



**Community Health Center, Inc.**  
**Rebuilding Mobile Dental Post Covid**




MOSES/WEITZMAN Health System


**weitzman institute** inspiring primary care innovation

### Financial Disclosures

- With respect to the following presentation, there have been no relevant (direct or indirect) financial relationship between the presenters/activity planners and any ineligible company in the past 24 months which would be considered a relevant financial relationship.
- The views expressed in this presentation are those of the presenters and may not reflect official policy of Moses/Weitzman Health System, Inc. or its Weitzman Institute.
- We are obligated to disclose any products which are off-label, unlabeled, experimental, and/or under investigation (not FDA approved) and any limitations on the information that are presented, such as data that are preliminary or that represent ongoing research, interim analyses, and/or unsupported opinion.

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**Community Health Center, Inc.**  
**A LONG HISTORY OF HELPING CONNECTICUT'S UNDERSERVED**


Founded in 1972 as a free dental care clinic in Middletown, CT, Community Health Center, Inc. is today a leading independent, non-profit healthcare provider offering comprehensive medical, dental, behavioral healthcare and specialty services to more than 150,000 people across the state.

CHC was founded on the principle that "Health care is a right and not a privilege," and its more than 200 locations, including 187 school-based clinics, serve many of the state's neediest patients, with 90% living at or near the poverty level and 70% people of color.

CHC's vast range of offerings for the community also include its Center for Key Populations, the Family Wellness Center, and New Horizons Domestic Violence Services.

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### CHCI Profile



- Founded: **May 1, 1972**
- Annual budget: **\$180m**
- Staff: **1,400**
- Active Patients: **150,000**
- SBHCs across CT: **187**
- Students/year: **17,000**

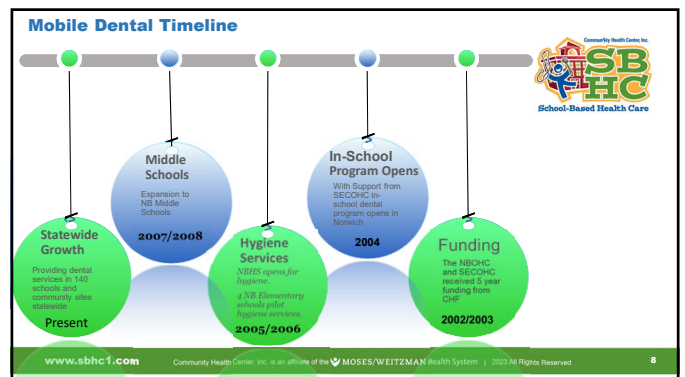
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### School-Based Services Offered

<p><b>Medical Care:</b></p> <ul style="list-style-type: none"> <li>• Diagnosis and Treatment</li> <li>• Physical Exams</li> <li>• Chronic Disease Management</li> <li>• Immunizations</li> <li>• Prescriptions</li> <li>• Health Education</li> <li>• Referrals</li> <li>• Labs</li> </ul>	<p><b>Mental Health:</b></p> <ul style="list-style-type: none"> <li>• Crisis Intervention</li> <li>• Individual Counseling</li> <li>• Group Counseling</li> <li>• Family Counseling</li> <li>• Referrals</li> </ul>	<p><b>Dental:</b></p> <ul style="list-style-type: none"> <li>• Screenings</li> <li>• Exams</li> <li>• Cleanings</li> <li>• X-Rays</li> <li>• Sealants</li> <li>• Oral Health Education</li> <li>• Referral for Restorative Care</li> </ul>
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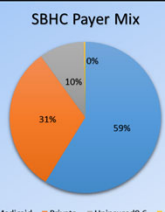


### Sustainability - Payer Mix



Visit Revenue  
Grant funding


**SBHC Payer Mix**



Payer Type	Percentage
Medicaid	59%
Private	31%
Uninsured	9.6%
other	0%

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### Getting Started



Invitation- Superintendent


**Contract**

- ✓ Internet- secure connection
- ✓ Power School
- ✓ Phone
- ✓ Access to students
- ✓ Communication to parents
- ✓ License- State of CT

CHCI CEO and Superintendent/BOE signature finalizes contract

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### The Mobile Dental Team - 2023



**Senior Leadership:**  
 Mark Masselli, CEO  
 Dr. Margaret Flintner, Vice President  
 Yvette Highsmith-Francis, Regional/SBHC Vice President  
 Jane Hylan, Director, School Health Services  
 Dr. Sheela Tummala, CDO


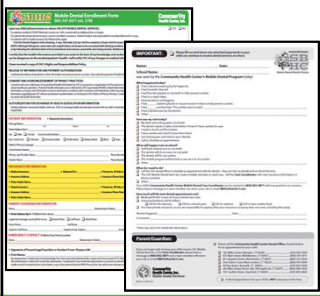
**Dental Department:**  
 Senior Program and Clinical Manager  
 8 Dental Hygienists  
 2 Program Coordinators  
 1 Clinical Program Coordinator  
 1 Case Manager

**Facilities**



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### From Enrollment to Follow up

**Paper-PDF**  
**Electronic- SBHC1.com**

- ✓ Basic demographic
- ✓ Insurance
- ✓ Health History
- ✓ Consent to treat without a parent
- ✓ HIPAA/FERPA

Equipment transport-Portable equipment

The visit

Follow up care

1. duplicate form
2. automated recall
3. case management

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### SBHC Dashboard

School (by Filter)	Enrolled Central Patient	Enrolled Central Patient Seen	Due for Hct	Due for Cleaning	Due for Exam	Due for FluShot	Due Caries Risk Asses
Accot Creek	20	12	20	22	22	22	2
Albion Academy	4	0	4	3	3	3	1
Arundel HS	1	0	1	1	1	1	0
Belmont School	1	0	1	0	0	0	1
Berwyn Middle School	148	130	137	142	142	142	13
Brookdale Elementary School	42	32	36	8	28	2	2
Brookdale Elementary School	35	42	33	32	32	32	0
Brookdale Elementary School	33	19	26	22	22	22	0
Brookdale Elementary School	8	0	8	8	8	8	0
Brookdale Elementary School	23	0	23	22	22	22	1
Brookdale Elementary School	61	36	60	42	42	42	18
Brookdale Elementary School	125	94	99	88	82	82	14
Brookdale Elementary School	21	1	20	22	22	22	1
Brookdale Elementary School	2	0	2	2	2	2	0
Brookdale Elementary School	26	16	24	11	21	6	0
Brookdale Elementary School	7	0	6	6	6	6	1
Brookdale Elementary School	12	2	10	9	9	9	3
Brookdale Elementary School	7	0	7	6	6	6	1
Brookdale Elementary School	1	0	1	1	1	1	0
Brookdale Elementary School	54	47	39	3	43	8	4

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### Transport and Calendar

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### Portable Equipment

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### Mobile Dental Data - Pre Covid

Period	Patients	Visits
9/1/2018-6/15/2019	6917	9359
9/1/2019-6/15/2020	2263	2649

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## Covid 19 - March 2020

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### Dental Staff – Redeployed

**Get Tested for COVID-19 at Community Health Center, Inc.**

FREE COVID-19 tests are now available, even if you don't have symptoms. (Drive up or walk up)

**8:30AM-4PM**

**MONDAY-SUNDAY**

**CHC of Groton**  
380 Pleasant Valley Road South  
Groton, CT 06340

For more information, visit [www.chc1.com](http://www.chc1.com)

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### Adjustments to be made

- School personnel changes
- Administrative staff changes
- Availability of space
- Technology advances/new restrictions

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### Data

#### Pre Covid Data

Period	Patients	Visits
9/1/2018-4/15/2019	6917	9359
9/1/2019-4/15/2020	2263	2649

#### Post Covid Data

Period	Patients	Visits
9/1/2021-4/15/2022	4792	6607
9/1/2022-4/15/2023	5264	7818

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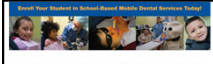

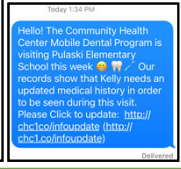
**Here's what's changed:**

**Communication to families:**

- Texting campaigns
- Newsletter blurbs
- School website

**Enrollment strategies:**



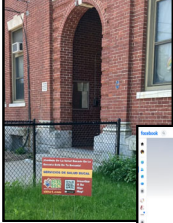
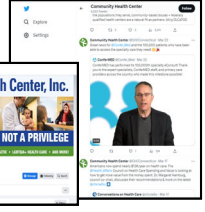

- QR code
- User friendly


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**Marketing:**

- Lawn signs
- Social Media
- Videos

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**"COVID-19 may have exacerbated already profound oral health disparities among our most vulnerable patients."**

- Increased in untreated oral abscesses from decay or periodontitis.
- Increased surgery visits.
- Reduction of preventive and restorative services.

\*Impact of COVID-19 on Dental Care Utilization and Oral Health Conditions in the United States" <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC10126887/>




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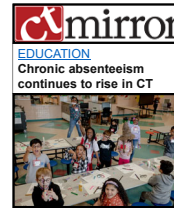
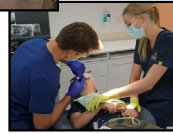
**Recent studies of FQHC patients show the Covid 19 Pandemic has also changed oral health care utilization.**



- Difficulty retaining oral health professionals to work in these settings
- Changes to state scope-of-practice laws and regulations for oral health professionals
- Longer wait times for OR/sedation cases, resulting in more decay and poorer outcomes, including tooth loss in children.

<https://www.nprl.nm.nih.gov/news/5days/PM110122687/sbhc-200084471185016>  
<https://www.sba.org/publications/sbhc-need-view-continuity-view/2022/school-based-oral-health-in-wake-of-an-ominous-pandemic>

**Post pandemic care**



<https://www.mirror.org/2022/05/31/ed-chronic-absenteeism-students-school-covid-levels/>  
<https://www.npr.org/2022/03/02/1160368060/school-attendance-chronic-absenteeism-covid/>

**Our mobile dental patients**



Haylie G, age 14



**Mobile Dental Case Management**



- Role:**
- Outreach to parents
  - Triage of need, review of clinical charting
  - Explanation of treatment plans/ Anticipatory Guidance
  - Appointment Scheduling
  - Transportation support
  - Appointment reminders
  - Monitoring of appointments for completion of care
  - Rescheduling of no shows or cancellations as needed
  - Coordination of clinical care/referral to outside providers
  - Outreach with SBHC and other school personnel
  - Referral for financial support/insurance eligibility

### Community Partners and Stakeholders

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### CTDHP Community Partner and Dashboard

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### Mobile Dental Middle School patient

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### Enforcement and Support

#### MEDICAL NEGLIGENCE

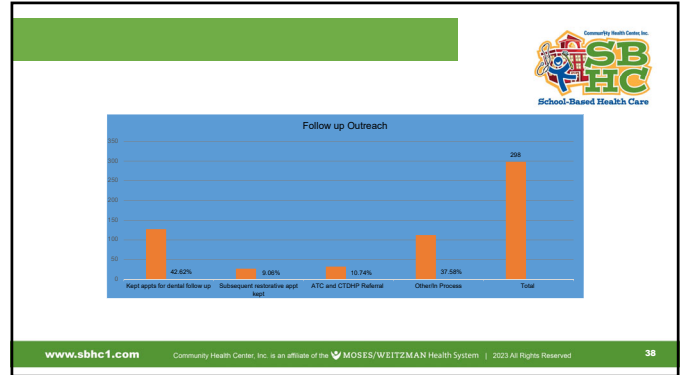
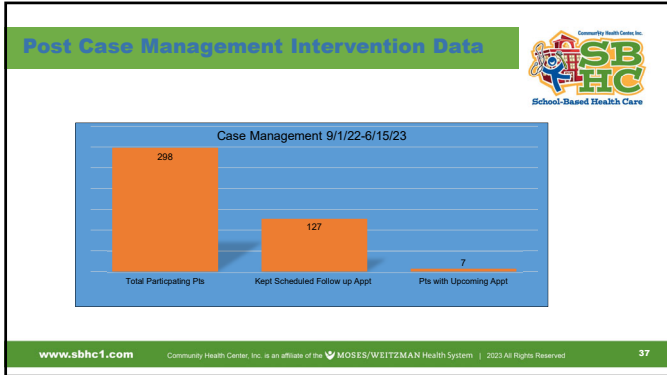
- The refusal or failure on the part of the person responsible for the child's care to seek, obtain, and/or maintain those services for necessary medical (dental) or mental health care
- Withholding medically indicated treatment from disabled infants with life-threatening conditions.

*Note: Failure to provide the child with immunizations or routine well child care in and of itself does not constitute medical neglect.*

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- ### Next steps:
- Monitor strategies with an open mind to adjusting as we go
  - Increase use of our intra oral cameras
  - Continue efforts in family engagement/outreach
  - Interaction/enmeshing ourselves with the school
  - Monitor strategies with an open mind to adjusting as we go
  - Careful consideration of the need in the state for SBHC involvement
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## CME and CE Information

In support of improving patient care, this activity has been planned and implemented by the School-Based Health Alliance and Moses/Weitzman Health System, Inc. and its Weitzman Institute and is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Through Joint Accreditation, credits are also available under the following bodies:

- American Academy of PAs (AAPA)
- American Dental Association's Continuing Education Recognition Program (ADA CERP)
- American Psychological Association (APA)
- Association of Social Work Boards (ASWB)
- Commission on Dietetic Registration (CDR)

The Weitzman Institute was founded by Community Health Center, Inc. and is part of the MOSES/WEITZMAN Health System. weitzmaninstitute.org

**Thank you!**



## Questions?

Email [mccrevs@chc1.com](mailto:mccrevs@chc1.com) or [clavetl@chc1.com](mailto:clavetl@chc1.com)  
Or call 475-224-1097

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