



Systematic Screening and Assessment of Workforce Innovations in the Provision of Preventive Oral Health Services

Through the Systematic Screening and Assessment of Workforce Innovations in the Provision of Preventive Oral Health Services project, the Robert Wood Johnson Foundation worked with ICF International to identify promising workforce innovations that have the potential to increase Americans' access to preventive oral health services. The 25 programs described below participated in evaluability assessment (pre-evaluation) site visits in September – December 2012.

PROGRAM NAME	Access to Baby and Child Dentistry Montana (Bozeman, MT)
CONTACT INFORMATION	Jane Gillette, DDS Program Coordinator (406) 868-1549 drgillette@sproutoralhealth.org
DESCRIPTION	The Montana Office of Medicaid and Bright Smiles Montana started the AbCd Montana (AbCd MT) program in 2008 to establish a dental home for underserved children under six years and provides additional preventive services to those found to be most at risk for dental disease. The AbCd MT program aims to reduce the prevalence of childhood caries and reward prevention efforts with an innovative reimbursement structure for oral health providers, which provides the greatest amount of resources for those most at risk. AbCd MT provides training and technical assistance on infant and toddler oral health, medical-dental partnerships, and clinic flow for current dental providers and other health professionals.

PROGRAM NAME	All About Children Pediatric Partners (Reading, PA)
CONTACT INFORMATION	C. Eve J. Kimball, MD Founder, Pediatrician, PAAAP Chapter Oral Health Advocate (610) 372-9222, ext. 927 ekimball@aacpp.com
DESCRIPTION	All About Children Pediatric Partners in Pennsylvania is a medical practice that incorporates preventive oral health care as part of well-child examinations AND ill visits as appropriate. Oral Health services provided include the REFER parameters recommended by the Healthy Teeth, Healthy Children project of the PA Chapter of the AAP: early childhood caries risk assessment using the American Academy of Pediatrics assessment tool; evaluation of dentition; fluoride varnish application; family oral health education; and dental referral at well-baby visits for children 0–5, with an emphasis on children 0–3. There are limited local options for quality dental care for children under four years old. The practice has developed a referral network of dentists who accept medical assistance as well as private dental insurance and will care for children from age 12 months or cutting of first tooth. Oral health care using the REFER model is provided by eight pediatricians and four nurse practitioners for their patients with both public and private (not currently reimbursed) medical health insurance using the D1206 code. The program has developed a model policy and flow chart for implementation at other pediatric practices that is being used by the PA AAP Healthy Teeth Healthy Children project.

PROGRAM NAME	Baby Dental Clinic (Columbus, OH)
CONTACT INFORMATION	Homa Amini, DDS, MPH, MS Program Director & Associate Professor, Department of Dentistry (614) 722-5606 homa.amini@nationwidechildrens.org
DESCRIPTION	Baby Dental Clinic is based in Nationwide Children's Hospital in Ohio and offers more than 2,000 prevention visits annually to both new and existing patients. The program provides (1) Risk-based recall visits with a recommended interval of one- to three-month recall for high-risk patients; (2) Motivational interviewing and caries counseling for parents/caretakers; (3) Disease management during every encounter with the child; (4) Applying fluoride varnish for high-risk child at every visit; (5) Reevaluating risk at every visit. The clinic also provides a dental residency program in pediatric dentistry and offers technical assistance to dental hygiene students with the goal of increasing skills in working with pediatric patients.

PROGRAM NAME	Bright Smiles for Babies (Richmond, VA)
CONTACT INFORMATION	Susan Pharr, RDH, MPH Maternal and Early Child Oral Health Coordinator (804) 864-7782 Susan.Pharr@vdh.virginia.gov
DESCRIPTION	The Bright Smiles for Babies (BSB) program is a preventive oral health program implemented in multiple health districts in Virginia. Housed in the Virginia Department of Health (VDH), the program began in 2005 to increase access to oral health services for high-risk children ages six months to five years, using non-dental settings to provide oral screenings, fluoride varnish applications, anticipatory guidance, and referrals to local dental offices. The primary practice settings are WIC clinics, Early Head Start locations, and home visits. Public health dental hygienists, dentists, and nurses provide the preventive services in WIC clinics.

PROGRAM NAME	Capitol Dental Care Head Start Outreach (Salem, OR)
CONTACT INFORMATION	Linda Mann, RDH, Expanded Practice Dental Hygienist Community Outreach Coordinator (503) 917-2604 mannls23@msn.com
DESCRIPTION	Capitol Dental Care is a dental maintenance organization contracted with Oregon Health Plan to provide care to Medicaid beneficiaries across the State. The Head Start Outreach program offers on-site preventive dental services to children in Head Start programs across five counties. Preventive services are provided via two expanded practice dental hygienist (EPDH). The EPDHs provide survey screenings and fluoride varnish applications during three visits per school year. At one of these visits, within 90 days of the first day of school, the EDPHs are accompanied by a dentist who provides limited dental exams for children who have not yet had a dental exam, thereby satisfying a Head Start requirement. CDC works with Head Start family advocates to ensure that children with urgent dental needs are seen by a dentist within 24-48 hours and provides services to uninsured children at no cost. The program has been offered in four counties for two years, and in one county the program has been implemented for eight years. During the school year the program has provided services to ~2,300 Head Start children, and during the summer season to ~350 migrant children in Head Start programs.

PROGRAM NAME	Children's Dental Services (Minneapolis, MN)
CONTACT INFORMATION	Sarah Wovcha, JD, MPH Executive Director (612) 746-1530, ext. 204 swovcha@childrensdentalservices.org
DESCRIPTION	Children's Dental Services (CDS) is an independent, nonprofit agency that provides dental services to low-income youth in Minnesota. CDS is currently the largest provider of dental care to school and Head Start children throughout Minnesota. In addition to schools, CDS also provides services in homeless shelters, churches, and other venues as well as in its own stationary clinic site. Dentists, and registered dental hygienists (and beginning recently, advanced dental therapists and dental therapists) with dental assistants provide a full range of culturally targeted preventive care. Under an established collaborative management agreement, the dental therapist's scope of practice outlined by the Minnesota Board of Dentistry includes both preventive and restorative procedures: basic hygiene instruction, screening, radiographs, emergency treatment and extractions. Advanced dental therapists can perform most procedures under general supervision, which does not require the collaborating dentist to be physically present.

PROGRAM NAME	Community Dental Health Coordinator Program (Chicago, IL)
CONTACT INFORMATION	Luciana Sweis, DDS CDHC Project Manager (312) 440-2741 sweis@ada.org
DESCRIPTION	Developed and implemented by the American Dental Association, the Community Dental Health Coordinator Program is a three-year pilot project to educate, train, and deploy a new type of community health worker equipped with dental skills to focus on patient education, disease prevention, and patient navigation. Thirty-four CDHCs have been trained to provide basic preventive services like fluoride treatments, dental sealants, and simple cleanings in community settings like WIC clinics, Head Start programs, and schools. For those who need more complex care, CDHCs help secure and keep appointments with dentists. CDHCs currently serve low-income areas in American Indian, rural, and urban communities in Arizona, California, Oklahoma, Minnesota, Wisconsin, Montana, and Pennsylvania.

PROGRAM NAME	Community Health Center, Inc. Mobile Dental Program (Middletown, CT)
CONTACT INFORMATION	Margaret Drozdowski Maule, DMD, MBA Chief Dental Officer (860) 852-0808 maggie@chc1.com Jennifer McPherson Administrative Assistant to the Clinical Directors (860) 347-6971, ext. 3753 mcpherj@chc1.com
DESCRIPTION	Community Health Center, Inc.'s mobile dental program has approximately 173 active sites primarily in school settings, and they also deliver services in Head Start programs, WIC clinics, VA hospitals, senior centers, and homeless shelters across 19 towns in Connecticut. Program staff provides comprehensive dental hygiene services (e.g., cleanings, fluoride, x-rays, sealants, and dental education); in some locations, staff also provides restorative dental services, including examinations, fillings, and extractions. The program currently has 11 dental hygienists, one dentist, and one dental assistant. Staff also includes six care coordinators who serve as a link between the program, children, and schools. Coordinators help parents to enroll their children in the program, navigate the health care system, and assist in scheduling appointments for follow-up dental care.

PROGRAM NAME	Early Childhood Caries, United Healthcare (Santa Ana, CA)
CONTACT INFORMATION	Michael D. Weitzner, DMD, MS Vice President, National Clinical Operations (443) 896-0848 mweitzner@uhc.com
DESCRIPTION	United Healthcare's Early Childhood Caries (ECC) program seeks to identify children at risk by reimbursing primary care physicians such as pediatricians and family practitioners for performing oral screenings, conducting risk assessments, and applying a fluoride varnish to infants and children ages 0–3 in medical settings. To encourage follow-up dental care to these children, UHC provides health education material to caregivers to raise consumer awareness, and also refers children to dental homes. UHC then uses its claims to determine whether follow-up at a dentist occurred. The program is currently operational in two states: New Jersey and New York. The New Jersey program began in 2010 and the New York program soon followed in 2011. A third State, Mississippi, is in the early stages of implementing the model, and additional states are being considered.

PROGRAM NAME	Future Smiles (Las Vegas, NV)
CONTACT INFORMATION	Terri Chandler, RDH Founder/ Executive Director (702) 521-4550 futuresmiles@centurylink.net
DESCRIPTION	Future Smiles is a nonprofit organization led by a dental hygienist who holds a public health dental hygiene endorsement (PHDHE) (certified through Nevada law allowing dental hygienists to practice in high-need areas without the direct supervision of a dentist) and staffed by a team of mostly part-time PHDHE public health dental hygienists. Future Smiles staff provides oral health services through two primary delivery mechanisms within at-risk schools where 50% or more of the student body receives free and reduced price meals in Clark County (NV) School District. One method is through School-Based Health Centers for Education and Prevention of Oral Disease (EPOD), which are located at the schools in an unused classroom, school-based health center, or an unused modular space. The second manner of program delivery is via Future Smiles mobile sites. The following services are provided: sealants; fluoride treatments; prophylaxis; and health education sessions. Services are provided on a six-month recare cycle at three sites (two EPOD sites remain open year-round, while the third EPOD site closes for the summer). PHDHE dental hygienists provide the treatment and case management services. In the current school year, about 2,400 children have received services.

PROGRAM NAME	Group Health's Delivery of Oral Health Initiative (Seattle, WA)
CONTACT INFORMATION	Robert Nohle, MD Chief of Pediatrics (425) 882-6100 nohle.r@ghc.org
DESCRIPTION	Group Health is a consumer-governed, nonprofit health care system that provides care and medical coverage to more than 600,000 residents in the state of Washington. Group Health's oral health initiative integrates the delivery of oral health preventive services during well-child visits (which occur at 9, 12, and 15–18 months, 2 years, and 3 years) across 25 medical centers. Preventive services delivered to children include: oral health screening, application of fluoride varnish, anticipatory guidance and oral health education, and referrals to a dentist, if indicated. The screening is delivered by a primary care provider, which includes pediatric and family medicine providers. The delivery of the fluoride varnish is conducted by medical flow staff, including licensed practical nurses or medical assistants. During the three-year pilot, 4,273 fluoride varnish applications took place during well-child visit.

PROGRAM NAME	I-Smile Dental Home Initiative (Des Moines, IA)
CONTACT INFORMATION	Tracy Rodgers, RDH, CPH Community Health Consultant (515) 281-7715 tracy.rodgers@idph.iowa.gov
DESCRIPTION	The I-Smile Dental Home Initiative, operated out of the Iowa Department of Public Health, is a state-level dental home initiative that helps children connect with dental services. Registered dental hygienists serve as care coordinators in Title V Maternal and Child Health agencies. Coordinators' primary focus is to serve as liaisons between families and community organizations, dentists, physicians, schools, and other stakeholders. In some instances, RDH coordinators can provide preventive care such as oral screenings, anticipatory guidance, and fluoride varnish if a child cannot be seen by another dental provider.

PROGRAM NAME	Medical Management of Caries (Redmond, OR)
CONTACT INFORMATION	Sharity Ludwig, BS, RDH, EPP Quality Improvement Manager (541) 504-3983 sharityl@advantagedental.com
DESCRIPTION	Advantage Dental is a dental maintenance organization contracted with Oregon Health Plan to provide care for >180,000 Medicaid enrollees, along with commercially insured and uninsured patients across Oregon. Through their Medical Management of Caries (MMC) program, Advantage providers treat caries as an infection by arresting decay with the application of silver nitrate. Patients who are eligible according to Advantage's MMC protocol for caries management and agree to MMC see the dentist for 5 brief appointments over a 12-week period and have 25% silver nitrate applied to teeth with cavities; a 5% sodium fluoride varnish is also applied to seal the silver nitrate into the treatment teeth. Parent education is an important part of the program that raises the success of the MMC protocol. Advantage Dental's objective in treating decay with the MMC model is to eliminate the infection causing the disease, preserve tooth structure, and minimize the need for costly and invasive restorative procedures. The program provides training at Advantage Dental clinics throughout the State in MMC.

PROGRAM NAME	Miles of Smiles (Olathe, KS)
CONTACT INFORMATION	Bonnie Branson, RDH, PhD Professor (816) 235-2053 bransonb@umkc.edu Melanie Simmer-Beck, RDH, MSDH Associate Professor (816) 235-6490 simmerbeckm@umkc.edu
DESCRIPTION	Operated out of the University of Missouri-Kansas City (UMKC) School of Dentistry, Miles of Smiles began in 2008 to provide school-based, comprehensive preventive and restorative oral health services to disadvantaged children using portable equipment. Services are overseen by an assistant clinical professor in the Dental Hygiene Program at UMKC with an Extended Care Permit (ECP)-I. This permit, established in 2003 as an amendment to the Kansas Dental Practices Act, allows dental hygienists to practice relatively independently in community sites. Dental hygienists offer oral health screenings, radiographs, prophylaxis, sealants, fluoride varnish, oral health education, and nutritional counseling. In 2012, the concept of place-based dental homes was expanded to long term care facilities and comprehensive dental services were provided to residents through a program known as Miles of Elder Smiles.

PROGRAM NAME	Oral Health Across the Commonwealth (Boston, MA)
CONTACT INFORMATION	<p>Kathryn Dolan Director, Tufts Community Dental Program (617) 291-2217 kathryn.dolan@tufts.edu</p> <p>Mark Doherty Chief Dental Officer, Commonwealth Mobile Oral Health Services (508) 947-0111 mark.doherty@dentaquestinstitute.org</p>
DESCRIPTION	<p>Oral Health Across the Commonwealth (OHAC) is collaboration between Tufts University School of Dental Medicine and Commonwealth Mobile Oral Health Services. This program began in 2004 and offers comprehensive portable oral health services, including: dental screenings; examinations; X-rays; treatment planning; oral prophylaxis; oral hygiene instruction; fluoride varnish treatment; sealants; restorative dentistry; desensitization; referral; and case management services. From 2010–2012, more than 15,000 patients received services at 244 program sites. The OHAC team also provides additional oral health education to parents and children in community-based settings.</p>

PROGRAM NAME	Program to Improve Community Oral Health (St. Paul, MN)
CONTACT INFORMATION	<p>Ann Copeland, MPH Director of Programs (651) 925-8412 anncopeland@cdentc.org</p>
DESCRIPTION	<p>PICOH is housed within the larger Community Dental Care clinic, which is a non-profit clinic that has three clinics in Minnesota. The PICOH program provides oral health education and care to low-income and immigrant children and pregnant women through the use of health educators and a set of specially tailored and culturally appropriate caries risk assessment and oral health education tools. PICOH provides preventive oral health services to local Hmong, Burmese (Karen ethnic group), Latino and other populations. Services offered include: caries risk assessment; sealants; fluoride varnishes; culturally appropriate oral health examinations and education tools; and oral health kits (e.g., toothbrushes, toothpaste, and floss). In addition, PICOH also offers training opportunities for dental and nursing students.</p>

PROGRAM NAME	Sarrell Dental Program (Anniston, AL)
CONTACT INFORMATION	<p>Jeffrey Parker President & Chief Executive Officer (256) 741-7340 jparker@sarrelldental.org</p>
DESCRIPTION	<p>Sarrell Dental Centers is a nonprofit organization, who does not rely on grants or cash donations, with 14 locations in Alabama including a mobile bus where a dental team addresses and treats the dental needs of children aged 1–20 years who are covered by Medicaid. They provide care to underserved, rural areas relying primarily on Medicaid as a funding source. They have a show rate of 98% and a high recall rate, and have also lowered the per-visit reimbursement from \$131 in 2011 to \$126 in 2012.</p>

PROGRAM NAME	Sheboygan Schools Seal Students' Smiles (Sheboygan, WI)
CONTACT INFORMATION	Sharon Daun RN, BSN, MS, NCSN District School Nursing Supervisor (920) 459-6424 sdaun@sheboygan.k12.wi.us
DESCRIPTION	The Sheboygan Area School District in Wisconsin started a mobile dental outreach program in 2006 to provide dental services to three 4-year old kindergarten programs, 13 elementary schools, and three middle schools. This program targets 2 nd and 6 th graders due to the eruption of primary and secondary molars. To ensure continued care, the program conducts retention checks on the incoming 3 rd and 7 th graders. All services are provided in the schools via mobile dental equipment. Four registered dental hygienists, one coordinator, volunteer providers, school officials (e.g., board members, school nurses, principal), and county-level staff members (e.g., accountants and billing staff) provide program-related services and support. Services consist of an oral health assessment, three fluoride varnish applications, sealants, and referrals to dental home providers as appropriate.

PROGRAM NAME	Smiles for Life – Senior Center Dental Access Program (Bellingham, WA)
CONTACT INFORMATION	Anita Rodriguez, RDH, BSDH Manager-Consultant-Clinician (360) 770-7806 catnaps2@msn.com
DESCRIPTION	Independently operated licensed dental hygienists across the state of Washington provide seniors with preventive oral health care, including head, neck, and oral health educational sessions. Hygienists also charge a low-cost fee for dental cleanings, fluoride applications, and referrals to partnering dentists, denturists, and other health care providers. Services are offered one to three times per month (depending on the location), and referrals are made to partnering dental providers near the patient's home. Operating licensed hygienists receive training from the Kindred Associates, PLLC, ElderCare Dental Hygiene Services organization on the Smiles for Life program model prior to providing services in their respective regions across the State.

PROGRAM NAME	UK North Fork Valley Community Dental Outreach Program (Hazard, KY)
CONTACT INFORMATION	Nikki Stone, DMD Mobile Dental Outreach Director (606) 439-1559 nston2@email.uky.edu
DESCRIPTION	The University of Kentucky North Fork Valley Community Health Center's mobile outreach program began in 2006 and is implemented at various Head Start facilities and all public elementary schools across four counties. A dentist, dental hygienist and dental assistant provide preventive services, such as examinations; X-rays; cleanings; fluoride treatments; sealants; educational sessions; and treatment for gum disease. Services are offered to Head Start children using a lap-to-lap model of care three times per school year, and once per year to elementary students on a mobile dental unit. Annually, about 1,200 children receive services. Every child served receives a risk assessment; those with seven or more caries, active oral infections, or other urgent needs are referred to the fixed dental clinic in the Federally Qualified Health Center (FQHC) that houses the program's administrative offices. Referred children receive navigation services and treatment completion is tracked.

PROGRAM NAME	Virtual Dental Home (San Francisco, CA)
CONTACT INFORMATION	Paul Glassman DDS, MA, MBA Professor of Dental Practice & Director of the Pacific Center for Special Care University of the Pacific Arthur A. Dugoni School of Dentistry (415) 929-6490 pglassman@pacific.edu
DESCRIPTION	Operated out of the University of the Pacific School of Dentistry, the Virtual Dental Home is a demonstration project that began in 2010, and is being implemented across 13 sites in California. The program utilizes geographically-distributed telehealth enabled oral health teams to provide diagnostic, prevention, and early intervention oral health services to children, seniors, and adults with disabilities. Allied oral health personnel, Registered Dental Hygienists in Alternative Practice (RDHAP), Registered Dental Hygienist working in public health settings, and Registered Dental Assistants collected full digital electronic dental records, which are reviewed by dentists who provide instructions for next steps. The allied personnel can then apply fluoride varnishes; place sealants; perform prophylaxis and/or periodontal scaling; and place interim therapeutic restorations. Those individuals with more advanced disease are referred to collaborating dentists or other local dentists in the community. The community-based allied personnel work with collaborating dentists to ensure patients' oral health care needs are being completed which creates all the components of a dental home. This Virtual Dental Home system reaches people not reached by the traditional delivery system in a cost-effective, prevention focused and community-based delivery model.

PROGRAM NAME	WIC Dental Days Program (Sonoma, CA)
CONTACT INFORMATION	Susan Cooper, DDS Dental Director (707) 544-6911, ext. 1064 scooper@capsonoma.org
DESCRIPTION	The Community Action Partnership of Sonoma County (California) developed the WIC Dental Days program, an early intervention and prevention program 2010 for low income children ages 0-5, and it is currently implemented at three WIC clinics. The following services are provided: risk/oral assessment; toothbrush prophylaxis; fluoride varnish; case management; and referrals for needed restorative treatment. The program services are provided weekly at the primary WIC center and monthly at the other two locations by Registered Dental Hygienist in Alternative Practice (RDHAP). A community health worker provides all case management services and serves as a translator (if needed). In 2011, 2,000 to 2,500 children received services, and ~1,000 referrals were provided. For children with no restorative needs, WIC serves as their preventative dental home

PROGRAM NAME	WIC Outreach Oral Health Program (Redmond, OR)
CONTACT INFORMATION	Sharity Ludwig, BS, RDH, EPP Quality Improvement Manager (541) 504-3983 sharityl@advantagedental.com
DESCRIPTION	Advantage Dental is a dental maintenance organization contracted with Oregon Health Plan to provide care for >180,000 Medicaid enrollees, along with commercially insured and uninsured patients across Oregon. Their WIC outreach program offers oral health screening, dental education, and oral health products in WIC clinics in eight primarily rural counties. WIC visits are coordinated with program and other area dental providers, so that each participant receives access to appropriate preventive oral health education, services, care, and referral to/establishment of a dental home as needed. Dental education and examinations are conducted by expanded practice dental hygienists.

PROGRAM NAME	WIC Smiles 4 U (Tampa, FL)
CONTACT INFORMATION	Kim Herremans, RDH, MS Dental Health Consultant (813) 373-8665 Kim_Herremans@doh.state.fl.us
DESCRIPTION	The Hillsborough County WIC Smiles 4 U Program (S4U) aims to increase WIC clients' access to preventive oral health care services. The program operates across five of seven WIC sites in the county. S4U has three main components: dental services to children and pregnant women enrolled in WIC via mobile dental units; nutrition and oral health assessments and education for WIC clients; and training for WIC staff on the importance of oral health in young children and women. Dental services are provided by local Federally Qualified Health Center's (FQHC) mobile dental clinics onsite at WIC clinics. WIC staff (with technical support provided by the Hillsborough County Department of Health oral health program staff leading the S4U program) are trained to incorporate oral health into their regular WIC health education and to sign WIC mothers and their children up for free, onsite oral health assessments via mobile dental clinics provided almost monthly at the selected WIC office sites. After participants receive basic survey screenings and fluoride varnish on the mobile van, they are given additional education about oral health, a referral to the FQHC location for future appointments and guidance to enroll in State sponsored health care.

PROGRAM NAME	Yukon Kuskokwim Health Corporation Dental Program (Bethel, AK)
CONTACT INFORMATION	Dane Lenaker, DMD, MPH Dental Director, YKHC (907) 543-6229 Dane_lenaker@ykhc.org
DESCRIPTION	The Yukon-Kuskokwim Health Corporation (YKHC) dental department serves 47 villages in an area the size of the state of Oregon. YKHC's dental team consists of dental specialists, general dentists, dental hygienists, dental health aide therapists (DHATs), and primary dental health aides (PDHAs). DHATs and PDHAs are two types of nontraditional workforce models used to provide preventive oral health services to Alaska's Native population living in remote villages. DHAT students are recruited from the villages and undergo two years of intensive training in Anchorage and Bethel as well as a six-month preceptorship; they are expected to work in a village clinic in their tribal region—to the extent possible, the village from which they are from—for at least four years. The DHAT scope of practice is outlined by the state of Alaska's Community Health Aide Program's Certification Board Standards and Procedures CHAP. Supervising dentists develop a set of standing orders within which the DHAT can practice remotely. PDHAs initially receive two weeks of training and are able to offer basic preventive services, such as oral hygiene education and fluoride varnish. After completing training, PDHAs return to their villages to focus on providing preventive services to the population.