Putting the “I” in Team: Interprofessional Patient Centered Care

Providing Total Care
- Patients have more dental visits vs. medical visits
- Screenings treat entire patient
- Screenings detect undiagnosed disease
- Screenings save millions
- Screenings differentiate your practice

Medical Screenings
- Blood Pressure
- Oral Cancer
- Age Related
- Depression “You seem sad, what’s going on in your life?”
- Skin Cancer
- HPV Screening

Health Guidelines according to Canadian Cancer Society
- Men and women age 50+: colonoscopy every 2 years
- Women age 50-69: most beneficial—every 2 years
- Women age 20+: clinical breast exam annually
- Skin cancer screenings vary
- Bone density screenings vary—National Osteoporosis Foundation recommends both men and women over age 50

Screening Devices
- BP Screenings: Wrist monitors

<table>
<thead>
<tr>
<th>Blood Pressure Category</th>
<th>Systolic mm Hg (upper)</th>
<th>Diastolic mm Hg (lower)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Normal</td>
<td>Less than 120</td>
<td>and less than 80</td>
</tr>
<tr>
<td>Prehypertension</td>
<td>120 - 139</td>
<td>or 80 – 89</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 1</td>
<td>140 - 159</td>
<td>or 90-99</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 2</td>
<td>160 or higher</td>
<td>or 100 or higher</td>
</tr>
<tr>
<td>Hypertensive Crisis (Emergency care needed)</td>
<td>Higher than 180</td>
<td>or &gt; 110</td>
</tr>
</tbody>
</table>

Kelly Tanner Williams, RDH, PhD(c)
Manager, Professional Education Southeast
Kelly.Tanner-Williams@philips.com

Resources:
Philips Oral Healthcare
www.philipsoralhealthcare.com
Philips Online Learning Center
www.theonlinelearningcenter.com
Imagine How Non-Dental Healthcare Providers Such as Physicians, Nurses, and Other, Could Enhance Oral Health

American Cancer Society Guidelines for the Early Detection of Cancer

Osteoporosis Screening and Risk Management

Diseases & Conditions: High Blood Pressure (Hypertension)
www.mayoclinic.org/diseases-conditions/high-blood-pressure/expert-answers/wrist-blood-pressure-monitors/faq-20057802

Management of the Hypertensive Dental Patient p. 51
www.cda.org/Portals/0/journal/journal_012007.pdf

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**Oral Cancer Screenings**

- Consistent
- Routine
- Intra-Oral
- Extra-Oral: face, head, neck, palpation of lymph nodes
- Recommended order: pre-auricular, submandibular, anterior cervical, posterior auricular and posterior cervical regions

**Oral Pathology Detection**

- Palliative-provides relieve care
- Supportive-Topical or Systemic Interventions
  -> OHI
  -> Treatment of local discomfort, secondary infection, nutritional therapy
- Curative-provides care with intent to improve symptoms and cures the patient’s medical problem

**Optimal Care**

- Suspicious lesion: biopsy if not resolved in 2 weeks
- Supportive care: topical or systemic interventions which may include nutritional therapy, oral discomfort mgmt., oral hygiene instructions, mgmt. of secondary infection, local disease control, referral as necessary

**Skin Cancer Screening**

  - Asymmetry: 1/2 abnormal area is different from other 1/2
  - Borders: edges of growth are irregular
  - Color: color changes from one area to another
  - Diameter: area is usually (but not always) larger than 6mm
  - Evolution: area changes appearance

**The Cancer Journey**

**Integrating Risk into Diagnosis / Treatment Planning**

- Philips Risk Assessment Tool: Three Assessments
  1. Caries
  2. Periodontal Diseases
  3. Oral Pathology

**Resources:**


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Medical Emergencies: 1st Steps
- Awareness - be aware of pt’s medical conditions
- Knowledge of condition, severity and control provides indication of pt’s risk level for medical emergency
- Assessments - proper medical hx, physical evals, medical consultations can prevent a medical emergency

Endocrine Disease
- Diabetes
  - Type 1: Insulin Dependent
  - Type 2: Insulin Resistant
- Gestation: Pregnancy
- PreDiabetes
  - Impaired Glucose Tolerance
  - Impaired Glucose Fasting

Diabetic Management
- Avoid aspirin/NSAIDS
- Blood Pressure - monitor due to associated HTN (hypertension)
- Cardiovascular-betablockers increase HTN
- Devices - insulin pump? Confirm attachment and working
- Drugs
- Emergency - advise patient to inform dentist and team of any reactions occurring during dental visit.
- Follow-up - evaluation advised. Inspect for oral lesions. Assess perio health (often at risk due to poor glycemic control)

Diabetes Management Calculating A1C

Sleep Apnea—Signs and Symptoms
- Dry mouth, sore throat
- Morning headaches
- Memory or learning problems
- Impaired concentration
- Irritability, depressed feeling
- Mood swings, personality changes
- Frequent nighttime urination
Sleep Apnea—Risks

- Early death
- Hypertension
- Stroke
- Diabetes
- Insomnia
- Daytime drowsiness
- Heart attack
- Memory loss
- Depression

Transplant Patients

- Consult with medical team
- Evaluate dental health
- Treat active disease before transplant
- Pre-med? Follow AHA guidelines

Post-Transplant Patients

Phase 1: Immediate post-transplant (up to 6 mos.)
  - No routine dental tx
  - Only emergency dental care confirmed by medical consultation

Phase 2: Stable
  - Transplant/Graft has healed, acute rejection reaction has been controlled
  - Medical confirmation required—any indicated dental treatment can be performed

Phase 3: Chronic Rejection Period
  - Significant signs/symptoms of chronic rejection—established after medical consult
  - Only emergency or immediate dental needs treated

Applied Principles: Stable Graft Period

Are You Prepared for a Medical Emergency?

- Quick recognition of signs and symptoms
- Fast response time (4-6 min w/out oxygen = brain damage)
- Systematic monitoring of patient’s well being using an algorithm
- Positioning: Supine, except conscious insulin shock (upright)

Resources:

www.jcda.ca/article/c5

A1C and eAG
www.diabetes.org/living-with-diabetes/treatment-and-care/blood-glucose-control/a1c/
#2thash.eS4ItHZc.dpuf

eAG/A1C Conversion Calculator
www.professional.diabetes.org/diapro/glucose_calc

Dental Management of the Organ or Stem Cell Transplant Patient
www.nidcr.nih.gov/oralhealth/Topics/ OrganTransplantationOralHealth/
OrganTransplantProf.htm

Philips Emergency Response EMS Solutions
www8.healthcare.philips.com/ems/Product/FR3.aspx#s3

Obstructive Sleep Apnea Treatment Options
American Sleep Apnea Association
www.sleepapnea.org/treat/treatment-options.html

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Team Communication - INTRA-Office Communication

- Hiring the right team
- Annual meetings
- Monthly meetings
- Daily huddles

Annual Meeting
- Yearly action plan
- Detailed agenda
- Special event
- Team attendance

Office / Department Monthly Meetings
- Follow up on annual meeting
- Reflect on previous month
- Prepare for next month

Morning Huddle
- Daily
- On-Time
- Entire team
- Checklist

Protecting Your Practice-Chart Audits
- Reactivates patients
- Tracks active patients
- Increase revenue
  ⇒ Incentivize team members on schedule success
- SOP
  ⇒ Include all team members
  ⇒ Conduct during down time
  ⇒ Maintain records of correspondence and follow up
- Monitor chart accuracy

The Six X’s
- Hx
- Ex
- Dx
- Tx
- Rx
- Nx

Notes:

Resources:

Team Communication Tips: How to reframe accountability. Ginny Hegarty, SPHR
www.dentalproductsreport.com/dental/article/team-communication-tips-how-reframe-accountability


Inspired Hygiene, Rachel Wall, 12 Months of Hygiene Department Meetings, 2014.

Dentistry IQ, Laurie Burns, 2014, 100 tips from 100 practice management experts in 100 words or less.

Nine Ways To Improve Office Meetings

McKenzie Management www.mckenziemgmt.com

Straight From The Chart

Dental Records: An Overview
www.ncbi.nlm.nih.gov/pmc/articles/PMC3009547/

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Maximize Dental Software Program Features
- Specialist referral notations
- Summary of conversations specialists
- Record patient refusal/decline of referral recommendation

Professional Ethics
- Organized
- Legible
- Readily accessible
- Understandable

Record Considerations
- Consistent
- Checklist
- Specific vocabulary
- Legible
- Accurate
- Objective
- Factual
- No destroying
- No re-writing
- No judgment

Team Communication—INTER-Office Communication
- Involves clear and decisive leadership from the dentist
- Can involve dental and medical specialty practices
- Collaborate as a multi-disciplinary team

Successful Hand-Off
- Eliminate confusion
- Creates consistent flow
- Streamlines & simplifies
- Involves patient
- Promotes patient confidence

Dental Specialist Referrals
- Endodontist
- Periodontist
- Pediatric
- Oral Surgeon
- Prosthodontist
- Orthodontist
- Cosmetic
- Oral Medicine

Interspecialist Collaboration
- Cardiologist
- Endocrinologist
- Oncologist
- ENT
- Integrative Medicine
- Dietician
- Mental Health
- Dermatologist
- Pediatrician

Notes:

Resources:
Record Keeping Basics
www.steppingstonestosuccess.com/products/selfstudy1.htm

Top Ten Best Practices for Record Keeping
www.lindaharvey.net/resources/free-tools/top-ten-best-practices-for-record-keeping/

Team Communication Tips: How to reframe accountability,
Ginny Hegarty, SPHR
www.dentalproductsreport.com/dental/article/team-communication-tips-how-reframe-accountability

“Secrets to Successful Handoffs” w/Angela Sullivan
Inspired Hygiene October 2013 Mastermind Call
www.inspiredhygiene.com

The Interdisciplinary Approach: Committing Your Practice to Optimal Patient Care
www.dentistrytoday.com/management/1396


National Vital Statistics Reports, Deaths: Final Data for 2010
www.cdc.gov/nchs/data/nvsr/nvsr61/nvsr61_04.pdf


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**Terminology Trends**

<table>
<thead>
<tr>
<th>Past</th>
<th>Present</th>
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<tbody>
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<td>Deep Cleaning</td>
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<td>Inflammation</td>
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<td>Bleeding</td>
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<td>Probing</td>
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<tr>
<td>A Little Gum Problem</td>
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<tr>
<td>Homecare</td>
<td></td>
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<tr>
<td>Waiting Room</td>
<td></td>
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<tr>
<td>Bill</td>
<td></td>
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<tr>
<td>“I found”</td>
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</table>

**Significance of Referrals**
- Superior Inter-Office Communication
- Easier Referral Process
- Well-Controlled Process
- Vibrant Study Club

**When To Refer**
- Comfort level of dentist
- Complexity of treatment
- Medical complications
- Patient desires
- Behavioral concerns

**Management After Referral**
- Establish tracking procedure
- Follow-up phone calls
- Clear communication

**Harmony of Referrals**
- Protocol awareness
- Assigned team member manages
- Aligned goals/expectations

**What Could Go Wrong? True Story:**
- 1st Referral to Specialist-Pt took no action
- 2nd Referral-Office Mgr scheduled w/Specialist but patient canceled the next day
- 18 months later, patient sued both dentist and specialist for malpractice
- Malpractice insurer settled case out of court in patient’s favor

**Referral Documentation**
- Mandatory
- Conversations
- Correspondence
- Patient consent
- HIPPA

**Electronic Referrals:** Streamlines the referral process

**Resources:**

- **Glossary of Dental Clinical and Administrative Terms**

- **Strengthening The Patient Referral Process**
  www.dentistryiq.com/articles/2013/07/strengthening-the-patient-referral-process.html

- **ADA Principles of Ethics and Code of Professional Conduct**, Council on Ethics, Bylaws and Judicial Affairs, American Dental Association
  www.ada.org.

- **PBHS Protective Business and Health Systems Collaborator**
  www.pbhscollaborator.com

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Interdisciplinary Team: a group of health care professionals from diverse fields who work in a coordinated fashion toward a common goal for the patient.

Notes: ___________________________________
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Resources:
Integration of Oral Health and Primary Care Practice
www.hrsa.gov/publichealth/clinical/oralhealth/primarycare/integrationoforalhealth.pdf

Access to Care

California To Launch Medicaid-Funded Teledentistry
kaiserhealthnews.org/news/california-to-launch-medicaid-funded-teledentistry/

Chairside Medical Screenings Could Save $102 Million a Year

Game Changers in Dentistry
- CCOSH
- Implants/Cosmetic Dentistry
- Risk Assessment
- Biofilm Disruption/Power Toothbrushes

Dentistry + Medicine
- Be in the “correct lane”
- Use proper signals
- Anticipate what others will do

Communication
- Health Care Systems
- Health Care Professionals
- Finance

Interprofessional Education (IPE)
- ADEA studied IPE in US and Canadian dental schools
- New CODA Standards implemented July 13, 2013
- Two standards related to IPE were implemented

What’s Our Role in IDC?
- Continuing Education
- Improve Communication
- Collaborate in Community

Other Opportunities
- Tele dentistry
- Real Time Consultation
- Store and Forward: RDH collects, stores images, clinical information and later forwards for consultation and treatment planning

According to the Centers for Disease Control:
- 8.1 million undiagnosed diabetes
- 31.5 million undiagnosed hypertension
- 47 million high cholesterol

27 million dental visits annually but no medical visits

Develop a list of referring DP / MP
* When: During your next office huddle

Connect with referring DP / MP
* When: Visit/Invite one office monthly

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Team Meeting

Facilitator: __________________________________________
Note Taker: __________________________________________

Time keeper: ________________________________________________________________________________

Attendees __: ________________________________________________________________________________

Please read: ________________________________________________________________________________

Please bring: ________________________________________________________________________________

Agenda Items

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<thead>
<tr>
<th>Topic</th>
<th>Presenter</th>
<th>Time Allotted</th>
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Observers: ________________________________________________________________________________

Resources: ________________________________________________________________________________

Special notes: ____________________________________________________________________________
