

Community Dental Health Coordinator The Value of Dental Case Management



What is a Community Health Worker (CHW)?

- A frontline worker who is a trusted member of and/or has unusually close understanding of the community served
- A CHW builds individual and community capacity by increasing health knowledge and self-sufficiency through outreach, community education, informal counseling and advocacy

What a CHW skill set does for a TEAM

- Care Coordination and Case Management
- Bridge between the community and clinic
- Address Social Determinants of Health
- Improves Continuity of Care
- Identify client barriers including transportation, housing, and literacy

What if a Dental Professional had CHW skills?



Who are CDHCs?

- Dental “community health workers” who perform outreach, community education and preventive services ***as allowed by State Practice Acts***
- Dental professionals (hygienists or assistants) who work in settings, such as FQHCs, Tribal clinics, Head Start programs, or private dental practices
- Supervised by dentists as required by states

Community Health Worker Skills

- Community Mapping
- Motivational Interviewing
- Home Visit Strategies
- Evaluating Credible Data
- Being a “Change Agent”
- Cultural Competence
- Case Management



Credit: URC
Community Health Worker with Mother and Child

CHW Skills with Dental Skills

- Knowledge of oral health delivery services
- Knowledge of the dental disease process and how it affects overall health
- Ability to converse with dental and medical personnel
- Knowledge of dental nomenclature, dental appointments, and dental prevention strategies

Where Can CDHCs Work?

- Private Practices
- Federally Qualified Health Centers
- Hospital ERs
- Senior Centers
- Head Start and Early Head Start Centers
- Schools
- Lamaze classes...importance of OH during pregnancy
- Anywhere that patients need education & care coordination

**Community Dental Health
Coordinator (CDHC)**



CDHC Program and Curriculum

- Curriculum blends Community Health Worker with Oral Health knowledge
- Can effectively address unused capacity noted in health centers and private practices
- Community Based Prevention, Literacy and Case Management focus

**Community Dental Health
Coordinator (CDHC)**





- Role of a CDHC

- DEFINED

1. Educate the Community
2. Prevent disease, break the cycle
3. Connect the community to the care they need –patient navigation

What Are Some Core Duties?

- Coordinate care - Arrange transportation
- Reduce dental anxiety/support access
- Guides patients to complete treatment
- Enhance cultural competency
- Educate the population about prevention
- Navigate Medicaid or other dental systems of care
- Enhance productivity & integration of oral health into primary care

CDHC Education and Training

- Online curriculum breaks apart into “stackable credits” to become CE for dental professionals
- Modules integrate into existing dental hygiene or dental assisting community college curriculum
- Internship for community health worker competencies available at community clinics or FQHCs = benefits for medical and dental patients
- CDHC model complies with State Practice Acts

New Job Opportunities Are Appearing

- **Oral Health Navigator**

- **Distinguishing Characteristics:**

This position provides at risk families with oral health education and dental care resources to reduce overall health risks. Under the direction of the Director of Development and Healthy Families Program Manager, the Oral Health Navigator will be responsible for outreach, in-home education, scheduling and help with scheduling appointments, and management of related participant/family activities.

Another Job Posting

- **Job Description for Preventive Coordinator**

He/she will also function as a team member who is a “Dental Navigator” for groups of patients with particular dental needs. This function will proceed in conjunction with the Macomb-Oakland Regional Center, the agency charged with managing group homes in these counties. The preventive coordinator will be responsible for assessment and evaluation of an individual who will be treated in the Mercy Dental Center. They will accompany the patient during treatment, and then be present for home care instructions, and then follow up at the home. This will allow complete coordination of the needs of the patient.

Program Progress

- 18 Schools
- 275 graduates with over 120 enrolled currently
- *A School, Graduate or Trainee of the CDHC program is present in over 40 states*



Questions - Comments

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