

Dental Safety Net in Iowa Project (DSNI): Project update, Webinar #5

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The Iowa Safety Net and ACA project: Agenda

1. Progress report
2. Overview of FQHC survey
3. FQHC survey schedule
4. Next steps

Steering Committee



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- Meg Booth/Colin Reusch
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- Larry Hill
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- Mary Mariani
- Michael McCunniff
- Beth Mertz
- Pamela Riley
- Bob Russell
- Ed Schooley
- Debra Scott/Scott Trapp
- Andy Snyder
- Maria Rosa Watson

DentaQuest reps

- Matthew Bond
- Mark Doherty
- Andrea Forsht
- Mike Monopoli

Project Phases

1. Establish a National Oral Health **Advisory Committee**
 - Done
2. **Survey private dentists** about Medicaid participation and attitudes
 - Survey completed, analysis and writing underway
3. Compile a **background inventory report** on oral health in Iowa, especially as it relates to vulnerable populations
 - To be finalized by 1 Sept and link to report distributed via The Commonwealth Fund Newsletter concerning all of the Inventory reports from the safety net project

Project Phases

4. Conduct **conjoint analysis** to determine factors affecting dentist participation in Medicaid
 - Data collection to be completed by Sept 7
5. Assess the **capacity of FQHC** dental clinics in Iowa
 - Survey drafted and being reviewed by NAC
6. Develop **policy recommendations** to improve the safety net and increase public/private collaborations
 - After data are collected

Survey 3

FQHC Dental Capacity Survey

- **Schedule**
 - Send out Sept 1
- **Recipients**
 - 12 FQHCs in Iowa that provide dental care
 - Other dental safety net providers in state:
 - St. Luke's Hospital
 - Des Moines Health Center
 - Broadlawns Medical Center

Survey Topics

Survey based on medical capacity survey and dentist Medicaid survey

- **ACA Intro**
- **Clinic Staffing-current and recruitment**
- **Dental services provided at clinic and via referral**
- **Patient Support Services**
- **Patient visits and demographics**
- **Dental facilities**
- **Interactions with community dentists**
- **ACA impacts**
- **EFDAs**

Survey 3

Intro/Purpose

As you are aware, the health insurance coverage portions of the Affordable Care Act (ACA) will be fully implemented in 2014. This includes the expansion of private insurance through the health insurance marketplaces, and the expansion of the Iowa Medicaid program through the Iowa Health and Wellness Plan, for all individuals up to 138% of the federal poverty level. These insurance expansions will provide more coverage for dental care, especially for adults in Iowa. This survey is designed to understand the impact of these insurance expansion on access to dental care within the dental safety net by assessing the current capacity for providing dental services by the Federally Qualified Health Centers (FQHCs) and other dental safety net providers in Iowa. It also asks about the ability of FQHCs and other safety net providers to respond to the changes expected as the ACA is implemented.

Survey 3

Clinic Staffing

Q1.

Please indicate both the number of staff (as of August 1, 2013) and the number needed to fully staff current vacancies (if any) for the following types of dental providers employed at your clinic. If you do not employ a given provider type or have no vacancies, please leave the FTE field blank.

1 FTE (full-time equivalent) = 40 hours per week

	Main Clinic		Satellite Clinic(s)	
	Current Staff (FTEs)	Current Vacancies (FTEs)	Current Staff (FTEs)	Current Vacancies (FTEs)
Dentists	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dental Hygienists	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Dental Assistants (chair side)	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Clinic Staffing

Q2.

Is your clinic actively recruiting any of the following staff positions to meet the current needs of your clinic? (Select all that apply.)

- Dentists
- Dental hygienists
- Dental assistants
- Other (Please specify)

Survey 3

Clinic Staffing

Q2a. (display only options selected in Q2)

How difficult has it been to recruit someone for this position?

	Main Clinic			Satellite Clinic(s)		
	Dentists	Dental Hygienists	Dental Assistants	Dentists	Dental Hygienists	Dental Assistants
Very Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somewhat Difficult	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Somewhat Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Very Easy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Not sure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Clinic Staffing

Q2b. (display if “very difficult” or “somewhat difficult” selected for Q2a)

What issues pose the biggest challenge to the recruitment of staff at your dental clinic? (free response)

Q3.

What is your clinic's third next available dental appointment, which is the average length of time in days between the day a patient makes a request for an appointment with a dental care provider and the third available appointment for a new patient comprehensive routine exam or a recall exam.

days

Survey 3

Dental Services

Q4.

Does your dental clinic provide care to the following age groups? (Select all that apply)

- Very young patients (under age 3)
- Children (ages 4-17)
- Adults

Q5.

Please describe whether you limit or only have the ability to provide certain dental services based on the age of the patient. (e.g., orthodontics only for children) (Free response)

Survey 3

Dental Services

Q6.

How does your clinic primarily provide access to the following dental services? (Select the best response for each service.)

	Provided at clinic	Covered through referral	Do not provide
Treatment of pre-cooperative children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sedation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orthodontia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal scaling & root planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other specialty services <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Dental Services

Q6a. (Display services selected as "provided at clinic" in Q6)

How adequate is your ability to meet the dental needs of your community for each of the following services by **providing them at your clinic?**

	Very Adequate	Adequate	Somewhat Adequate	Not Adequate
Treatment of pre-cooperative children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sedation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orthodontia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal scaling & root planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other specialty services <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Dental Services

Q6b. (display services selected as “covered through referral” in Q6)

How adequate is your ability to meet the dental needs of your community for each of the following services by **covering** them through referral?

	Very Adequate	Adequate	Somewhat Adequate	Not Adequate
Treatment of pre-cooperative children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sedation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orthodontia	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex extractions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Simple root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Complex root canal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal scaling & root planning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Periodontal surgery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other specialty services <input type="text"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Dental Services

Q7. Are there any dental services for which you currently refer but would rather provide directly at your clinic? Please describe. (Free response)

Q8. Are there any dental services or patient populations for which you have particular difficulty referring? Please describe. (Free response)

Q9.

How, if at all, does your clinic track referrals made for dental services provided by other providers? (Select all that apply.)

- Referral-tracking software
- Recorded in patient chart / electronic record
- Patient self-report at follow-up visit
- Direct provider communication
- Make appointments directly for patients
- Do not track referrals

Survey 3

Patient Support Services

Q10.

Does your clinic provide assistance with dental **appointment-keeping behaviors** (e.g., tardiness and appointment reminders)? (Select all that apply)

- Yes, provided by staff at our clinic
- Yes, but provided by I-Smile coordinators
- Yes, but provided by other outside entity (e.g., public health department, WIC clinic)
- No, do not currently provide, but plan to implement in next year
- No, do not currently provide

Survey 3

Patient Support Services

Q11.

Who, if at all, does your clinic provide assistance **coordinating dental referrals to specialists?**
(select all that apply)

- Yes, provided by staff at our clinic
- Yes, but provided by I-Smile coordinators
- Yes, but provided by other outside entity (e.g., public health department, WIC clinic)
- No, do not currently provide, but plan to implement in next year
- No, do not currently provide

Q12.

How, if at all, does your clinic help dental patients **connect to community resources** such as **transportation?** (select all that apply)

- Yes, provided by staff at our clinic
- Yes, but provided by I-Smile coordinators
- Yes, but provided by other outside entity (e.g., public health department, WIC clinic)
- No, do not currently provide, but plan to implement in next year
- No, do not currently provide

Survey 3

Patients seen at dental clinic in 2012

Q13. Does your center have one or more satellite dental clinics?

- YES (versions of the questions with main clinic/satellite/total columns)
- NO (versions of the questions with only a total column)

Q14.

How many **total patient dental encounters** did your clinics have during the 2012 calendar year? Patient dental encounters refers to total visits, recognizing that many individuals may have visited your clinic more than once

Main Clinic	Satellite Clinic(s)	Total	<input type="radio"/> don't know
<input type="text"/>	<input type="text"/>	<input type="text"/>	

Survey 3

Patients seen at dental clinic in 2012

Q15.

For each of the following insurance status categories, please report the number of unduplicated patients served by your dental clinic during the 2012 calendar year.

Unduplicated patients refers to unique individuals seen at your clinic. Please leave blank if you do not know.

# of Unduplicated Patients			
	Main Clinic	Satellite Clinic(s)	Total
Uninsured/Self-Pay	<input type="text"/>	<input type="text"/>	<input type="text"/>
Private/Commercial Insurance	<input type="text"/>	<input type="text"/>	<input type="text"/>
Medicaid	<input type="text"/>	<input type="text"/>	<input type="text"/>
CHIP / hawk-i	<input type="text"/>	<input type="text"/>	<input type="text"/>
IowaCare	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unknown	<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Patients seen at dental clinic in 2012

Q16.

For each of the following federal poverty level (FPL) income categories, please report the number of unduplicated patients served by your dental clinic during the 2012 calendar year.

Please leave blank if you do not know.

# of Unduplicated Patients			
	Main Clinic	Satellite Clinic(s)	Total
Below 100% of the FPL	<input type="text"/>	<input type="text"/>	<input type="text"/>
100 – 138% of the FPL	<input type="text"/>	<input type="text"/>	<input type="text"/>
139% - 200% of the FPL	<input type="text"/>	<input type="text"/>	<input type="text"/>
Over 200% of the FPL	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unknown	<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Patients seen at dental clinic in 2012

Q17.

For each of the following **age categories**, please report the number of unduplicated patients served by your dental clinic during the 2012 calendar year. Please leave blank if you do not know.

# of Unduplicated Patients			
	Main Clinic	Satellite Clinic(s)	Total
0 – 17	<input type="text"/>	<input type="text"/>	<input type="text"/>
18 – 24	<input type="text"/>	<input type="text"/>	<input type="text"/>
25 – 44	<input type="text"/>	<input type="text"/>	<input type="text"/>
45 – 64	<input type="text"/>	<input type="text"/>	<input type="text"/>
65 and up	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unknown	<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Patients seen at dental clinic in 2012

Q18.

For each of the following ethnic and racial categories, please report the number of unduplicated patients served by your dental clinic during the 2012 calendar year. Please leave blank if you do not know.

# of Unduplicated Patients			
ETHNICITY:	Main Clinic	Satellite Clinic(s)	Total
Hispanic or Latino (any race)	<input type="text"/>	<input type="text"/>	<input type="text"/>
RACE:			
White	<input type="text"/>	<input type="text"/>	<input type="text"/>
Black	<input type="text"/>	<input type="text"/>	<input type="text"/>
Asian	<input type="text"/>	<input type="text"/>	<input type="text"/>
American Indian	<input type="text"/>	<input type="text"/>	<input type="text"/>
More than one race	<input type="text"/>	<input type="text"/>	<input type="text"/>
Unknown	<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Patients seen at dental clinic in 2012

Q19.

During the 2012 calendar year, how many unduplicated patients did your dental clinic treat that were **best served in a language other than English?**

Main Clinic	Satellite Clinic(s)	Total
<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Patients seen at dental clinic in 2012

Q20.

How would you best describe your dental clinic(s) during the past 12 months?

- Too busy to treat all requesting appointments
- Provided care to all requesting it, but felt overworked
- Provided care to all requesting it, but did not feel overworked
- Not busy enough, would have liked more patients
- Clinic limited, no new patients taken

Survey 3

Dental Facilities

Dental Facilities

The next set of questions asks you about your dental clinic's physical environment during the 2012 calendar year (January 1 – December 31).

Q21.

How many dental operatories did your clinic have during the 2012 calendar year?

Main Clinic	Satellite Clinic(s)	Total
<input type="text"/>	<input type="text"/>	<input type="text"/>

Survey 3

Other dentists in the community

Q22. Please read the following statements about other dentists in the community and circle the number that indicates the degree to which you disagree or agree with these statements.

	Strongly disagree	Disagree	Agree	Strongly agree	Not sure/ Don't know
a. Our dental clinic has routine professional interactions with dentists in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Local dentists are a source of professional competition for our dental clinic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Responding to the ACA

The Affordable Care Act

A central component of the Affordable Care Act (ACA, sometimes also referred to as "Obamacare") is the expansion of insurance coverage through a combination of approaches. These include the establishment of a Health Insurance Marketplace for private plans, the expansion of Medicaid-like coverage for all individuals up to 138% of the federal poverty level through the Iowa Health and Wellness plan, government subsidies for the purchase of insurance for those with incomes between 100% and 400% of the federal poverty level, and a requirement that individuals obtain insurance or pay a financial penalty.

Survey 3

Responding to the ACA

Q23.

The following questions ask about your dental clinics expectations during the first year that the ACA is fully implemented (2014):

	Increase substantially	Increase somewhat	Stay the same	Decrease somewhat	Decrease substantially
We expect our dental patient population to:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We expect the number of dental clinic visits per patient to:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
We expect our needs for dental clinic space to:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Responding to the ACA

Q24a. (display if “increase substantially” or “increase somewhat” are chosen for any statement in Q23 or Q24)

What changes are you considering to accommodate this increased demand for dental care?
(select all that apply)

- Expand clinic hours
- Expand existing facilities
- Hire general dentists
- Hire dental specialists
- Hire dental hygienists
- Hire dental assistants
- Add/expand satellite clinic
- Improve referral network
- Expand the scope of services offered

Survey 3

Responding to the ACA

Q25.

As the Affordable Care Act (ACA) is implemented, what percentage of your currently uninsured dental patients do you believe will qualify for Medicaid or the health insurance exchange beginning in 2014?

%

Survey 3

Responding to the ACA

Q25.

As the Affordable Care Act (ACA) is implemented, what percentage of your currently uninsured dental patients do you believe will qualify for Medicaid or the health insurance exchange beginning in 2014?

%

Survey 3

Responding to the ACA: Organizational Change

Q26.

Please rate your confidence in your dental clinic's ability to respond to the opportunities and challenges health reform may present.

- Very high
- High
- Neither high nor low
- Low
- Very low

Q27.

Which statement best describes your dental clinic's attitude towards making organizational changes in response to health reform?

- We want to change
- We have little choice but to change
- We feel obligated to change

Survey 3

Responding to the ACA: Organizational Change

Q28.

On a scale of 1 (strongly agree) to 5 (strongly disagree), how much do you agree with the following statements?

	Strongly agree 1	Agree 2	Neither agree nor disagree 3	Disagree 4	Strongly disagree 5
Our dental clinic knows what steps we will need to take to respond to the challenges health reform may present.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our dental clinic has the necessary human, financial, and material resources to respond to the challenges health reform may present.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Current circumstances at our dental clinic will limit our ability to respond to the challenges health reform may present.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

Expanded Function Dental Auxiliaries (EFDAs)

Expanded Function Dental Auxiliaries

We are almost done! We'd just like to ask you a few last questions about your clinic's use of Expanded Function Dental Auxiliaries (EFDAs). The Iowa Dental Board has convened a task force to look at the possibility of increasing the number of procedures that EFDAs (Dental Hygienists and Dental Assistants) can perform under the supervision of a dentist. Auxiliaries would be required to receive additional education and demonstrate competency in order to provide each procedure. The following questions are intended to explore dentists' attitudes about additional expanded functions.

Survey 3

EFDAs

Q29.

The state of Iowa currently allows EFDAs to perform the following duties. Do dentists in your clinic ever delegate any of these duties to an EFDA?

	Yes	No	Don't Know/ Not Sure
Remove temporary crowns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take final impressions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fabricate temporary crowns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apply cavity liners, bases, desensitizing agents, or bonding systems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Test pulp vitality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take occlusal registrations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place/remove gingival retraction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

EFDAs

Q30.

If the state practice act was changed, would you ever consider having a trained and tested EFDA provide any of the following services in your clinic?

	Yes	No	Don't Know/ Not Sure
Remove cement/adhesives following permanent cementation of crowns/bridges	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place/shape amalgam restorations following preparation of a tooth by a dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Place/shape composite restorations following preparation of a tooth by a dentist	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fit/cement stainless steel crowns on primary teeth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Take final impressions and records for the fabrication of dentures/partial dentures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cement final restorations (crowns, fixed partial dentures)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Survey 3

EFDAs

Q30a. (if YES is selected for any statement in Q30)

How seriously would your clinic consider covering the costs to send one of your clinic's own dental auxiliaries, with multiple years of experience, to a course where they could become certified to provide the proposed new services?

- Not at all seriously
- Slightly seriously
- Moderately seriously
- Extremely seriously
- Not sure

Survey 3

Survey Completion

Q31.

Please identify the position of the person who completed this survey.

- CEO
- CFO
- Dental Clinic Manager
- Dental Director
- Other (Please specify)

DSNI Project: Year 2

- **Application submitted to DentaQuest (Aug 2nd)**
- **Year 2 goals:**
 1. Complete analyses and disseminate findings from Year 1 activities related to Medicaid participation and safety net capacity
 2. Facilitate formulation of policy based on research evidence that will have an impact on improving access to oral health care
 - Consult national advisory committee & convene statewide forum
 3. Build an evidence-based approach in the development of a Dental Home
 - Conduct inventory report & convene focus groups to initiate an evidence-based definition of Dental Home

Progress for Survey 2

Conjoint survey

- **Emailed out Aug 1 to 305 dentists who provided email addresses in Survey 1**
- **Current response rate = 43% (n=131)**

Report Updates

- **Inventory Report:**
 - Completed by 1 Sept
 - Locations: PPC website, Commonwealth Fund

- **Survey 1 Report:**
 - Locations: PPC website (by _____), Commonwealth Fund