

Community Dental Health Coordinator (CDHC) Program: The Case for Dental Case Management

Dr. Jane Grover

**Senior Director – Center for Public and Population Health
American Dental Association**



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“Patients need help with their social problems, connections to available resources in the community, transportation to medical visits, and translation of the increasingly complex language of medicine into terms they can understand and follow.”

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How Complex is the Dental Language?

Pulpotomy
Periodontal Disease
Apicoectomy
Sealant
Cross Bite
Composite
Root Canal
Prophy



What's the Best Way to Connect a Patient to Care?

A) Hand them a sheet of paper and tell them to call one of the numbers on it



B) Explain needed services, connect them personally and follow-up



“The Number One Reason Patients Don’t Show”

- “They Lack Understanding”
- “Don’t Know What To Expect”
- “Explain the Entire Procedure Step by Step”



What is Driving the Demand for Patient Navigation ?

- Growth will be driven by efforts to **improve health outcomes** and to **reduce healthcare costs** by teaching people healthy behaviors and explaining how to use available healthcare.



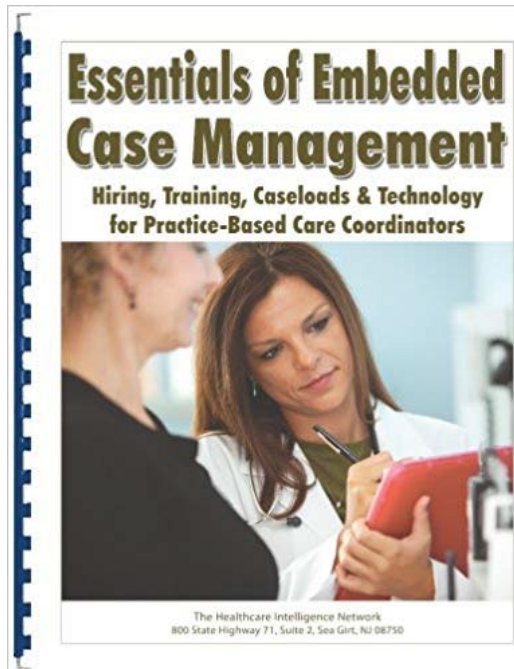
Who are CDHCs?

- Dental “community health workers” who perform outreach, community education and preventive services *as allowed by State Practice Acts*
- Dental professionals (hygienists or assistants) who work in settings, such as FQHCs, Tribal Clinics, Head Start Programs, or private dental practices



What Led to the CDHC Curriculum

- Patients needing dental care but unaware of how to connect with a site of care
- The dental language/terminology barriers
- Medical awareness of oral health issues impacting overall health



Points to Remember

- Community Health Worker Skill Set Modules -- Offered Online
- Insights Into Patient Communication Styles
- Enhances the Role of an Assistant / Hygienist
- Certificate of Completion Transportable to all States
- Revenue Generation



What Impact Can Participants / Patients Get From It

- Patient Navigation and Informal Coaching
- Community Visibility with Grant Opportunities
- Ability to Connect “Medical” and “Dental”
- Care Coordination for Patient Engagement
- Improved Utilization and Compliance



CDHC Program Progress

- Two Dental Schools/FQHC/IHS Engagement
- Online Modules Supplemented By ZOOM
- Several Community College Locations
- Legislative Initiatives in TN and New York
- Royalty Free Curriculum as CE or “Stacked”



What Some Graduates are Doing

- Hospital Systems
- Community Clinics
- Private Practices
- Dental School Patient Navigation
- Balancing Clinical with Community Duties

Questions - Comments

Dr. Jane Grover

groverj@ada.org

800-621-8099 x2751

Ms. Kelly Cantor

cantork@ada.org



