

Making Smiles Happen in West Kentucky

The Western Kentucky Regional Oral Health Coalition has been eager to work on making smiles happen in Western Kentucky in collaboration with the work of the Kentucky Oral Health Coalition and the Kentucky State Oral Health Plan. The surveillance project highlighted the need to address untreated tooth decay as 11,700 children had untreated dental caries identified during the project. The surveillance project quantified the experiences of the safety net and dental providers in the region noting an increase urgent treatment needs and in caries experience of the students in Western Kentucky.

To address the unmet dental need, the work group has identified three priority areas to tackle this issue moving forward:

1. Investment in our Regional Providers.

We will never be able to battle the caries epidemic without supporting those on the front lines! The coalition wishes to use funds to cover the expenses for up to 7 providers in our region to attend the National Oral Health Conference in April 14-18, 2018 in Louisville. Attendance of this national meeting held in our state this year is an excellent opportunity for our safety net providers to learn from other leading oral health leaders about exciting best practices shaping the future of oral health care delivery. More importantly, it will allow regional partners to have time to organize and discuss the MSHWK project details in a time away from the distractions of everyday practice!

(Hotel, registration, and travel reimbursement per attendee with cap of \$2000)

\$14,000

Following attendance at the NOHC, funds will also be used for ongoing regional convenings for implementation of the action items proposed in this grant application and to share innovative ideas obtained from attending the NOHC. The first Convening would occur on Friday, June 15th during the Regional Oral Health Summit in Madisonville, KY. These funds would allow for event sponsorship and other meeting support as the grant work plan develops.

\$10,000

2. Investment in Teledentistry. (www.mymouthwatch.com)

We are looking to the future in Western Kentucky! We plan to utilize the TELEDENT System and Mouthwatch cameras for better management and coordination among providers delivering

oral health care in Western Kentucky. TELEDENT is a cloud based HIPAA compliant software that can link providers to assist in increasing case management success and to improve our ability to communicate oral health needs and close the care gaps so that fewer dental needs progress to an urgent status. There is an annual fee of \$299 per provider to login to the system. They can make various sizes of provider groups. For example, the region can be divided into various care groups based on affiliation agreements. It will take time to fully develop the strategic partnership agreements to ensure a successful roll-out for the 2018-19 school year. Some participants may wish to be involved in several of the groups depending on service areas.

Some potential partners in this Delta pilot program could include:

- Purchase and Pennyrile District PHRDH Outreach
- UK Dental Outreach
- Health First FQHC
- Barren River District Health Department
- Community Dental Clinic in Owensboro
- Community Dental Clinic in Madisonville
- Private Dental Offices throughout Western Kentucky

The software allows for capture of photos and live interactive format. TELEDENT allows capture of video, images, clinical notes, charting, and custom reporting tags. It allows for live consultation to authorize PHRDH to move forward with application of SDF or ART. It can be used to collaborate with other professionals. For example, if you can't find a dental office to participate in the pilot, use a school nurse partner! The TELEDENT does not distinguish between providers who can participate in the system (a provider is a provider). You can purchase a login for a school nurse, medical provider at the local ER, OBGYN providers--the list goes on and on!

TELEDENT acts as the cloud based information sharing system that has the potential to change case coordination tactics as we know them! The software currently does not allow the acquisition of x-rays without using an outside imaging software license. However, if radiographs were taken in the dental home, they could be uploaded into the patient chart and available for all to view if the group did not have a separate imaging license. The TELEDENT system collects the data in a HIPAA compliant fashion. It does not have the current capacity to bill within the system. Each group would need to enter billing information in their current practice management system using the day sheet making notation to reference notes within TELEDENT in the Practice management software. A visual report card is made available. Attached you will see an example of what can be included on the summary visit form sent home with the student. Having photos of a child's dental needs says much more than simply writing that a child has urgent needs in red on a report card! The ability to improve oral health literacy of families will be noted.

Sustainability of safety net programs in Western Kentucky is critical. Having the ability to code and be reimbursed in the future for telehealth services will be critical for the financial health of the safety net. Finding a dentist to work with the safety net population is a challenge and we must support the local providers who help to deliver the care in Western Kentucky. The dollars available through this grant opportunity will allow the development of a robust referral network to assist in closing the care gaps for many population groups as more experience is gained through work in the field. Some providers in the region already utilize the Mouthwatch cameras in their practice locations with great success. Some coalition partners may already have computer equipment within their program that can satisfy the TELEDENT system requirements.

Equipment to start:

- Windows 10 laptop or 2in1 tablet, printer, ink, and paper allotment per provider teams: \$1800x4=\$7200
- Mouthwatch IO camera 18 cameras for region=\$4350
- Exam Tab Systems for 4 teams: \$4396
- \$299 license fee per provider to access TELEDENT app (10% discount) =\$13455
 - Health First Team: 15 providers
 - Barren River District Health Department 15 Providers
 - Pennyrile District Health Department: 15 Providers
 - Community Dental Clinic of Owensboro: 5 Providers

Total Teledentistry Infrastructure Investment: up to **\$29400**

3. Investment in Future Expansion of PHRDH

There has been considerable momentum in public health prevention with the adoption of Public Health Dental Hygienists in Kentucky. In order to assist with the state plan to increase the number of counties in Kentucky touched by a PHRDH program from 35% to 75% in the coming years, it is important to plan! Currently two oral health programs operate in Western Kentucky through the health department systems. Funding to support expansion through purchasing of equipment to be used in additional counties would assist with creating a larger public health footprint. To support this initiative, the following equipment could be accessed by future expansions to serve the safety net.

ProSeal I Carts for Hygiene: \$6526

Freedom Handpiece Systems: \$3240

Operator Chairs: \$1800

Patient Chairs: \$2610

Examtab Software/Camera \$1100

Total for Equipment for Regional Expansion of PHRDH: **\$15276**

4. Investment in Children: Making Smiles Happen in Western Kentucky Care Fund

Remaining funds will be used to support uninsured care for children in Western Kentucky. Funds will support school-based dental programs, private dentists, and programs working in collaboration to provide dental sealants and treatment of identified care needs to the children of Western Kentucky. Providers must agree to accept the reduced rate for those covered services and must work with the child's family to assure necessary additional treatment is provided. Provider must also agree to serve as the dental home or work to establish a dental home for the child.

The funding will go to offset the costs of providing preventive care to those uninsured or underinsured children throughout the state. Eligible Children include: (1) those who do not have private dental insurance (2) those who have private dental insurance but it doesn't cover sealants and (3) those who are not eligible to receive Medicaid/CHIP assistance. The grant award in its entirety will be used to cover the services reimbursed according to the Medicaid fee schedule for prevention and phase I care delivery. Reimbursement for services will only be available until funding is depleted. Once the grant funds are exhausted, participating providers will be notified immediately.

Providers may only submit reimbursement for those services **NOT** covered by another program or insurance provider. Providers will be responsible for verifying that the child is not eligible for other coverage such as CHIP/Medicaid. Providers must also bill other insurance or programs for those children with pre-existing coverage. This program is not intended to be a budget supplement.

How it would work:

Dental providers will apply to be a part of the Care Fund Initiative and become a MSHWK Care Fund Provider. Business affiliation agreements with the Barren River District Health Department would be expected for funds to be distributed by the program coordinator. A child identified through the various outreach programs or referred by school personnel in the region would apply to be enrolled in the MSHWK initiative to ensure verification that no other source of payment can be obtained. The child will then be referred to a MSHWK Care Fund dental provider. Services provided by a MSHWK network member will be reimbursed at the current Medicaid fee schedule rate with a claim form sent to the program coordinator for reimbursement. Network Coordinator will communicate with network members each month as to availability of funds.

Our ultimate goal is to reduce the unmet dental needs in Western Kentucky. We hope that in turn that we can also ensure sustainability for the dental safety net and be innovative in how care can be delivered in a safe and quality manner. Much is not understood about the role of Teledentistry in Kentucky, but can provide a tool to improve access, oral health literacy, and reduce costs for the Commonwealth.

Total Care Fund Budget: **\$131,324** (funds will be used for PHRDH Coordinator and distribution for care)

Indicators:

The Western Kentucky Regional Oral Health Coalition project will address the following indicators:

- Improved Access to Care
 - Better coordination of resources that currently exist in the region through cloud based software integration among partners
 - Allow for reduced transportation costs for real time consultations
 - Better care coordination with medical colleagues
- Oral Health Services
 - Better utilization of Public Health Dental Hygienist Teams
 - Prevention Services delivered where the kids are!
 - Lost school hours for preventive care on site at the schools
- Oral Health Literacy
 - Communication with child specific images available within TELEDENT app; A new and improved dental report card that tells that child's oral health needs clearly!
 - TELEDENT is working to improve the patient experience and is currently working on patient login to the cloud based chart to assist with parent communications through the app!
- Preventive Care Solutions
 - Allow for more preventive services to be delivered under prescriptive work order where patients already are! School, medical home, or community events

DATA

Data is a key driver. MSHWK project partners will unify program data through discussions on shared data collection measurement standards for the project and collaborate for an annual report to submit to Delta Dental on program activities. The dental outreach programs in our region have been collecting data for individual programs for some time. Data from the UK Dental Outreach Program in Madisonville has been presenting data on their outreach activities nearly every year since 2009. Barren River District Health Department, Pennyriple District Health

Departments and the Community Dental Clinic in Owensboro also collects data for their programs each year. Careful attention is made to see improvements in prevention tactics each year. Resources are limited and it is often very time intensive for outreach teams to effectively case manage the needs identified each school year. The proposal presented in this application are the result of careful attention to the best practices observed from annual attendance of key stakeholders of the Western Kentucky Regional Oral Health Coalition National Oral Health Conference and DentaQuest Oral Health 2020 Network convenings over the past several years. Through strategic partnerships, the Western Kentucky Regional Oral Health Coalition is ready to move the needle to touch the footprint of the region. Partnerships with Head Start, Health Departments, Local Health Coalitions, Schools, and safety net providers are key in this proposal. Data measures will be reported and compared to baseline readings during the 2017-18 school year to note changes in the region's care goals for reducing urgent treatment needs through the 2019-2020 school year.

HURDLES to Success:

It is anticipated that it will take much time to develop the business affiliation agreements necessary to allow for a fully functioning network for the MSHWK project. TELEDENT provides technical support and training for the system. It is anticipated that a full day of training and education about the initiative will take place June 16, 2018 in collaboration with the Western Kentucky Regional Oral Health Summit held in Madisonville. Anticipated roll out for the initiative will begin with the 2018-19 school year. Not everyone in the region will be excited to attempt exploring success through Teledentistry. There will be a considerable learning curve to incorporate this technology. There is very limited understanding of how the 2018 CDT codes for Teledentistry will change the delivery of care in Kentucky. It is important to try. Sustainability of the safety net is key. Working more efficiently and communicating more effectively with providers, patients, and community partners in health will assist in long term sustainability for the oral health teams working in Western Kentucky.

GOALS:

- Reduce urgent needs identified in school based outreach by 10%
- Improvement in number of children having Phase I care delivery by 10%
- Incorporate Teledentistry in at least 3 teams in the Western Kentucky Region by 2018-19 school year
- 10% increase in number of preventive services delivered during the 2018-19 school year compared to 2017-18 school year activities of regional partners
- To develop MSHWK Care Fund Network by July 1, 2018 with at least 10 oral health care provider sites.

Should the application be supported by Delta Dental, meetings to begin coordination will be set monthly to plan a course of attack. The opportunity for the funds has caused much excitement in the region to ensure the success of the safety net and to build more momentum in the community based efforts that will create a culture of oral health that will reduce caries experience and costs. Working within the social determinates of health, the region will work to tackle the oral health challenges of the region to ensure that oral health is satisfied and sustainable. Thank you to the Kentucky Oral Health Coalition and Delta Dental of Kentucky for this grant opportunity across the state!