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District Dental Society

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Improving Outcomes by Improving Access for Patients with Special Needs

Speaker: Wade Banner, DMD
Sponsored by: LIBERTY Dental Plan
2/9/2024 10:00am - 11:30am

IMPROVING OUTCOMES BY IMPROVING ACCESS FOR PATIENTS WITH SPECIAL NEEDS

IN MOTION DENTISTS

- Dr. Wade M. Banner and Associates
 - Dr. Marc and Dr. Wessling
- An All Inclusive, All Ages Special Health Care Needs (SHCN) and ID/DD Practice
- Location: La Verne, CA



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SPECIALIZED CARE AS A SPECIALTY IN DENTISTRY

- Currently, there is no designated specialty in dentistry that caters to treating the Special Health Care Need (SHCN) population.
- Pediatric dentists are trained to work with adolescence that have special needs but these kids age out of the practice leaving them few options for obtaining dental treatment.

How I Got Started



IN MOTION DENTISTS
Comprehensive Care Delivered w/ Compassion

- **Mission:** To serve the SHCN populations and the elderly with complex care needs; To provide ethical, person-centered and collaborative dental care for all; To provide a targeted approach to dentistry enhancing a patient's quality of life
- **Dental consultant for SGPRC, FDLRC and ELARC**

THE NUMBERS @ In Motion Dentists

- **DEMOGRAPHIC**
 - 65% - Patients with Special Health Care Needs
 - 35% - Patients w/o SHCN
- **COLLECTIONS**
 - 30% DentiCal Reimbursement
 - 55% Private Pay
 - 10% Private Insurance
 - 5% Regional Center Reimbursement / Other
- **GENERAL ANESTHESIA**
 - Approx. 15% of those with ID/DD Require GA in my practice

BARRIERS TO CARE

- Financial Constraints
- Lack of Transportation
- Dental Anxiety / Fear
- Limited Locations that Provide Sedation Services
- Limited Providers that Accept DentiCal
- Limited Providers with Training in Working with SHCN Pts
- Patients Being in Managed Care Plans Limiting Their Options for Providers

CONDITIONS THAT CREATE BARRIERS TO CARE

Agoraphobia	Health Cautious / COVID Cautious	Physical Disabilities
Morbid Obesity	Intellectual Disabilities / Cognitive Disabilities	Multiple Comorbidities / Debilitating Health Conditions

ASSESSING A PATIENT FOR DENTAL CARE

- > Is the patient willing to sit in a dental chair or be taught to sit in a dental chair?
- > Is the patient wheelchair bound?
 - > Does the wheelchair recline?
 - > Is the patient able to transfer to a dental chair?
- > Can the pt open wide enough to fit a dental hand piece?
- > Does the patient respond to instructions?

ASSESSING A PATIENT FOR DENTAL CARE

- > Is the patient verbal?
- > Is the patient able to indicate pain?
- > How much dental work is needed?
- > History of seizures/epilepsy
- > Is patient able to handle sitting for a normal length dental appointment (30, 60 or 90 min)?
- > Full medical history including allergies and list of medications

MEDICAL CONDITIONS THAT REQUIRE MODIFICATIONS TO DENTAL CARE

- > History of Seizures/Epilepsy
- > Long Term (6mo+) Oral Bisphosphonate Tx
 - > Fosamax/Alendronate, Actonel/Risedronate, Ibandronate/Boniva, Zoledronic acid/Reclast, Denosumab/Prolia, Raloxifene/Evista, Zoledronic acid/Duavee
- > Any IV Bisphosphonate Tx
- > Head/Neck Radiation Treatment
- > Joint Replacement in the Last 6 months w/o Complications
- > Joint Replacement with Complications
- > Heart Valve Replacement
- > Pregnant

MEDICAL CONDITIONS THAT REQUIRE MODIFICATIONS TO DENTAL CARE

- > Previous History of Infective Endocarditis
- > Uncontrolled Diabetes
- > Uncontrolled Hypertension
- > Patient Taking Warfarin/Coumadin
- > History of Heart Attack in the Last 6 Months
- > History of Stroke in the Last 6 Months
- > History of Leukemia
- > Patient on Dialysis
- > History of Tuberculosis

METHODS IMD PROVIDES DENTAL CARE

1. **House Calls:** Comprehensive care for those who are unable to get to the dental office or who choose not to come to the dental office.
2. **Teledentistry:** Asynchronous assessments by either an assistant or hygienist (RDH/RDHAP). Started with grants.
3. **Oral Health Care Specialist (OHCS):** Twice a month Assisted Toothbrushing Program. Started with grant.
4. **"Brick and Mortar" Practice:** Comprehensive general and specialty care including periodontal, oral surgery, specialist and GA services.
 - a) Equipped by a Grant from DDS in 2020, opened doors in 2021.
5. **Desensitization Program:** Grant funds for collaboration with SGPRC desensitization and Skill Building Program/DDSBP as a transition to a dental office
6. **Regional Center Screening Days:** Dental exams, oral cancer screenings and x-rays

HOUSE CALL DENTISTRY: BREAKING BARRIERS TO CARE



HOUSE CALL DENTISTRY

- We Go to the Patient's Place of Residence
- Treatment Provided Bedside or on a Portable Dental Chair
- Comprehensive Dentistry is Provided
- Digital Workflow (Digital PMS and X-Rays)
- 4-6 Patients Per Day
- Doctor and 1 Assistant TEAM
- MOST REWARDING DENTISTRY I HAVE EVER DONE

HOUSE CALL DENTISTRY: BREAKING BARRIERS TO CARE



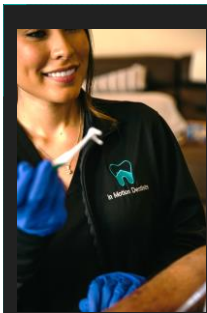
HOUSE CALL DENTISTRY

> Barriers to Care Broken:

- > Transportation
- > Physical disability
- > Many intellectual or mental disabilities
- > Decreases dental anxiety

> Barriers to Care NOT Broken:

- > Financial Barrier
- > Access to sedation services
- > Limited providers that accept DentiCal
- > Limited providers/geo locations that offer house call services
- > Most house call dentists don't accept MediCal



TELEDENTISTRY SERVICES

TELEDENTISTRY SERVICES

> Asynchronous Teledentistry

- > **Option 1:** Patient Sends in Photos and Symptoms → Dr. Assesses/Calls Pt with findings and recommendations
- > **Option 2:** Assistant/RDH/RDHAP sees pt and completes visual assessment, **x-rays, IO photos** and reports back to Dr. → Dr. Assesses/Calls Pt with findings and recommendations

TELEDENTISTRY SERVICES

- MediCal Does Allow This Type of Service: Can Bill
- Asynchronous Teledentistry Exam (\$0)
- Comprehensive Exam (\$66)
- Intraoral photos (\$9/photo up to 4 photos)
- Full Mouth Series Radiographs: \$48
- Total Max Reimbursement: \$150
- My UCR fee is lower for asynchronous exams vs in person exams so financial barrier to care is lower

TELEDENTISTRY SERVICES

- | | |
|---|--|
| <ul style="list-style-type: none"> ➢ Barriers to Care Broken: ➢ Financial constraints ➢ Lack of transportation ➢ Dental anxiety / fear | <ul style="list-style-type: none"> ➢ Barriers to Care NOT Broken: ➢ Access to sedation services ➢ Limited providers that accept DentiCal ➢ Limited providers that offer Teledentistry services ➢ Patients being in Managed Care plans limiting their options for providers |
|---|--|



ORAL HEALTH CARE SPECIALIST PROGRAM

- Started as a GRANT project
- Dental Assistant provides on site oral care services for a small fee
- Brushing, interproximal cleaning, mouth wash
- For patients that are unable to complete their own oral care



ORAL HEALTH CARE SPECIALIST PROGRAM

- **The Benefits:**
 - Pt receives at least 2 really good oral care services per month
 - We train family members/caregivers on how to provide proper oral care
 - Early detection of many oral pathologies
 - Customized oral care product recommendations

Personalized Daily Oral Care Plan			
Customer:	Our Health Care Provider		
Date:	QUESTIONS: In-Motion Dentists - (828)94-0374 - Text or Call Mon - Thur, Sat - Open		
RECOMMENDED TOOTHBRUSH	PRICE	FREQUENCY OF USE	DESCRIPTION / HOW TO USE
Standard Manual Toothbrush	Complimentary	2-3 times per day	Brush all three sides of all teeth 2 minutes twice a day
Standard Child Size Toothbrush	Complimentary	2-3 times per day	Brush all three sides of all teeth 2 minutes twice a day
Periodontal Soft Bristle Toothbrush	Complimentary	2-3 times per day	Stays soft toothbrush for sensitive gums or to prevent gum recession
3-Sided Manual Toothbrush	\$7.50	2-3 times per day	Toothbrush with 3 sides of brushes to aid in brushing
Triple Bristle Electric Toothbrush	\$75.00	2-3 times per day	Electric toothbrush with 3 sides of brushes to aid in brushing
Stomax Electric Toothbrush	\$110.00	2-3 times per day	Close back and forth going on all surfaces of teeth
PerioSite Suction Attached Toothbrush	\$4.00	2-3 times per day	Toothbrush attaches to bedside suction machine to prevent aspiration
RECOMMENDED TOOTHPASTE	PRICE	FREQUENCY OF USE	NOTES
Standard OTC Fluoride Tootpaste	Complimentary	2-3 times per day	Use a "pea size" amount on toothbrush to brush all teeth
Rivaseal Fluoride Free Tootpaste	\$16.00	2-3 times per day	Use a "pea size" amount on toothbrush to brush all teeth
Clings Tootpaste	\$17.00	2-3 times per day	Use a "pea size" amount on toothbrush to brush all teeth
Prevident 5000 Tootpaste	\$28.00	1-2 times per day	Use a "pea size" amount on toothbrush to brush all teeth
Biotera Dry Mouth Tootpaste	\$12.00	2-3 times per day	Use a "pea size" amount on toothbrush to brush all teeth
Saliva Dry Mouth Tootpaste	\$14.00	2-3 times per day	Use a "pea size" amount on toothbrush to brush all teeth
RECOMMENDED FLOSSING AID	PRICE	FREQUENCY OF USE	NOTES
Standard String Floss	Complimentary	Nightly	Floss between all teeth each evening
Fluoridated	\$7.00	Nightly	Floss between all teeth each evening
Interproximal Brushes	\$9.00	Nightly	Brush between teeth that have spaces/gaps
Water Flosser	\$54.50	Nightly	Clean between all teeth and at gumline
Air Flosser	\$69.00	Nightly	Clean between all teeth and at gumline

RECOMMENDED MOUTHWASH	PRICE	FREQUENCY OF USE	NOTES
Standard Alcohol Free Mouthwash	\$6.00	Morning and Night	Rinse and spit for 30 seconds or perform oral swabs
Chloxy Mouthwash	\$12.00	Morning and Night	Rinse and spit for 30 seconds or perform oral swabs
Chlorhexidine (Prescription Only)	\$10.00	Nightly	Rinse and spit for 30 seconds or perform oral swabs
RinseWell Mouthwash	\$18.00	Morning and Night	Rinse and spit for 30 seconds or perform oral swabs
Biotene Dry Mouth	\$12.00	2-4 Times Daily	Rinse / spit for 30 seconds or perform oral swabs to prevent dry mouth
Stelale Mouthwash (Homeopathic)	\$40.00	2-4 Times Daily	Rinse / spit for 30 seconds or perform oral swabs to prevent dry mouth

RECOMMENDED DENTURE CARE	PRICE	FREQUENCY OF USE	NOTES
Polident Tablet	\$8.00	Each Evening	1 tablet in water and soak denture overnight
Denture Brush	\$3.00	Each Evening	Used to brush denture 360 degrees daily
Ultrasonic Denture Care Bath	\$39.99	Each Evening	Cleaning bath uses ultrasonic vibrations to help clean denture weekly
Prodent Denture Glue	\$6.00	Each Morning	Apply as directed to help hold dentures in place after cleaning them

ADDITIONAL RECOMMENDED ADAPTIVE AIDS	PRICE	FREQUENCY OF USE	NOTES
Open Wide Mouthrest (Regular or Thick)	\$4.00	-	Assists in helping patient stay open while providing oral care
Oral Swabs for Mouthwash	\$16.99	-	Dip in mouthwash and swab teeth, gums tongue and inside of cheeks
Easy Grip Handle for Toothbrush	\$3.00	-	Thick handle to help patient hold toothbrush
Easy Hold Band for Toothbrush	\$10.00	-	Band and loop handle to help pt hold toothbrush
Bedside Suction Machine	\$175.00	-	Used for patients that have difficulty swallowing or spitting during care
Tongue Scaper/Cleaner	\$6.99	-	Brush/Scrap top of tongue nightly
2 Minute Timer	\$2.00	-	Flag to help give patient a timer on how long to brush teeth

BRICK AND MORTAR OFFICE

Est. Aug 2021

- General Dentistry Services
- Contracted Periodontist
- Contracted Anesthesiologist
- Contracted Oral Surgeon (in training)
- Desensitization











Sensory Rooms

- Dimmable Lights
- Entertainment on toe wall / ceiling
- Rear Delivery System
- Light / Airy / Warm / Welcoming
- Blanket / Weighted Blanket
- Sensory Toys
- Surround Sound for Calming Sounds











DENTAL DESENSITIZATION

DESENSITIZATION

- San Gabriel Pomona Regional Center
 - Coordinates Desensitization
- Board Certified Behavioral Analyst (BCBA) and Registered Behavioral Therapist (RBT)
 - Contracted w/ Regional Center to Provides Services
 - Can make your assistant an RBT with a 40hr online training course
- Assistant Driven Service of My Practice
 - Patients Graduate to My Office as a Dental Home from the Regional Center
- Billing DentiCal
 - Office Visit for Observation: \$28
 - Behavioral Management (4x/yr): \$140

DESENSITIZATION GOALS

1. Teach individuals with SHCN to receive dental treatment (check-up, cleaning, ETC)
2. Minimize the need for General Anesthesia (GA) or advanced behavior management.
3. Improve oral hygiene within home setting **via Parent Training, Behavioral Intervention and Education**
4. Decrease Anxiety and Problem Behaviors associated with Dental AND Healthcare checks.
5. Establish a **MODIFIED, ADAPTED AND SPECIALIZED** Dental Home

In Motion Dentists' Desensitization Tracking										
Stimulus	Time Goal	Month				Appet 1 Date	Appet 2 Date	Appet 3 Date	Appet 4 Date	Time
		Goal Achieved	Improve ment	Accept	Not Attempt ed					
Sit in Chair	20 min									
Hands on Belly	Total									
Bite Block	Total									
Open on Command	2 min									
Mouth Mirror	2 min									
Explorer	2 min									
Saline and Endpaper	2 min									
Bite Block	2 min									
Saltwa Specitor w/o Unit On	2 min									
Saltwa Specitor w/ Unit On	2 min									
A/W Syringe w/o Unit On	2 min									
A/W Syringe - Air Only	2 min									
A/W Syringe - Water Only	2 min									
A/W Syringe - Air & Water Together	2 min									
Placing tip w/o Unit On	2 min									
Placing tip w/ Unit On (No Paste)	2 min									
Placing tip w/ Unit On (w/ Paste)	2 min									
Cotton Rolls (Mater 1 / Mater 2)	2 min									
Touch w/ tip (don't dispense)	20 sec									
Sensant w/ tip (don't dispense)	10 sec									
Control Light	20 sec									
Lead Apion	Total									
A-Ray Sensor w/o holder w/o head	5 sec									
A-Ray Sensor w/ holder w/o head	5 sec									
A-Ray head w/o Sensor in Mouth	5 sec									
A-Ray head w/ Sensor in Mouth	5 sec									


Behavioral Management Techniques Used

<input type="checkbox"/> Tell-Show-Do	<input type="checkbox"/> Voice Control Techniques	<input type="checkbox"/> Reward - Toy
<input type="checkbox"/> Covering of Mirrors	<input type="checkbox"/> Reward - Stickers/Treat	<input type="checkbox"/> Reward - Drink
<input type="checkbox"/> Holding Hand for Comfort	<input type="checkbox"/> Reward - Stickers	<input type="checkbox"/> Reward - Other

Notes:

GA SEDATION

Always our last option for services



BRICK AND MORTAR LOCATION

➤ **Barriers to Care Broken:**

- Dental anxiety / fear
- Limited locations that provide sedation services
- Limited providers that accept Dentica
- Limited providers with training in working with SHCN pts
- Patients being in Managed Care plans limiting their options for providers

➤ **Barriers to Care NOT Broken:**

- Financial Barrier
- Lack of transportation



SGPRC Saturday Clinic Day

SGPRC Saturday Clinic Days

- Provided 1 Saturday Every Other Month
- All Regional Center Clients
- We Schedule 60-80 Clients/Day (75-80% Show Up)
- Services:
 - Dental Exam
 - Oral Cancer Screenings
 - X-Rays
- Pre-Dental Student / Dental Student Volunteer Driven



CONCLUSION: GOAL OF DENTAL SERVICES

- **Goal 1:** Develop services that are person-centered, specialized and represent cultural and linguistic diversity.
- **Goal 2:** Develop systems to ensure that quality services and supports in the least restrictive environment are provided to individuals in the community.
- **Goal 3:** Expand the availability, accessibility, and types of services and supports to meet current and future needs of individuals and their families in the community.

Where Do We Go From Here???

- More Advanced Training for Providers and Auxiliary TEAM Members is Critical:
 - How to Work with the SHCN Population
 - The Benefits in a Practice of Working with this Population
 - How to Vendor and Work with Regional Centers
 - How to Provider Desensitization Services
 - Types of Behavioral Management and How to Provide this Service
 - Billing Options / Best Practices for Keeping Profit Margins in the Black while Treating SHCN Pts
- Advocacy to ALL Dental Insurance Plans to Increase Reimbursement to Specialized Providers that Focus on Treating SHCN Population (Pay at "Specialty Rates")
- Advocacy to Increase DentiCal Reimbursement Rates (8yrs since Prop 56 Increase)

Where Do We Go From Here???

- State/Federal Funding To Support the Establishment of Offices that Focus on SHCN Pts
- More UNIFORMITY Between Regional Centers on Vending and Supporting Dentists
- Funding for the Addition of Offices that are Built for Those with SHCN
- Additional Incentive and Training on How to Provide Portable Dental Services
- Expansion on Training and Implementation for Teledentistry Services
- Greater Collaboration with RDHAPs to Reach These Individuals

Each one of us can
make a difference.
Together we make
change.

THANK YOU

Barbara Mikulski

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