

WELLNESS TO SMILES

**ORAL HEALTH AND PUBLIC HEALTH
PARTNERSHIP TO IMPROVE HEALTH OUTCOMES**

Ashley Danielson, Expanded Practice Dental Hygienist

Advantage Dental 
From DentaQuest

Learning Objectives

- Describe how oral health and public health collaborated to develop a team approach to reduce barriers and create an additional access point to oral health services.
- Demonstrate how teledentistry and community based dental care reduces oral health disparities.
- Describe how the model could be scalable and transferable where the same type of partnerships exist.

PROGRAM OVERVIEW

Program Overview

Wellness to Smiles is an integration program that incorporates oral health services into Public Health, Physical Health and/or Behavioral Health settings.

A community-based dental care team including an Expanded Practice Dental Hygienist (EPDH), Dental Assistant and teledentist provide oral health services, education and navigation to follow up care.

The overarching goal of this program is to integrate dental services into other health systems to increase access, reduce health disparities and improve oral health and overall health outcomes for local residents.

Program Partners

Advantage Dental:

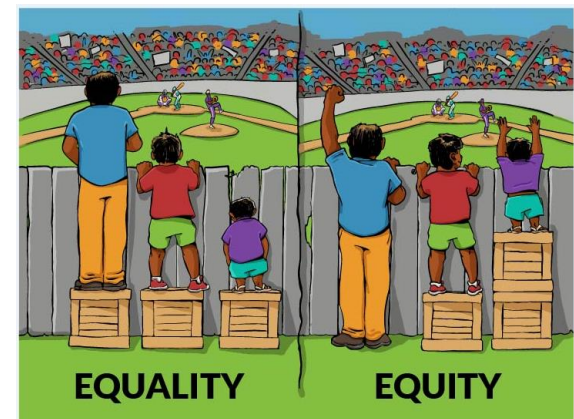
- Asynchronous Teledentistry Services
 - Advantage Dental Team schedules/confirms appointments
- Synchronous Phone Teledentistry
- Navigation to follow up care

Hood River Health Department

- Provides space for Advantage Dental Team
- Schedules patients for Synchronous Phone Teledentistry Appointments
- Coordinates with Advantage Dental Team

Health Equity Lens

- EPDH and Dental Assistant assist patients with navigation of the local dental care delivery system.
 - Appointment scheduling
- Use of teledentistry to reduce oral health disparities.
- Reduce Barriers
 - Transportation
 - Dental Anxiety

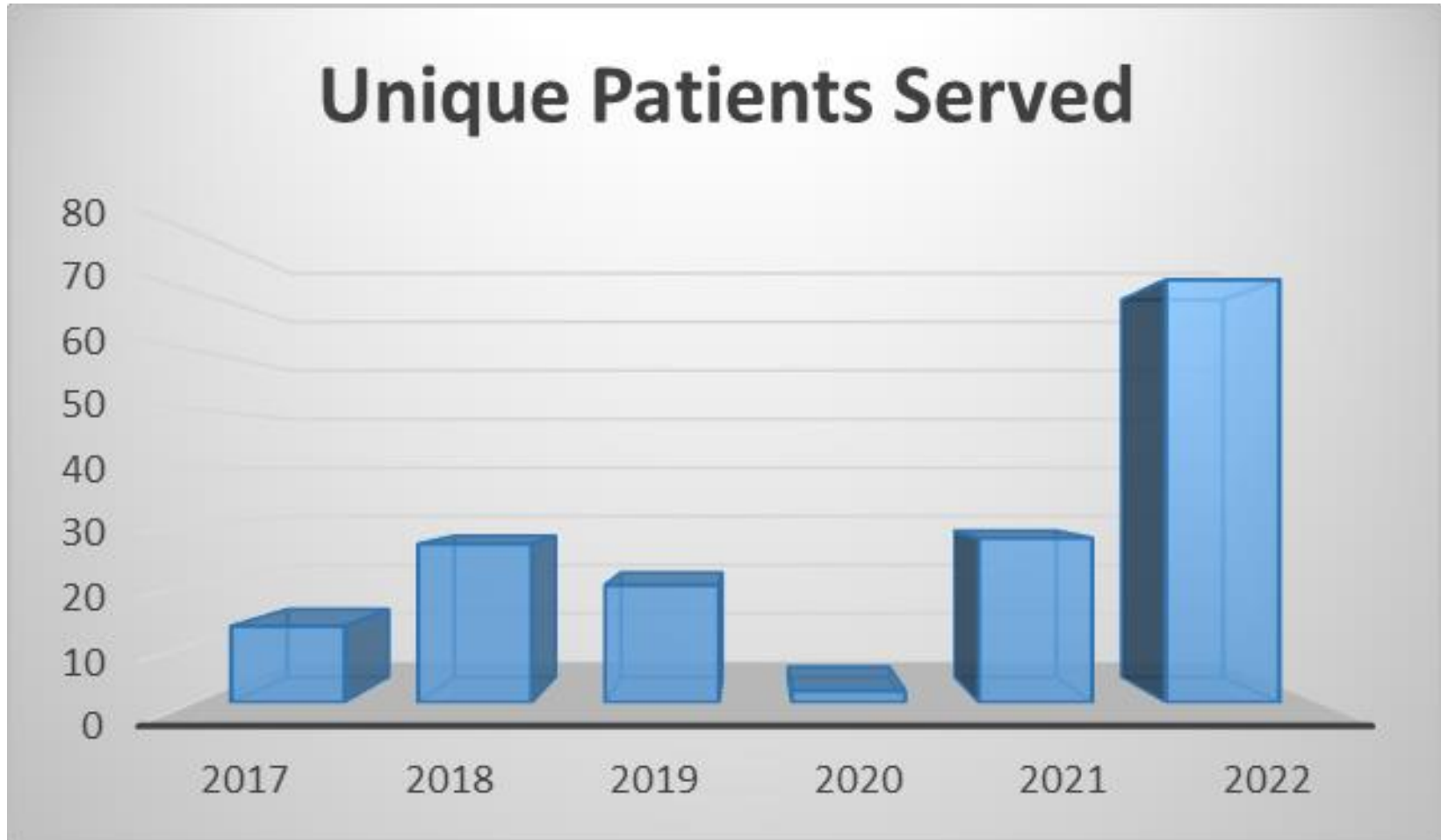


PROGRAM GOALS

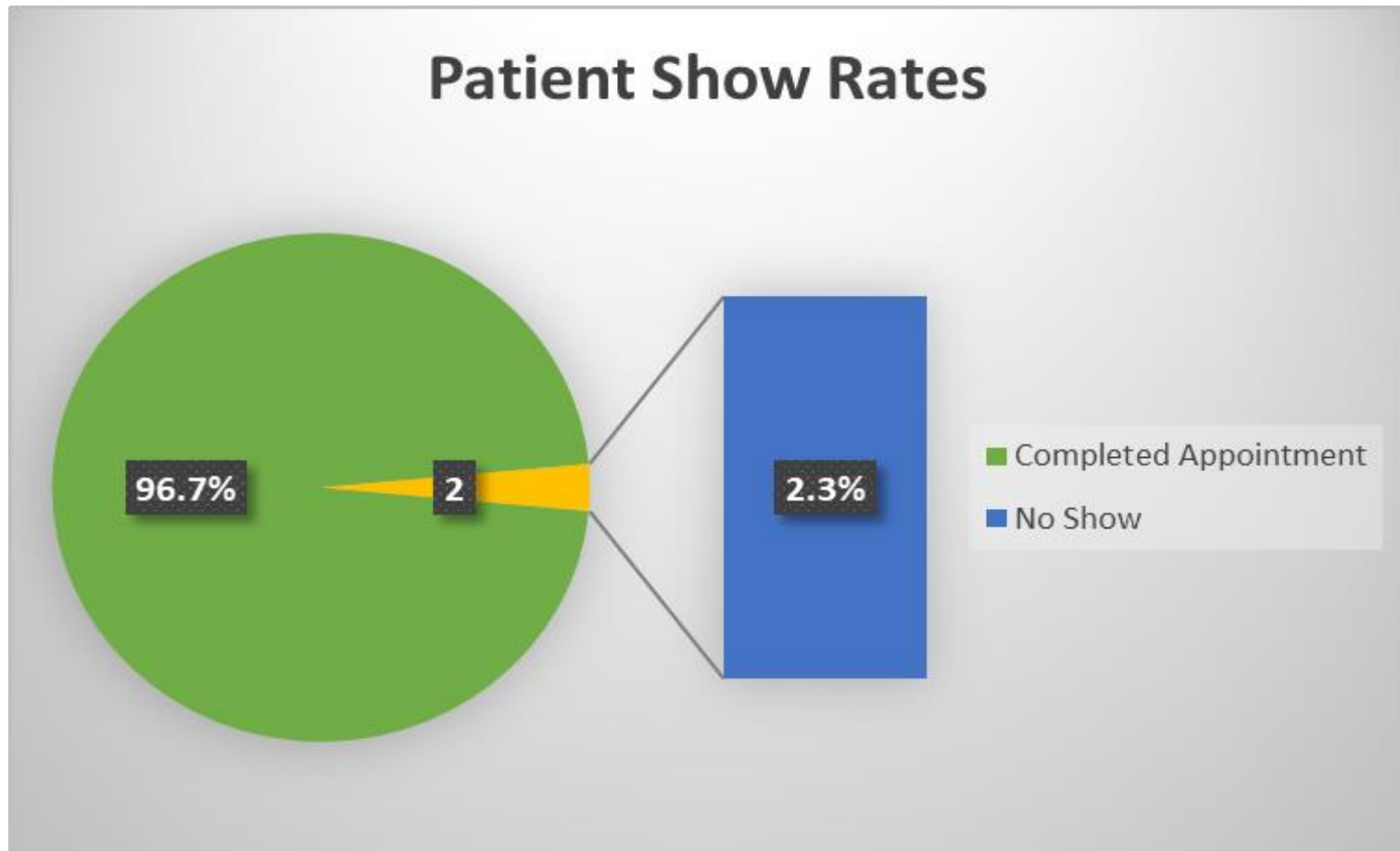
Goals

- Asynchronous Teledentistry Services
- Improve Access
 - Creating an additional access point for comprehensive care.
- Decrease Barriers
 - Receive services in a location patients already frequent
- Increase Utilization
 - Adding Asynchronous Teledentistry Services resulted in a significant increase of patients served at this site for the same time period in previous years.

Patient Utilization



Asynchronous Teledentistry Patient Show Rate



CHALLENGES AND SUCSESSES

Challenges

- Providing services during COVID
- Patient participation – Phone Teledentistry
- Operatory is not a dental set up

Successes

- Patients overcoming dental fear and anxiety
- Connecting patients to care
- Providing much needed dental services
- Dedicated program partners
- Program adaptability
- Optimization
 - Clinic Time
 - EPDH Licensure

Sustainability

- Community Care and teledentistry are inherent in Advantage's delivery system.
- The model is sustainable, scalable and transferable in any region where the same type of partnerships exist.
- Dedicated program partners



Stories from the field

"This is a great service for our community. There is no burden on our staff, and we love having Ashley here" - Front Desk, Hood River Health Department

"My 16-year-old twins don't like going to the dentist or doctor. Ashley was able to connect with each of them and provide great, kind, engaging / educational dental care. We can't wait to see her again." – Patient's Mom

"Ashley was very prompt with communication and scheduling my appointment. She was very kind and being able to have an exam / x-rays done closer to my home was very convenient." - Patient

"We met with Ashley at a time when I was very stressed out about my twin daughters' dental health. Her energy and skills allowed us to have a positive outlook on the situation and her advice was priceless. What a dedicated hygienist !" Ashley, my daughters adored you, You are a gem! – Patient's Mom