Update on the Virtual Dental Home, On the Road to Value in Oral Health Care

Paul Glassman DDS, MA, MBA
University of the Pacific School of Dentistry, San Francisco, CA
pglassman@pacific.edu

The Era of Accountability

Dental Care Utilization in US

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Total Population</th>
<th>% Utilization</th>
<th>Utilizers</th>
</tr>
</thead>
<tbody>
<tr>
<td>2-18</td>
<td>69,916,504</td>
<td>48.5%</td>
<td>33,909,504</td>
</tr>
<tr>
<td>20-64</td>
<td>195,794,862</td>
<td>36.0%</td>
<td>70,486,150</td>
</tr>
<tr>
<td>65+</td>
<td>47,760,852</td>
<td>43.7%</td>
<td>20,871,492</td>
</tr>
<tr>
<td>Total Utilizers</td>
<td>313,472,218</td>
<td>40.0%</td>
<td>125,267,147</td>
</tr>
<tr>
<td>Total Non-Utilizers</td>
<td>60.0%</td>
<td>188,205,071</td>
<td></td>
</tr>
</tbody>
</table>

Most non-utilizers are low income and have significantly more disease than utilizers!

Social Determinants of Health


The Quadruple Aim

- DQA
- Payers
  - Dental Benefit Companies
  - Public Payers
- HRSA: Health Center system
- Group Practices
The Declining Role for the Dental Drill

Remineralization
Buffering Agents
Caries Arresting Medications
Sealing Caries

Fluoride Varnish
Silver Diamine Fluoride

Sealing Caries

Care for Chronic Oral Diseases

Acute Care/Surgical Intervention
Chronic Disease Management

Total Health: How Long and How Well We Live

Environment, Public Health
Genetics

Health Care Delivery (procedures)

Behaviors (alcohol, tobacco, diet, exercise, preventive dental procedures?)

Principles of Behavior Change

- Multiple messages from different sources
- Messages delivered by trusted members of the community
- Messages targeted to peoples values (Motivational Interviewing)
- Messages repeated over time
- Start small and build (Tiny Habits)
- Ongoing reinforcement, coaching
- Peer support

Workforce

- Allied dental personnel
  - Community dental health coordinator
  - Expanded function dental assistants
  - Public/advanced practice health dental hygienists
  - Dental therapists
- Non-dental personnel/interprofessional integration
  - Community-health workers
  - General health professionals – physicians, nurses, etc.
  - Social service professionals
  - Educational system personnel – family advocates, teachers, etc.
Space and Equipment

EHR: Photographs

Space and Equipment

EHR: Radiographs

The Virtual Dental Home Concept Model
Community-based Prevention and Early Intervention Procedures

The Virtual Dental Home Sites

Oral Health Systems for Underserved Populations

Telehealth-Connected Teams and Virtual Dental Homes

Key Outcomes

• Reach people, emphasize prevention, and lower costs
• Majority of people kept and verified healthy on-site
  – About 2/3 of children had all needed services completed by dental hygienist
• Continuous presence
• Community organization integration
• Dentist integration
Denti-Cal Teledentistry Billing

Denti-Cal
California Medicaid Dental health

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http://www.denti-cal.ca.gov/provsrvcs/bulletins/Volume_32_Number_04.pdf

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry

CPCA Guide
Intermittent Clinics
Dental Hygiene Billing
Telehealth Billing
Dentist Contracting

Increasing access to Oral Health
A Technical Assistance Guide for California Health Centers

The Virtual Dental Home Current Trainees

8 – DentalQuest Learning Collaborative
10 – DHCS Dental Transformation Initiative
1 – Delta Dental
5 – HMA
1 – CA Wellness
2 – Regional Centers
2 – Hawaii
5 – Oregon
2 – Colorado
2 – Idaho
2 – Rhode Island
Total = 50 entities

San Mateo County

2010
– 1 site in VDH Demonstration
– Partner – HSD Head Start Agency
– 1 part time community team
– East Palo Alto

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Ravenswood Family Health Center

San Mateo County

States Adopting Virtual Dental Home Systems
2010

States Adopting Virtual Dental Home Systems
2014

States Adopting Virtual Dental Home Systems
2018

States Adopting Virtual Dental Home Systems
2019
Telehealth-Connected Teams: Training

<table>
<thead>
<tr>
<th>Regulatory</th>
<th>Equipment</th>
<th>EDI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signed MOU with community reps</td>
<td>Review list, determine EDI compatible options</td>
<td>Set up VDH/patient identifier</td>
</tr>
<tr>
<td>Scope of project change to HRSA (Form 5-B or 5-C) submitted/approved</td>
<td>Place order with vendor (s)</td>
<td>Review and enter non-billable codes</td>
</tr>
<tr>
<td>Interim clinic notification to EMR submitted</td>
<td>Equipment set-up</td>
<td>Meet with IT staff and develop plan</td>
</tr>
<tr>
<td>Ready to operate and bill</td>
<td>Calibrate and test connectivity</td>
<td>Test monthly report</td>
</tr>
<tr>
<td>System fully functioning</td>
<td>Ready to use</td>
<td>Test monthly report</td>
</tr>
</tbody>
</table>

Enrollment
- Develop consent to participate in VDH
- Develop/design enrollment forms
- Develop/identify that patient has had initial exam through VDH
- Develop consent process for restorative care and immediate referral
- Test enrollment plan, identify modifications
- Enrollment process modifications complete

Clinical Workflow
- Develop plan for appointing patient for restorative
- Develop plan for communication to parents
- Develop plan for communication to parents
- After-visit summary developed
- Process for parent dentist communication developed
- Test delivery of care summary
- Patient placed in recall at VDH site for next visit
- Patient communication plan in place

Patient Care
- Follow up with patient/parent
- Patient risk assessment
- Patient communication plan in place

Complete | In Progress | Planning to Start | Not Started

Community Engaged Dental Care System

Dental Care is a Team Sport
What is a dental practice?

High cost surgical suite

Low cost community site

What is a dental practice?
Linked Community/Clinic System

High cost surgical suite

Low cost community site

Dental Care in the Future

- Dental Practice =
  - Geographically distributed
  - Telehealth enabled
  - Oral health teams
- Chronic disease management
  - using biological, medical, behavioral, and social tools
- Integrated with general health, educational, and social service systems
- Interacting with the majority of the population
- Focused on oral health outcomes in the **Era of Accountability**

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