

CHR PCC Oral Health



Unified, Usable, & Undeniably Good



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COVID and Oral Health

- COVID-19 led to closure and reduced hours of dental practices except for emergency and urgent services, limiting routine care and prevention.¹
- Populations vulnerable to COVID-19, including those in low socioeconomic groups, minority groups, older adults, low-literacy individuals, those in rural areas, and the uninsured are also at increased risk for oral disease and associated systemic health problems.²
- The pandemic offered an opportunity for the dental profession to shift more toward nonaerosolizing, prevention-centric and timely approaches to care.^{3,4,5}

1. http://www.cdc.gov/pcd/issues/2020/20_0266e.htm
2. <https://www.hrsa.gov/sites/default/files/publichealth/clinical/oralhealth/improvingaccess.pdf>.
3. <https://pubmed.ncbi.nlm.nih.gov/32790606/>
4. <https://pubmed.ncbi.nlm.nih.gov/35422268/>
5. <https://pubmed.ncbi.nlm.nih.gov/35370519/>



Oral Health Disparities

Adopting CHW services is a workforce strategy to address dental health disparities.¹

- **High rates of preventable tooth decay**

- CHW/CHRs can provide education about the value and practice of sound oral hygiene, acquaint them with a regular schedule of routine preventive dental care, and help prepare those patients who may need oral surgery with accurate and culturally-appropriate information.

- **Cultural barriers**

- CHW/CHRs bridge cultural and language barriers. Cultural and linguistic congruence between populations and CHW/CHRs enables effectiveness of interventions.²

- **Missed appointments**

- CHW/CHRs reduce missed appointments. They can make reminder calls and arrange for transportation

- **Access to fluoridated water**

- CHW/CHRs can help organize communities in support of fluoridated water and dental health equity.



1. <https://mnchwalliance.org/dental-providers/>

2. Sharma N, Harris E, Lloyd J, et al. Community health workers involvement in preventative care in primary healthcare: a systematic scoping review. *BMJ Open* 2019;9:e031666. doi:10.1136/bmjopen-2019-031666

Slide provided by Michelle Archuleta

Member of Care Delivery Team

- Optimal medical and oral health requires management of both behavioral and physiological risk factors. Additional workload may be beyond capacity of primary care providers and requires greater sharing of responsibility.¹
- Expanding the care team to include CHRs can help address oral health disparities.



1. World Health Organization. Global action plan for the prevention and control of noncommunicable diseases 2013-2020. World Health Organization, 2013.

Oral Health

- **CDC Oral Health**
- **IHS Dental**
- **Tribal Dental**
- **Navajo County Oral Health Coalition**
- **Northern Arizona University**

Forms

- **IHS 535 Comprehensive**
- **IHS 535-1 Abbreviated**
- **IHS 962 Group**

Comprehensive 535

- **12 required fields- individual services**
- **10 required fields- activities/groups**
- **SOAP documentation**
- **Additional test/values**
- **Can document up to five referrals-individual**

Abbreviated 535-1

- **12 required fields- individual**
- **10 required fields- activities/groups**
- **Fewer measurement/test**
- **Does not have S/O/P**
- **Can document up to five referrals-individual**

Group 962

- **10 required fields**
- **Document additional family**
- **All received same service**
- **Can not document referrals**

Documenting Groups

- Same day
- Same services
- Same location
- Can't make referral on group document

Which Form Should We Use?

Can depend on activity

The guidelines on which form to use are determined by the CHR Program.

Your program can establish a protocol for which form to use and under certain circumstances.

Which Form?

- **Dental Mission of Mercy**
- **CHRs provide registration for free dental care**
- **# Served 414**

Which Form?

- Tribal Head start
- CHR provides education on proper brushing
- # Served 60

Which Form?

- IHS Fall School exam
- CHRs check teeth for tooth decay
- Make referrals for those with decay
- #Served 40
- 5 showed signs of decay

Which Form?

- Per request of Dental
- Deliver prescription toothpaste/oral rinse

Health Problem Codes (HPC)

- **Two letter acronym**
- **“Best fits” the health area**

Health Problem Code Categories

- Communicable
- Chronic
- Digestive
- Ear
- Behavioral Health
- Abuse/Neglect
- HP/DP
- Ill-Defined
- Screening
- MCH
- Nervous System
- Respiratory
- Urinary Tract
- Vision
- Other

Digestive



WHAT DO YOU CALL A
BEAR WITHOUT TEETH?



Service Codes

- **Two letter acronym**
- **“Best fits” service provided**

Case Find/Screen

CF

- **Screening at events**
- **Interview/survey/assessment**

Case Management

CM

- Make referral
- Assist with filling out forms



Health Education

- **Planning**
- **Preparing**
- **Presenting**

Interpret/Translate

IT

- Orally or in writing
- Translating from one language to another
- Clarifying medical instructions
- Clarifying and or reading documents such as mail, applications, etc....

YOU SHOULD TAKE BETTER CARE OF YOUR TEETH. YOU CAN'T GET BY ON BRUSHING ALONE.

OK, DOC.



Monitor Patient

MP

- Monitor how pt is feeling
- Examine teeth
- Mucous membranes

- **Applying fluoride/sealants**
- **Delivering meds, supplies, equipment**
- **Providing emotional support**

WHY DO YOUR TEETH NEED SEALANTS?

**BECAUSE THEY'RE
GROOVY, BABY!!!**

Other Patient Services

OP

- Any pt centered service not included in other service code
- Planning, coordinating, conducting specialty clinic or event
- Prep work for clinic or event
- Clean up after clinic or event

Obtain Training

OT

- Any type
- Health or job related
- Activity location-none (6)
- Number served-zero

Not Found

NF

- **Attempt to make contact with a pt in person or by phone and no contact was made.**

Transport

TP

- **Transport according to tribal policy**

Codes?

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Codes?

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Codes?

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Which Form?

- **Per request of Dental**
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Referral Codes

1. Medical
2. Nursing
3. Dental
4. Eye
5. Social Work
6. Behavioral Health
7. Technician
8. Other Professional
9. Agency Program
10. Family/Self/Community
11. CHR Program
12. None

Activity Location

1. Home
2. CHR Office
3. Community
4. Hospital/Clinic
5. Radio/Telephone
6. None (OT / LT)
7. School

Questions

Patient Care vs Paper Work



- Balance
- Legal document
- Not documented- didn't happen
- Budget

It could be worse...

No job's complete
until the paper
work is done!

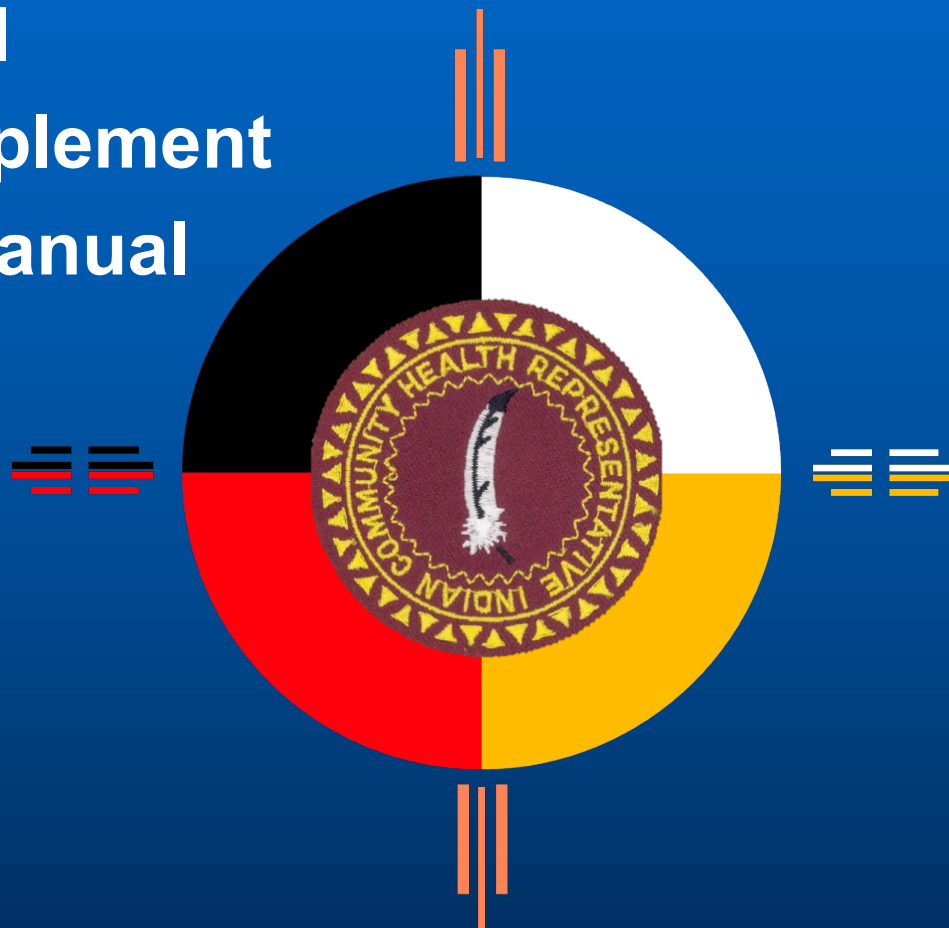


CHRs just keep going and going...



Manuals and Forms @ihs.gov

- CHR PCC User Manual
- CHR PCC Manual Supplement
- CHR PCC Technical Manual
- CHR PCC Forms



CHR

Committed to helping Tribal community members reach the highest attainable standard of health by addressing physical, mental, social, environmental and spiritual health through advocacy and education.

Honor and respect the customs and traditions of Tribal communities to build purposeful relationships that promote cultural awareness and understanding and facilitate access to essential health and human services.

Relentless pursuit of excellence and self-improvement to increase skills and ability to provide quality health services and promote wellness in Tribal communities

Thank you for your service!

Thank you for your time!