1 in 3 OC Children Suffer From Tooth Decay

Tooth Decay is an Epidemic. You Can Help Stop It.
COMMUNITY PARTNERS

HISTORY

FOUNDERS
Jack Shaw
Dr. Richard Mungo
Dottie Andrews

CHILDREN AND FAMILIES
COMMISSION OF ORANGE COUNTY

OCHCA
1st One Chair Clinic

CHOC
Children’s Hospital of Orange County

PACIFIC LIFE

UNIVERSITY OF SOUTHERN CALIFORNIA
Herman Ostrow School of Dentistry

GROWTH

SCHOOLS
FQHC
Federally Qualified Health Centers

CALOPTIMA

HOAG, UNIHEALTH, DELTA DENTAL, OTHER FOUNDATIONS & DENTAL ORGANIZATIONS

OCHCA
Orange County Health Care Agency
Our mission is to improve the oral health of children in Orange County through collaborative programs directed at prevention, outreach and education, access to treatment, and advocacy.

Who We Are & What We Do

- Smile Center in Garden Grove
- Smile Clinic at CHOC
- Sedation Treatment
- Smile Mobiles
- Community Outreach
- Teledentistry
- Oral Health Education

100,000 children and parents reached each year
Healthy Smiles for Kids of Orange County

Growth & Expansion
Title 1 Schools
High Areas Of Need For Oral Health
Healthy Smiles Clinics
Garden Grove & CHOC

HSK Clinic Locations
HSK Clinics & School Sites
2014 = 51 Established Sites

- HSK Clinic Locations
- 51 Established Sites
HSK Clinics & School Sites - 2015-2017

91 Sites = 78% Growth

- HSK Clinic Locations
- 51 Established Sites
- 91 Sites in 2017
2018 & Beyond

147 Potential School and CHOC Clinic Sites = 188% Growth!

- HSK Clinic Locations
- 51 Established Sites
- 91 Sites in 2017
- 133 Potential Schools
- 147 Potential Schools and CHOC Clinic Sites
<table>
<thead>
<tr>
<th>Service</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prevention</td>
<td>10,124</td>
</tr>
<tr>
<td>Clinic</td>
<td>6,997</td>
</tr>
<tr>
<td>Teledentistry</td>
<td>1,463</td>
</tr>
<tr>
<td>Outreach</td>
<td>9,363</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>27,947</strong></td>
</tr>
</tbody>
</table>

**Patient Count**
Milestones

Education
493,000 kids & parents

Fluoride, Screenings, Sealants
197,600 encounters

Clinic Visits
93,700 visits

Teledentistry Visits
4,500 visits

TOTAL
788,800 encounters

FY 05/06 - FY 17/18
Meet George

Healthy Smiles
For Kids of Orange County
Meet
Jason

Healthy Smiles
For Kids of Orange County
Sedation Services

Past 3 Years

- 1,648 G.A treatments
- Served 7,250 children with special needs
- Wait time reduced from 6 months to 1 month

General Anesthesia costs

$2,500 per child
Nearly 1 in 2 kindergarteners enter the public school system having experienced tooth decay.

Kindergarteners

- California Baseline (2006) - 53.6%
- HP 2020 Target - 30.0%
- Orange County 2018 - 47.2%
- Orange County 2018 (Preliminary) - 58.0%

Third Graders

- California Baseline (2006) - 70.9%
- Orange County 2006 - 55.3%
- Orange County 2006 - 65.0%
- HP 2020 Target - 49.0%

Less than half (45.8%) of the Medi-Cal eligible children utilized a preventive dental service during the past year.
Only half the pregnancy women reported visiting a dentist during pregnancy.
Only a little over one in five Medi-Cal eligible adults utilize dental services annually.

Focus Areas for Collaboration

1. Access to and Utilization of Dental Services
2. Oral Health Education and Public Awareness
3. Integration of Dental and Medical Care
4. Dental Workforce
5. Data Evaluation
6. Coordination of Countywide Efforts
What is Teledentistry?

- A groundbreaking service eliminating traditional barriers to dental care
- A child is treated by a dental hygienist in the classroom, receiving a professional cleaning, x-rays, fluoride, sealants, and temporary fillings
- Off site, a dentist reviews the child’s chart and creates a treatment plan
- The child misses less than an hour of class and parents do not have to miss work
- If necessary, care coordinators work with families to ensure treatment is completed, linking them to affordable clinics
Teledentistry Goals

1. Quality Care
   No needles, sedation, or anesthesia – it’s painless
   No child is ever strapped or held down

2. Access to Care
   Eliminates transportation barriers that keep kids from getting the care they need

3. Solution to Absenteeism Rate
Smile Score

Centralia Elementary
95% Satisfaction

Danbrook Elementary
91% Satisfaction

Wilson Elementary
95% Satisfaction
## Quality Performance Tracker

### Teledentistry

<table>
<thead>
<tr>
<th>Quality Indicators</th>
<th>Cavity Rate - New Patients</th>
<th>Cavity Rate - Recall Patients</th>
<th>Community-Based Care - Treatment Completed in Community Setting</th>
<th>Community-Based Care - Treatment Completed with ITRs</th>
<th>Improvement Initiatives</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cavity Rate</td>
<td>60.3%</td>
<td>Cavity Rate</td>
<td>55.8%</td>
<td>58.0%</td>
</tr>
<tr>
<td>% Patients</td>
<td>n/a</td>
<td>15.0%</td>
<td>% Patients</td>
<td>n/a</td>
<td>n/a</td>
</tr>
</tbody>
</table>

**Improvement Initiatives**

- Improvement Retention of ITR's - 3 mos. % Intact: 42.5% | 70.0% | 70.0% | 33.3% | 59.4% | 47.6% | 84.9% |
- Severe Decay - Started Treatment within 3 mo. % Started: 90.0% | 50.0% | 50.0% | 70.6% | 78.3% | 141.2% | 156.5% |
Restorative Mobiles/Teledentistry: **50%** of children receiving restorative services on the mobile are cavity free within **two months**.
## Teledentistry Milestones

<table>
<thead>
<tr>
<th>Category</th>
<th>Total</th>
<th>Goal</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 2018 – December 2018</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Encounters</td>
<td>4141</td>
<td>3308</td>
<td>125%</td>
</tr>
<tr>
<td>Telecare Coordination</td>
<td>2684</td>
<td>1985</td>
<td>135%</td>
</tr>
<tr>
<td>Care Coordination Outbound Calls</td>
<td>3705</td>
<td>1222</td>
<td>303%</td>
</tr>
<tr>
<td>Parent Education</td>
<td>1568</td>
<td>500</td>
<td>314%</td>
</tr>
<tr>
<td>Student Education</td>
<td>6544</td>
<td>5000</td>
<td>131%</td>
</tr>
<tr>
<td>Oral Health Forum Participants</td>
<td>524</td>
<td>110</td>
<td>476%</td>
</tr>
</tbody>
</table>
Quality Metrics

Teledentistry

Classroom dentistry

- Cavity rate - new patients
- Cavity rate - recall patients
- Treatment completed within 6 months
- Percentage of patients served in a community setting
Organization Highlights

- Tripled revenue
- Reduced turnover rate by 50%
- Tripled employee headcount
- Admin costs are at 15% industry standard is 25%

One of the OC Register's Best Places to Work!
CHILDREN’S DENTAL HEALTH CENTER
- Residency Programs (USC, UCLA, Loma Linda)
- NAM (Cleft Palate)
- Center for Autism & Special Needs
- Teledentistry (Full Cycle)
- Tooth Fairy Learning Center
- Community Collaborations: Screenings
- Surgery Center (PDI No.CA)
- Call Center
IT'S ALL ABOUT THE KIDS!

Healthy Smiles
For Kids of Orange County