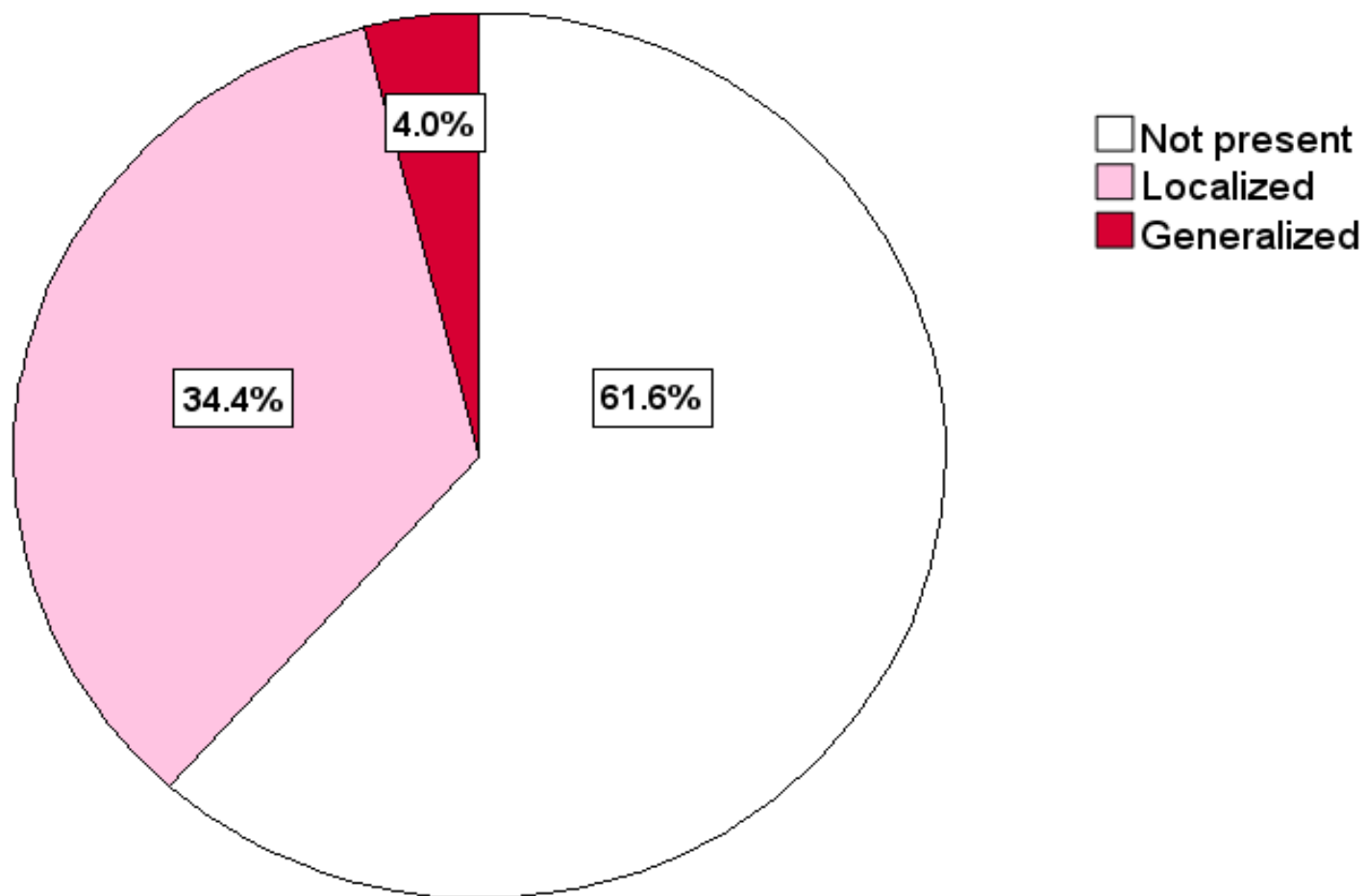


- Not present
- Localized
- Generalized

Plaque - Time 3

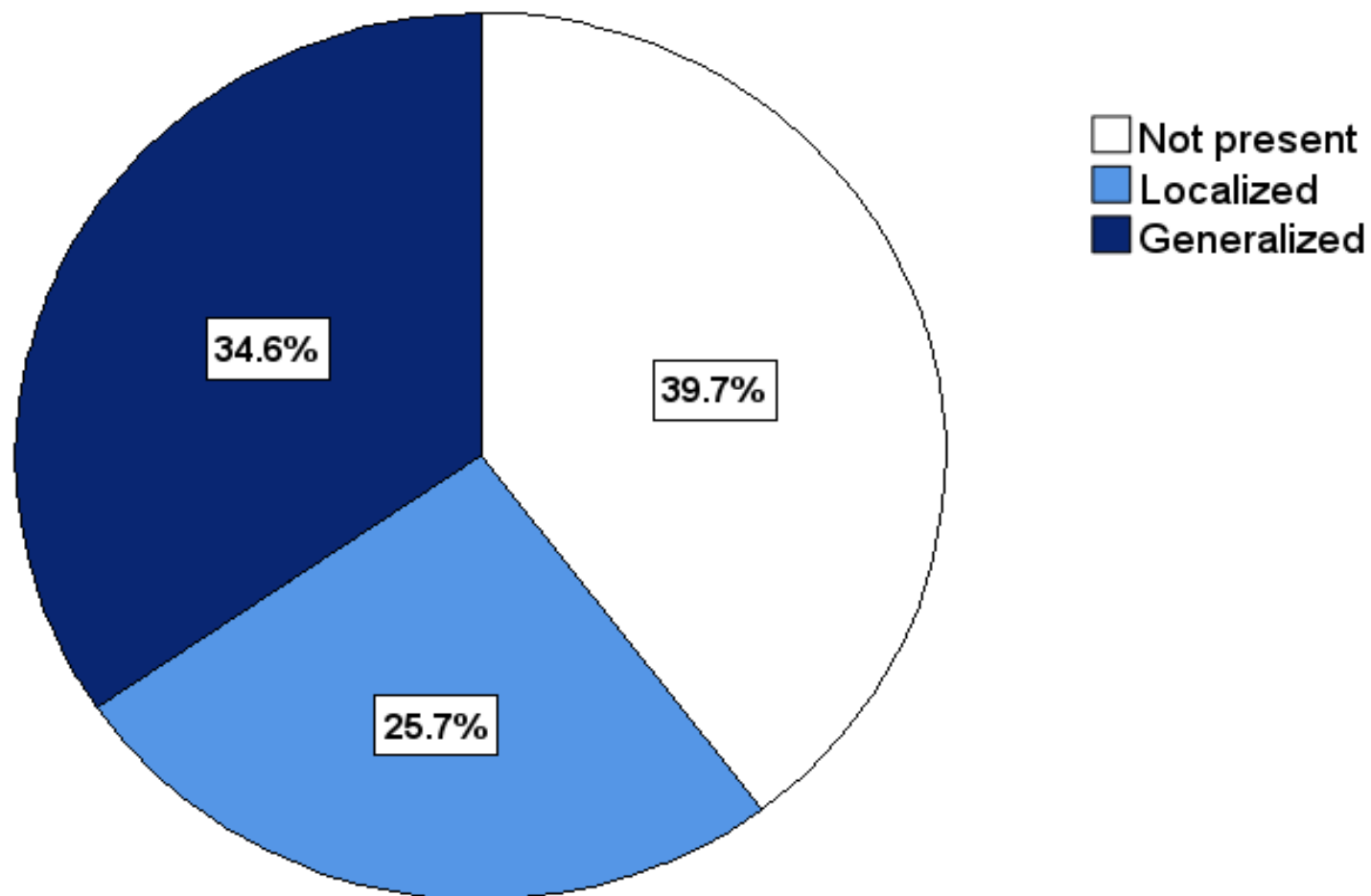


Plaque - Time 4

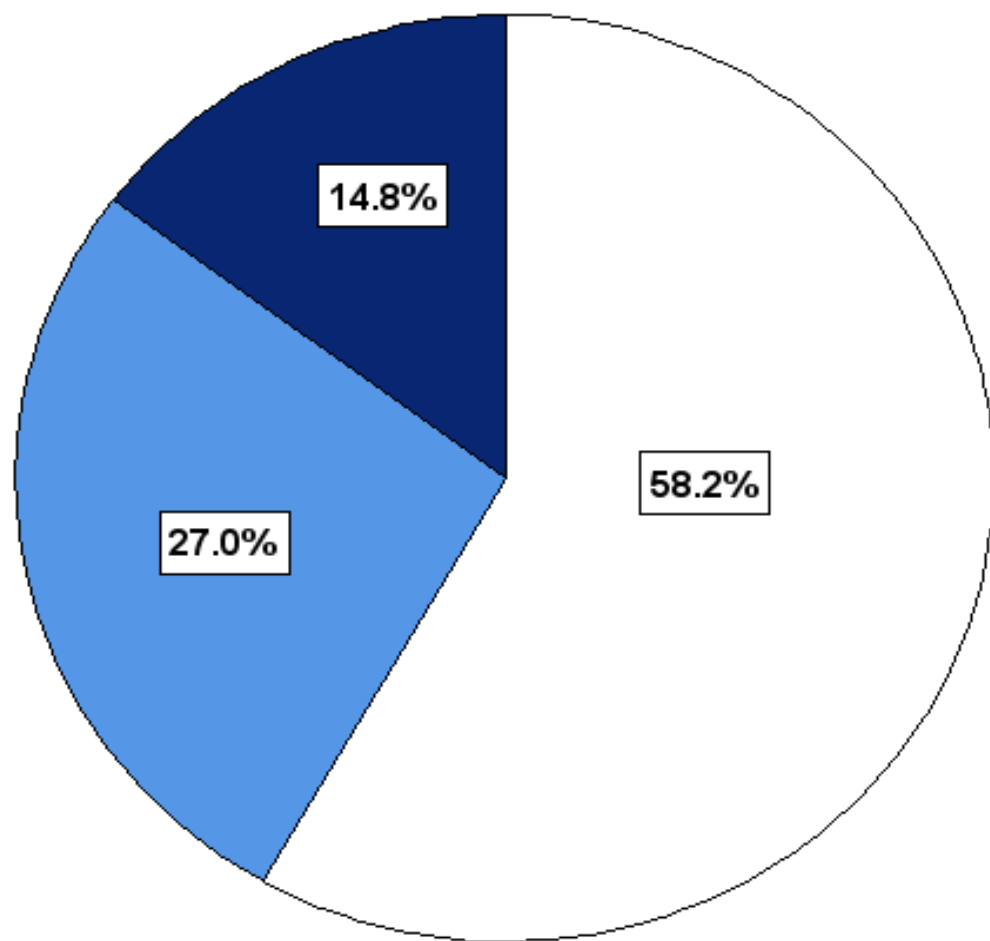


Bleeding Upon Brushing

Bleeding while brushing - Time 1

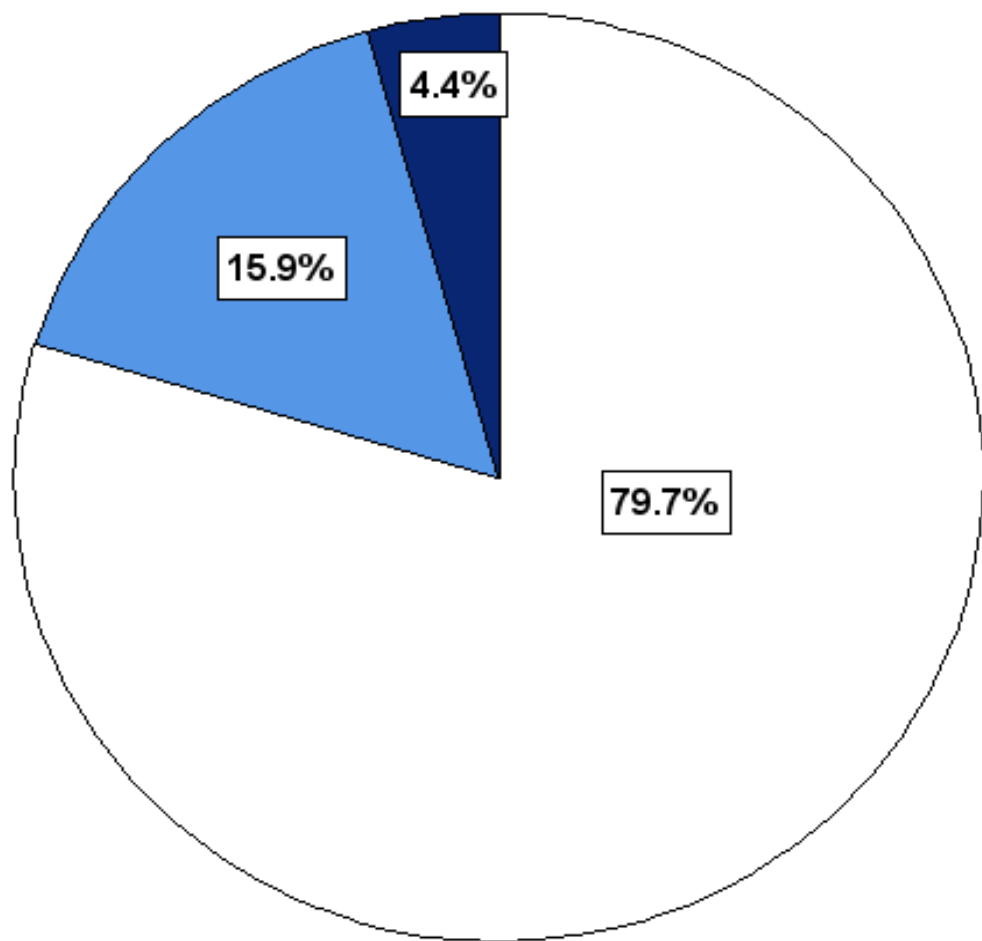


Bleeding while brushing - Time 2



- Not present
- Localized
- Generalized

Bleeding while brushing - Time 3

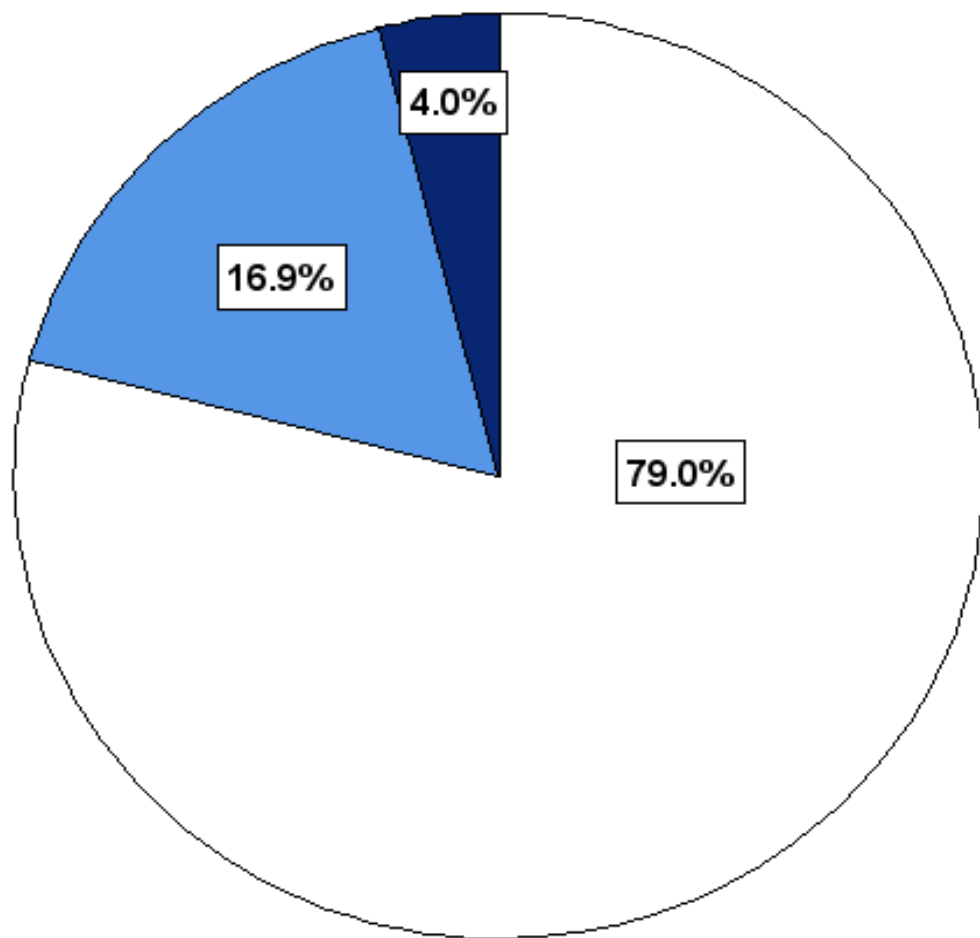


□ Not present

■ Localized

■ Generalized

Bleeding while brushing - Time 4



- Not present
- Localized
- Generalized

Research Collaboration with Penn Dental

Start Date: February, 2025

Estimated Completion Date: August, 2026

Research Questions: As a result of the SOS program...

- Is there an increase in DSP reported confidence in ability to provide oral hygiene care?
- Is there an increase in DSP reported comfort in ability to provide oral hygiene care?
- Can we reduce the percentage of DSPs who report toothbrushing as the most difficult caregiver task they perform (compared to bathing, dressing and mealtimes)?
- Can we increase the DSP's total score on a knowledge test of the information on oral health?
- Can we reduce the frequency of DSPs who report that residents turn away during toothbrushing sessions or refuse to participate in oral care routines?

Survey Time Points: Initial, One Week, One Month, Three Months

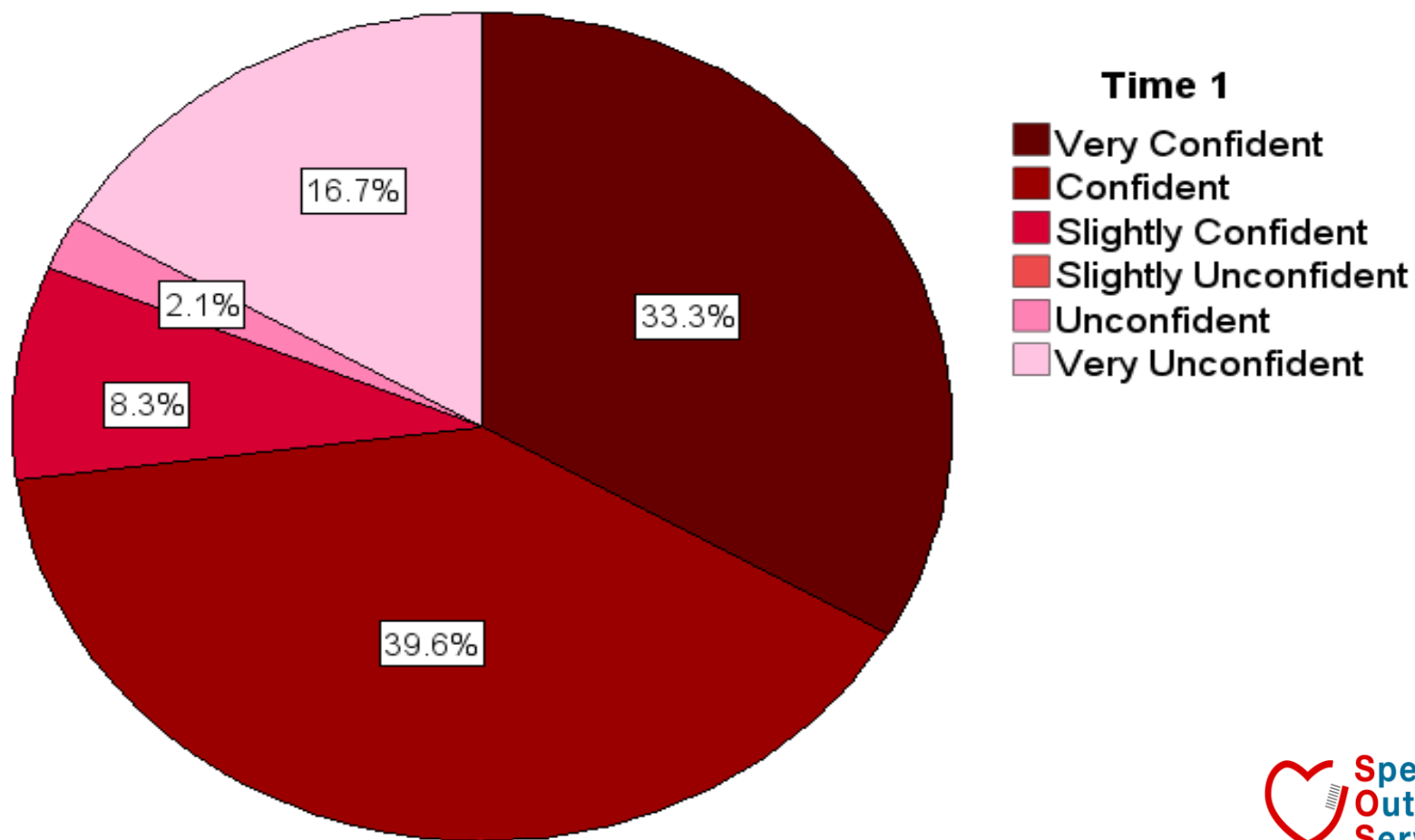


Preliminary Research Findings

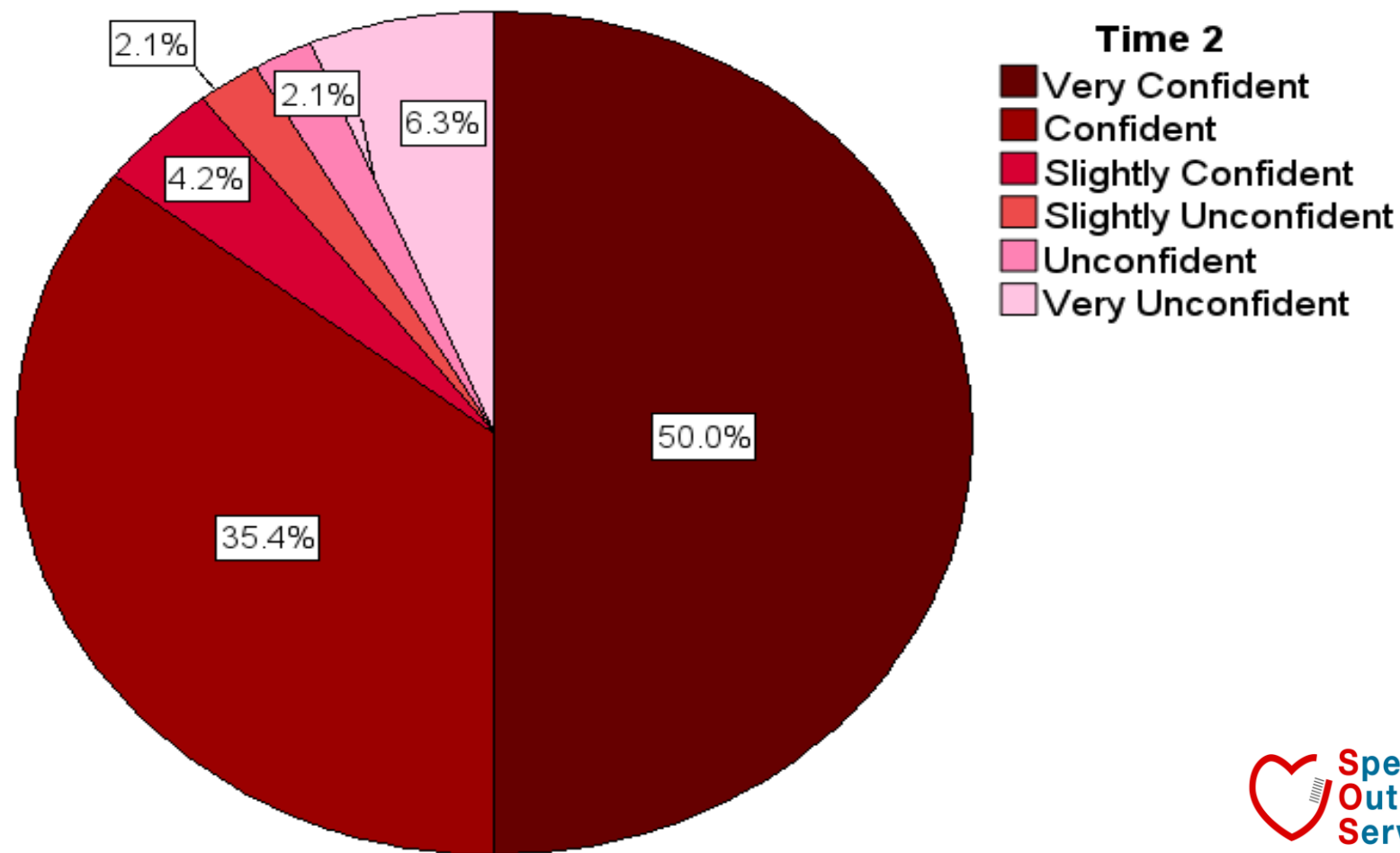
All research finding slides were created by our Research and Evaluation Consultant, Maya Silva, PhD.



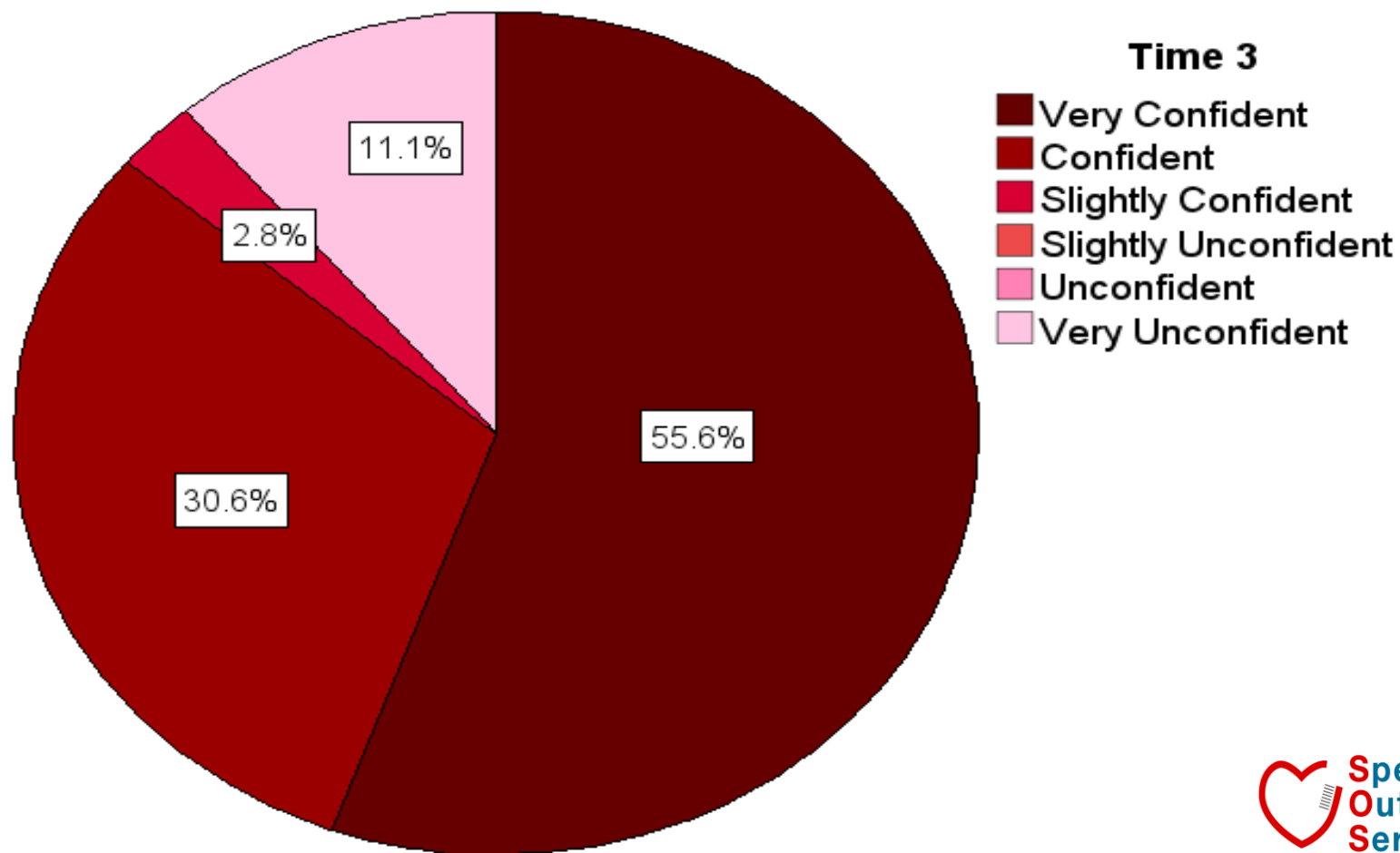
How confident are you that you have the knowledge to properly brush residents' teeth?



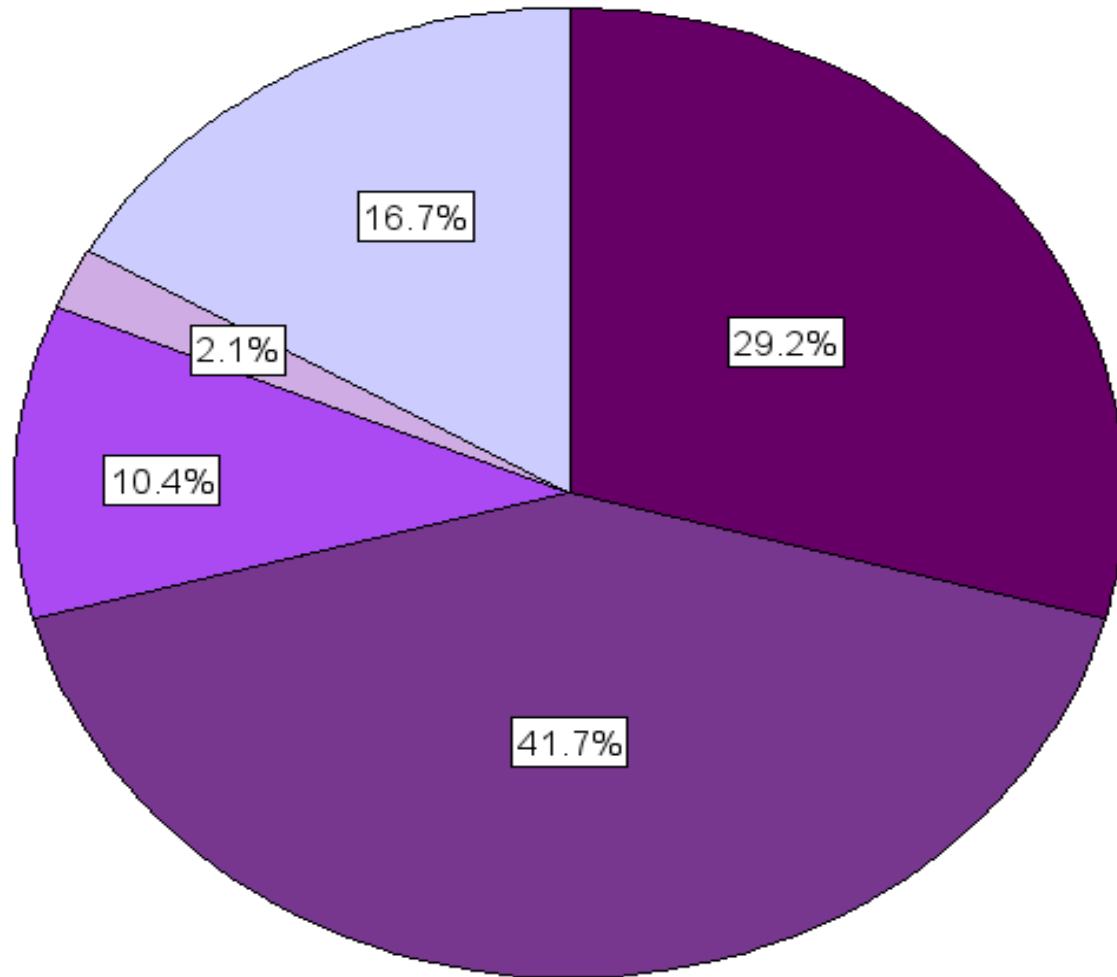
How confident are you that you have the knowledge to properly brush residents' teeth?



How confident are you that you have the knowledge to properly brush residents' teeth?



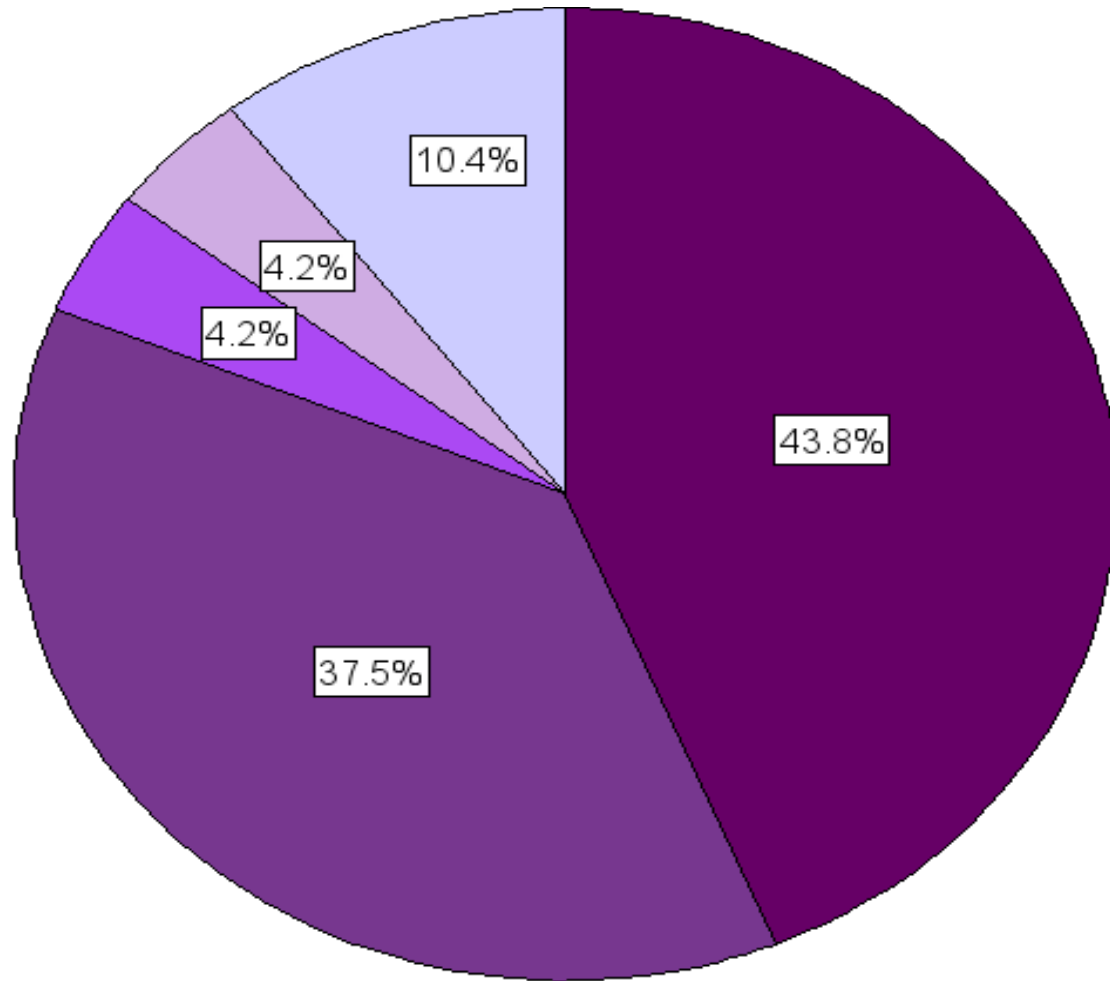
How comfortable are you with brushing the residents' teeth?



Time 1

- Very Comfortable
- Comfortable
- Slightly Comfortable
- Slightly Uncomfortable
- Uncomfortable
- Very Uncomfortable

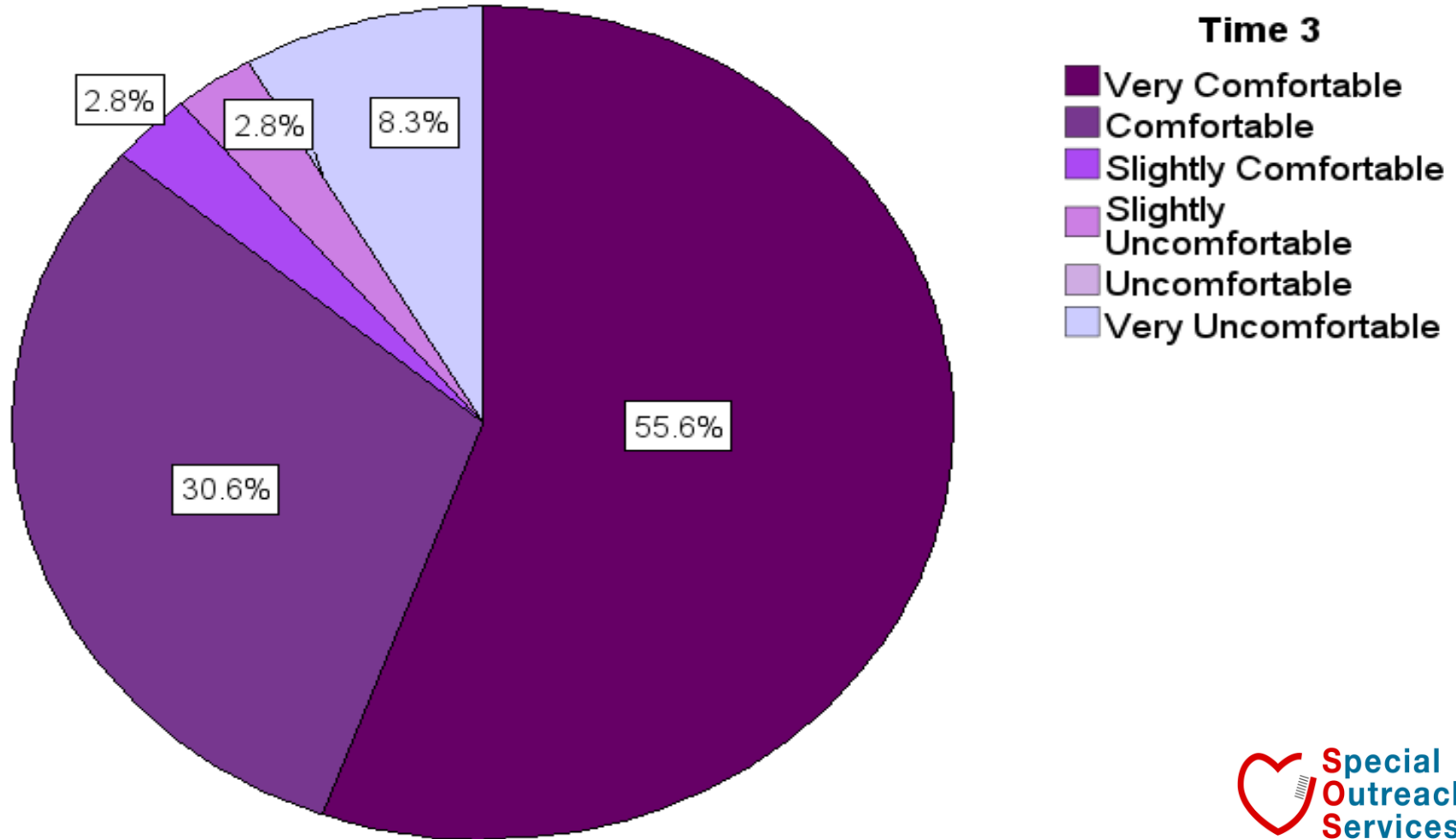
How comfortable are you with brushing the residents' teeth?



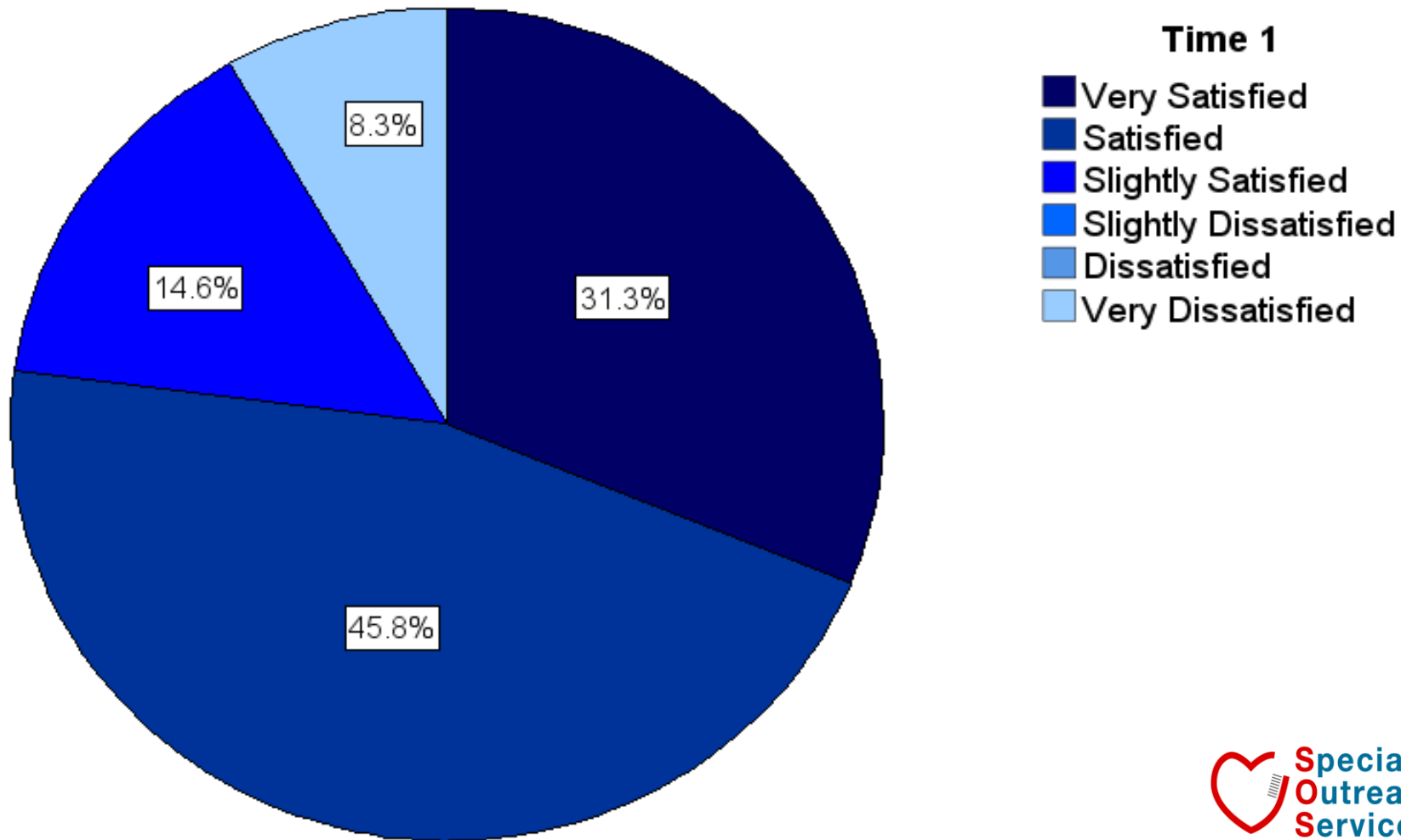
Time 2

- Very Comfortable
- Comfortable
- Slightly Comfortable
- Slightly Uncomfortable
- Uncomfortable
- Very Uncomfortable

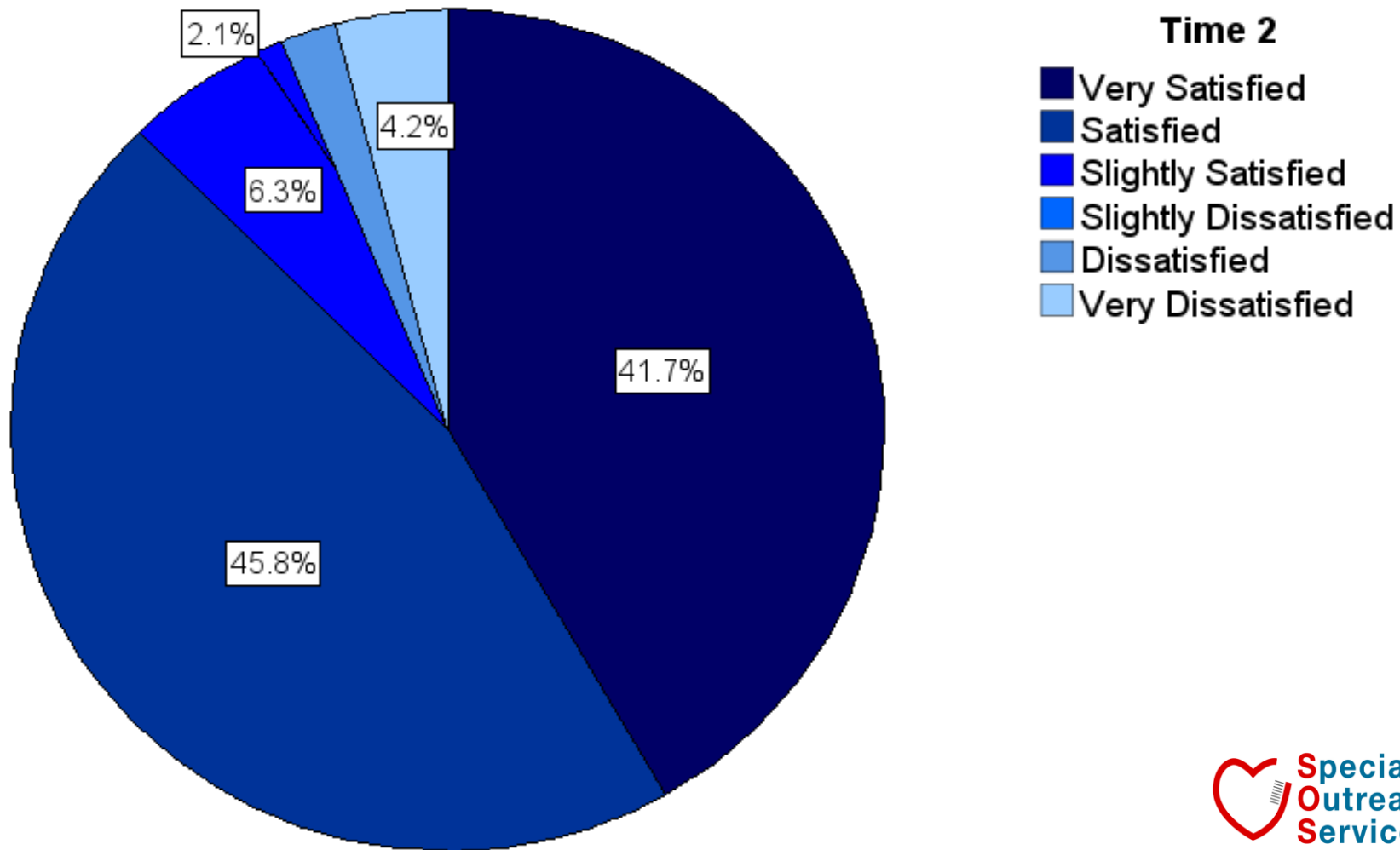
How comfortable are you with brushing the residents' teeth?



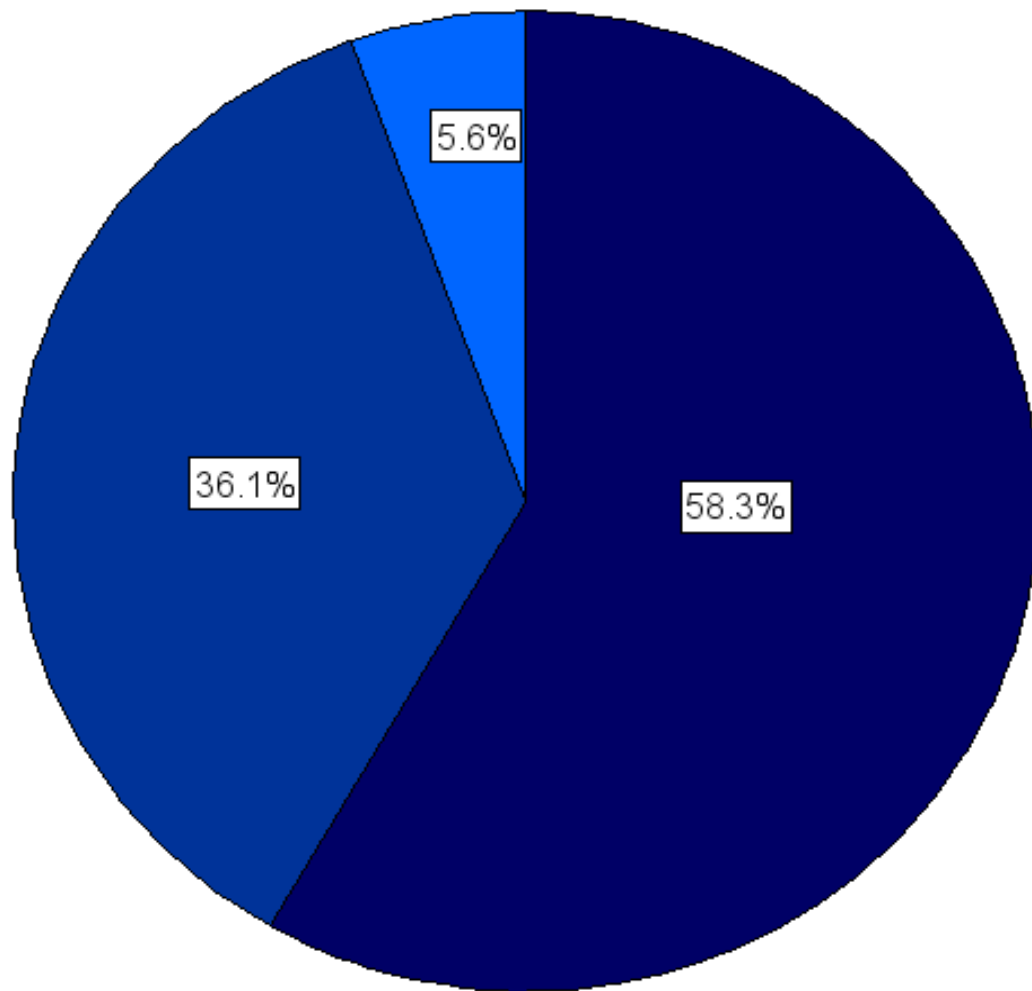
How satisfied are you with your ability to properly brush the residents' teeth?



How satisfied are you with your ability to properly brush the residents' teeth?



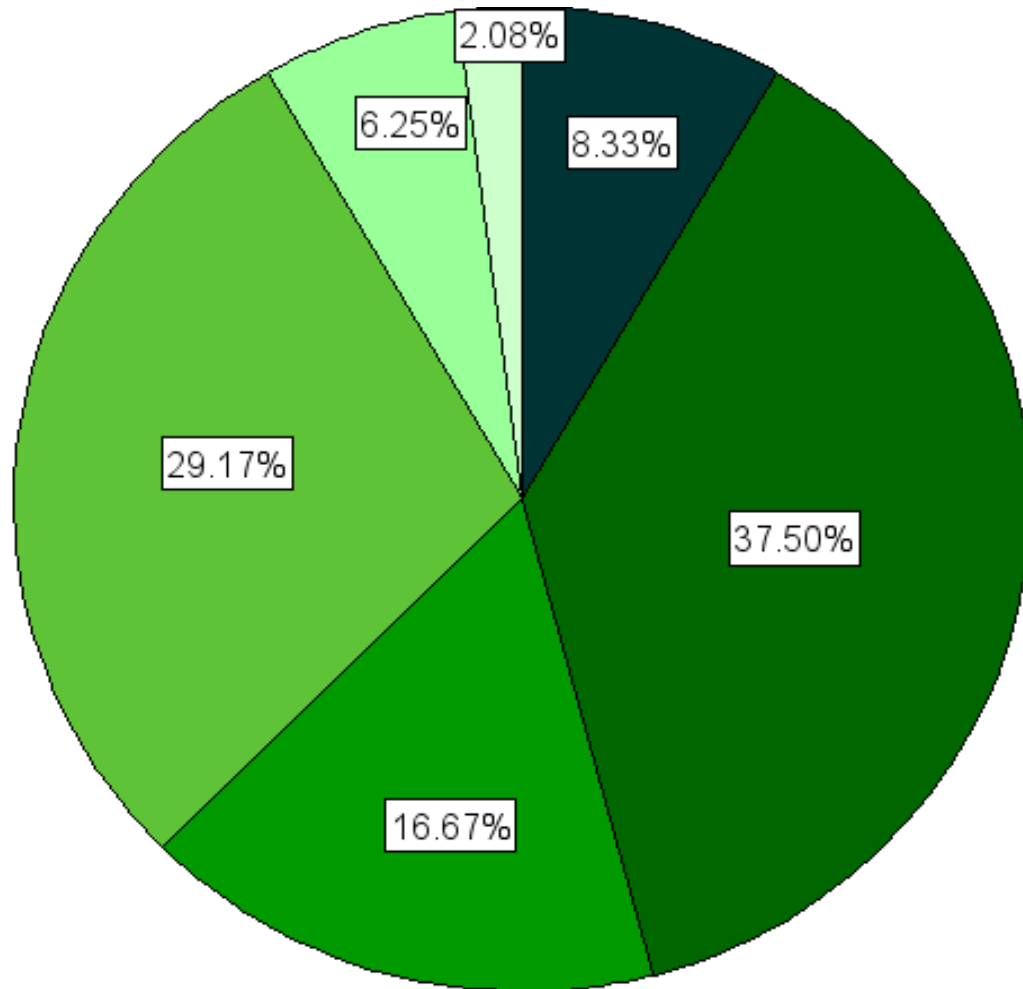
How satisfied are you with your ability to properly brush the residents' teeth?



Time 3

- Very Satisfied
- Satisfied
- Slightly Satisfied
- Slightly Dissatisfied
- Dissatisfied
- Very Dissatisfied

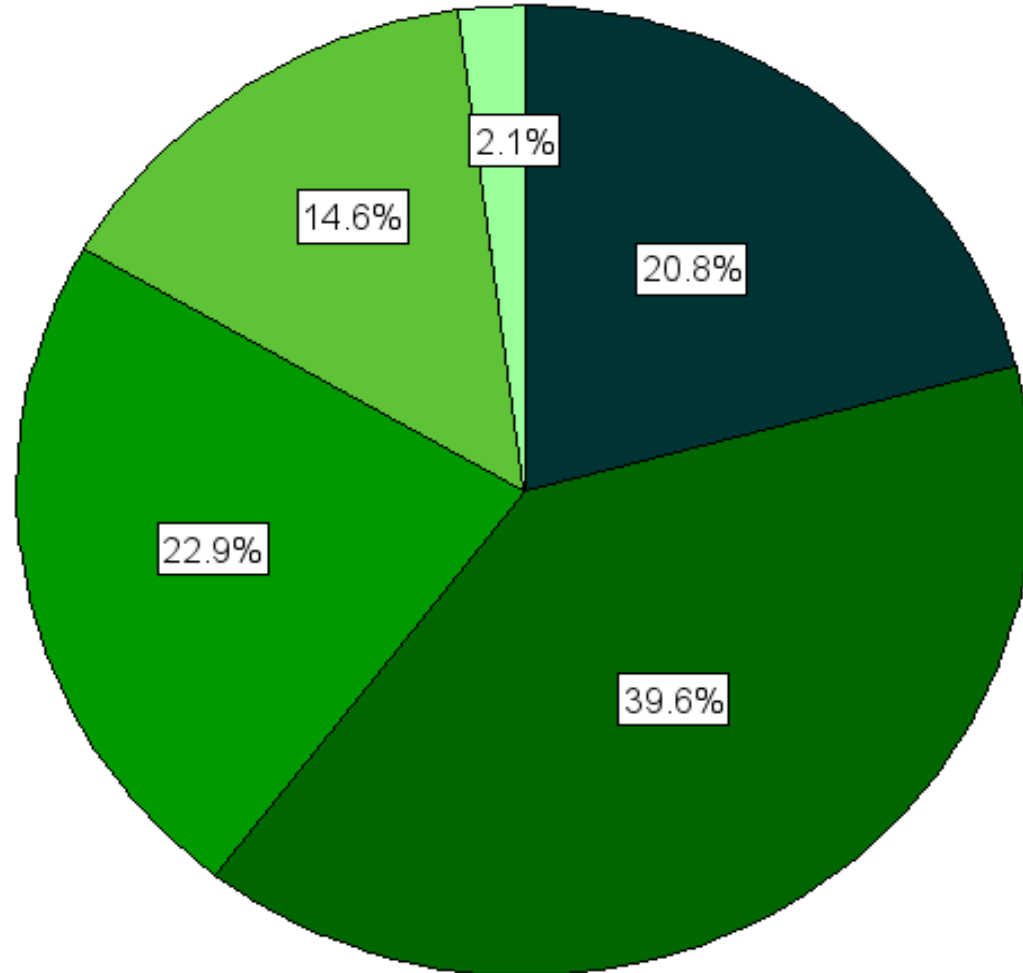
How easy or difficult is it to brush the residents' teeth?



Time 1

- Very Easy
- Easy
- Slightly Easy
- Slightly Difficult
- Difficult
- Very Difficult

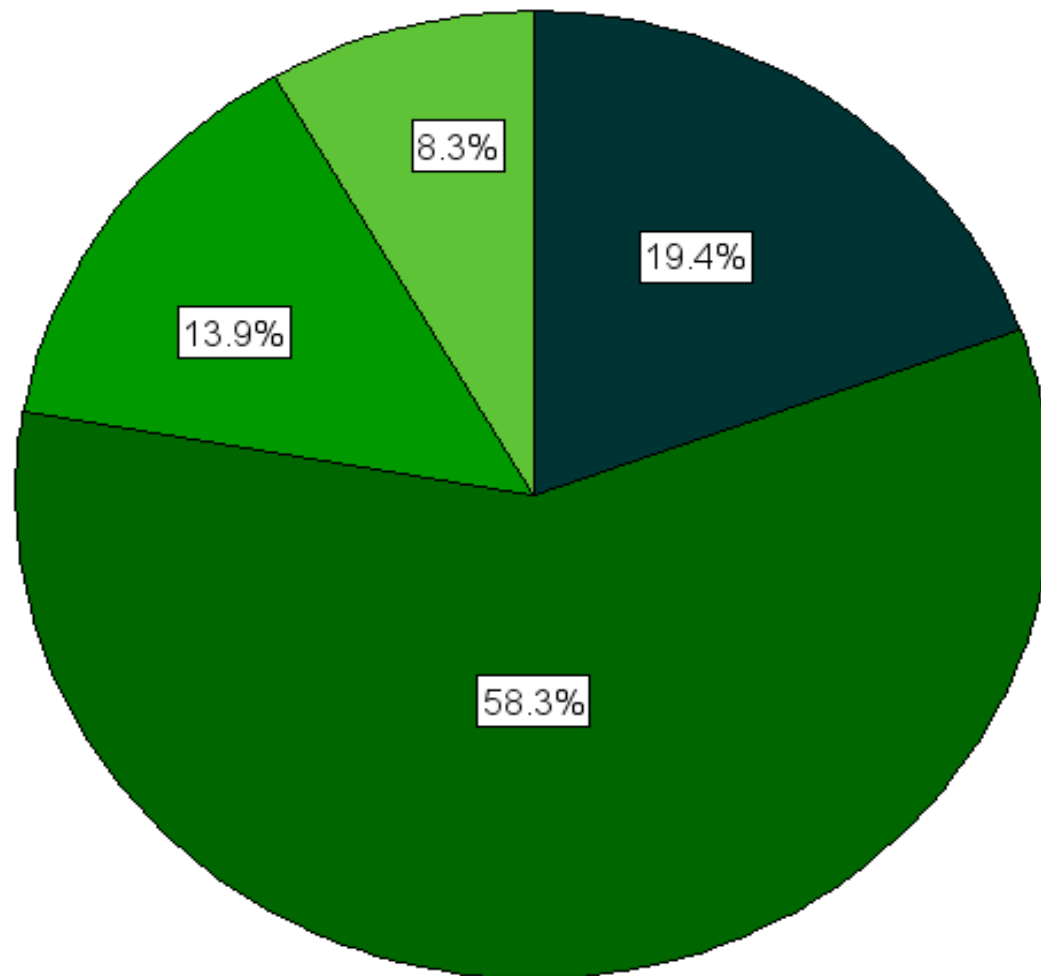
How easy or difficult is it to brush the residents' teeth?



Time 2

- Very Easy
- Easy
- Slightly Easy
- Slightly Difficult
- Difficult
- Very Difficult

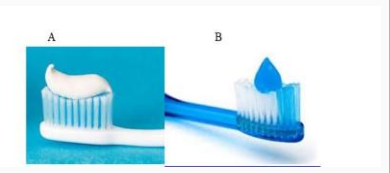
How easy or difficult is it to brush the residents' teeth?



Time 3

- Very Easy
- Easy
- Slightly Easy
- Slightly Difficult
- Difficult
- Very Difficult

Table 1. Percent of Participants Who Responded Correctly to Pre-Post for Knowledge-based Questions for Time periods 1 and 2 (N=48)

	% Correct Prior to Education	% Correct After Education
<p>If the gums are bleeding, you should stop brushing. True or False</p>	33.3%	66.7%
<p>Which picture above shows the right amount of toothpaste? B</p> 	29.2%	52.1%
<p>To do the best job cleaning the residents' teeth, you should</p> <ul style="list-style-type: none"> • Brush away from the gum line • Brush while angling the toothbrush half on the gum and half on the tooth • Brush the chewing surfaces only • Brush the front teeth using circular motions 	47.9%	68.8%
<p>What type of toothbrush bristles are best for teeth and gums? Soft, Medium, Hard, Whatever feels most comfortable</p>	43.8%	66.7%



Statement	% Positive Responses	% Negative Responses
Training Feedback – Post-test	Agree	Disagree
Hands-on demonstrations helped me to develop new Skills to improve the oral health care of residents.	95.8%	4.2%
I found the training useful.	97.9%	2.1%
The topics/techniques covered in the SOS training will help me provide good oral health care to the residents.	97.9%	2.1%
The SOS staff were helpful.	97.9%	2.1%
The training gave me the tools to succeed when addressing residents challenging behavior (i.e. refusal to open mouth)	100%	
As a result of the SOS training, I have the knowledge and skills necessary to help residents feel comfortable with oral care routines.	100%	
The SOS staff are here to help.	100%	

Research Project: Where are we now?

Over 50% complete

Preliminary results: Moving towards the goal.

- **Increase in staff confidence, comfort, and satisfaction with oral care**
- **Improved ease of brushing**
- **Increase in knowledge base regarding oral health**
- **Generally positive staff feedback of SOS program**

Addressing Challenges

Challenge	Addressing By
40% turnover rate among DSPs	Consistent, long-term support. Train house managers and nursing staff. Provide educational pamphlets.
Priority is for individuals to be at day program or work	Doing sessions at day programs. Having virtual education sessions for staff.
Staff apprehension of judgement	Oral health coaches are also DSPs. Approaching staff non judgmentally. Providing incentive for filling out survey.

Feedback from the Field

Wayne Zaayenga, DMD, Dentist. Devereux:

“This is to follow up on Devereux’s participation with the Special Outreach Services at Special Smiles for the last five to six months . I have noticed an improvement in the oral hygiene in some of our individuals from our Adult Services Program. I know you have been involved with on-site visits and oral hygiene instruction at several of our group homes and vocational programs with your hygienist, Kelly Parker. Thank you for your efforts working with our individuals and staff; your work has positively impacted the oral health of our individuals.”

James Carter, Assistant Director. KenCrest Chester County:

“Staff enjoy learning and utilizing the lessons from Special Smiles [Special Outreach Services]. Over the past year, we’ve seen improvement in dental hygiene from most of the individuals who attend the sessions.”

Clifton Ray, Clinical Coordinator. COMHAR

““The SOS Program has provided a valuable experience for consumers at the COMHAR Day Program. Through the effective techniques offered by the SOS Program, our organization has observed significant improvements in the lives of consumers as they learn and implement the proper steps for dental hygiene. We extend our gratitude to the SOS Program for dedicating time and resources to ensure that consumers at the COMHAR Day Program acquire new strategies and methods for proper dental hygiene.”

Questions?