

# Healthy People 2030 Oral Health Objective Promotion Webinar Series: Reducing the Proportion of Adults with Untreated Tooth Decay

CareQuest Institute Continuing Education Webinar

Wednesday, October 19, 2022

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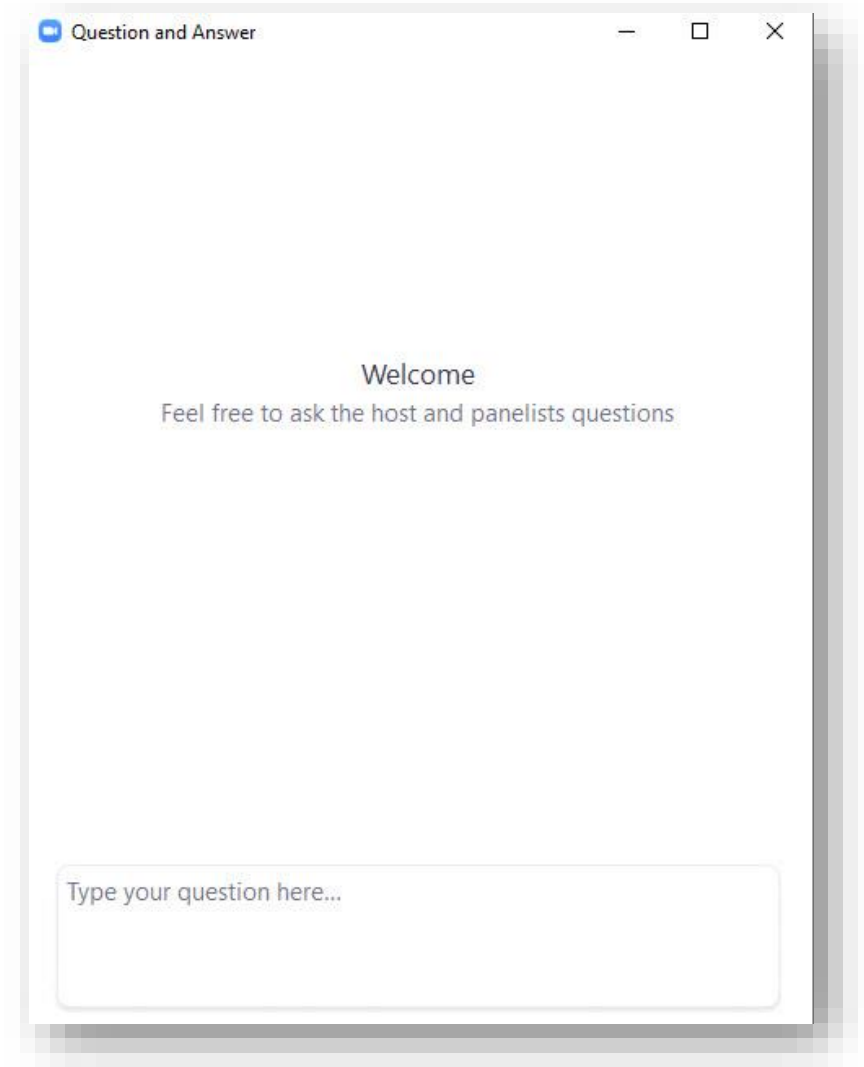
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# Question & Answer Logistics

- Feel free to enter your questions into the **Question & Answer box** throughout the presentations.
- We will turn to your questions and comments toward the end of the hour.





Healthy People 2030 Oral Health Promotion Series:



# Healthy People 2030

***Reducing the Proportion of Adults  
with Untreated Tooth Decay***



**CareQuest**  
Institute for Oral Health®



Office of Clinical and Preventive Services  
Division of Oral Health

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# Learning Objectives

Upon completion of this webinar, participants should be able to:

1. Explain Healthy People 2030 Oral Health Objective OH-3.
2. Discover strategies to proactively support — and overcome common concerns related to — community water fluoridation.
3. Define oral health literacy and describe its impact on access to dental care and untreated dental caries.
4. Implement at least one oral health literacy activity in their community to address Oral Health Objective OH-03.



# Presentation Overview

- **Part 1:** Overview of Healthy People Oral Health Objective OH-3: Dr. Tim Ricks
- **Part 2:** Why Oral Health Literacy is Important for All Americans: Dr. Alice Horowitz
- **Part 3:** Health Literacy as a Key Factor in Integration of Health Care: Dr. Kathryn Atchison
- **Part 4:** California Oral Health Literacy Toolkit: Dr. Jay Kumar
- **Q & A:** Captain Nathan Mork, Moderator
- **Summary** and announcing the next HP 2030 OH webinar: Dr. Tim Ricks



# Presenters



Tim Ricks,  
DMD, MPH, FICD, FACD, FPFA

Healthy People 2030 Oral  
Health Workgroup  
IHS Representative



Alice M. Horowitz,  
PhD, MA, RDH

Former Research  
Professor  
University of  
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Kathryn Atchison,  
DDS, MPH

Professor Emeritus,  
UCLA School of  
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Public Health



Jay Kumar,  
DDS, MPH

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Oral Health  
Promotion/Disease  
Prevention Officer,  
Indian Health Service  
Division of Oral Health



## ***Reducing the Proportion of Adults with Untreated Tooth Decay***



John McDowell, DDS, Smiles for Life Curriculum

### Part 1:

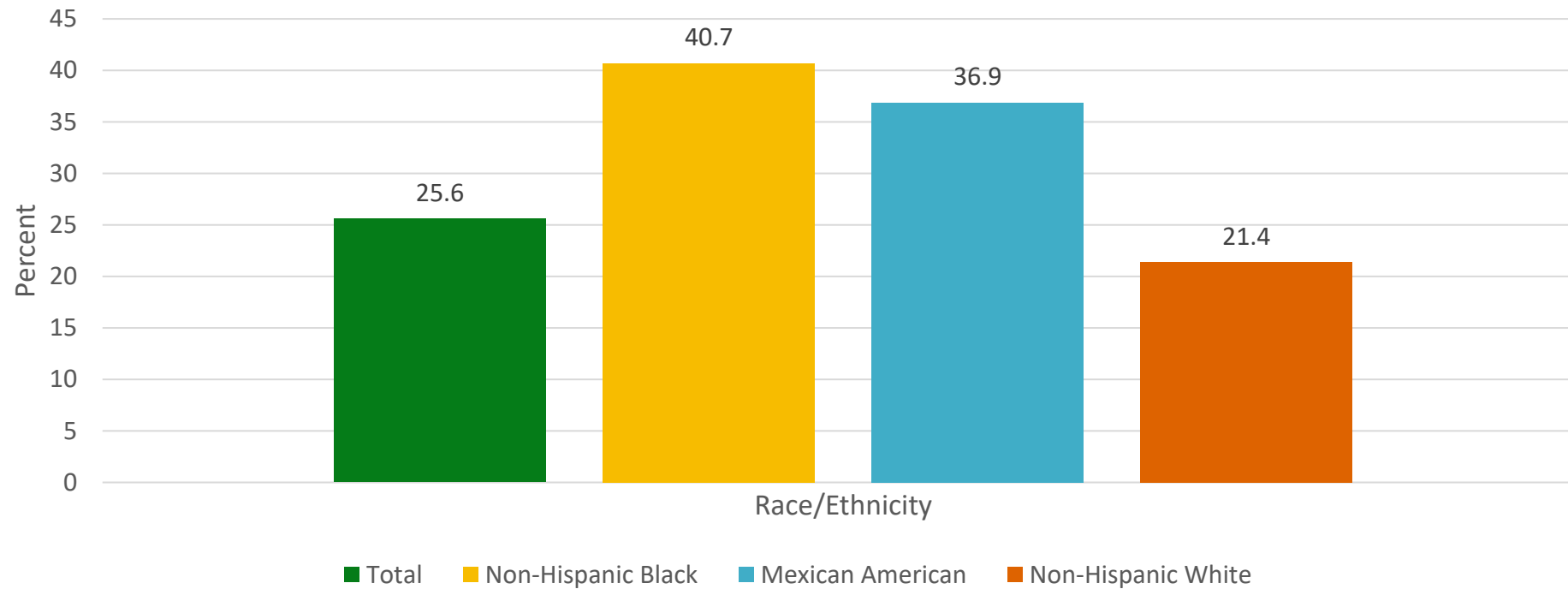
## Overview of Healthy People Objective OH-3:

Dr. Tim Ricks

- OH-03: Reduce the proportion of adults (20-74) with active or untreated tooth decay.
  - Baseline: 22.8%
  - Target: 17.3%

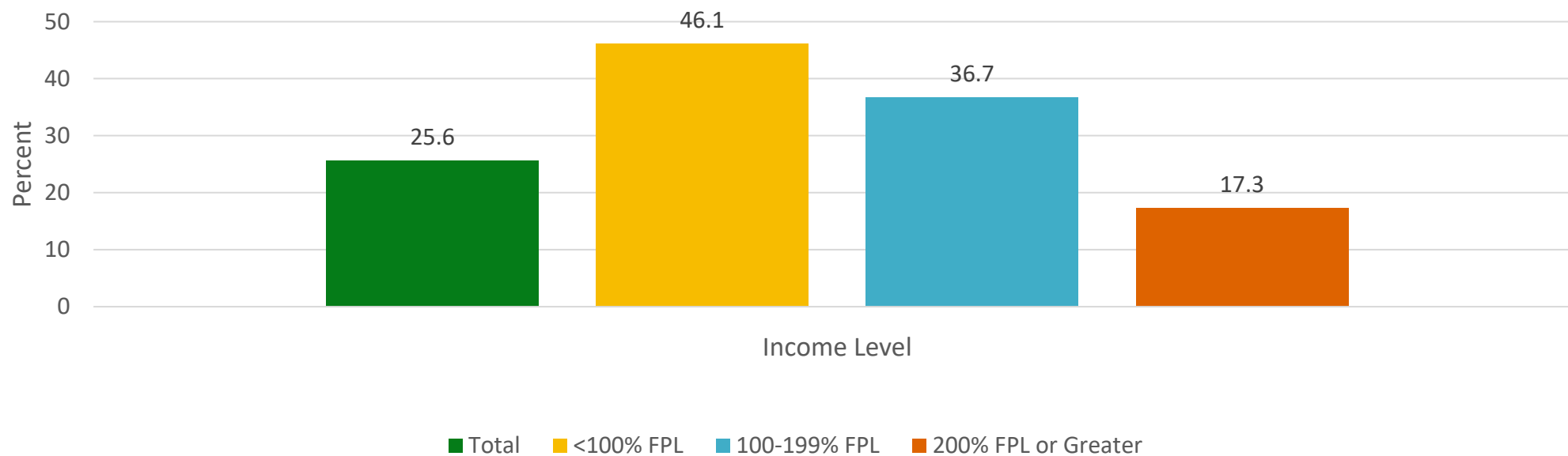
# Disparities by Race/Ethnicity

Proportion of adults aged 20-74 with active or untreated tooth decay by race/ethnicity, NHANES 2013-2016



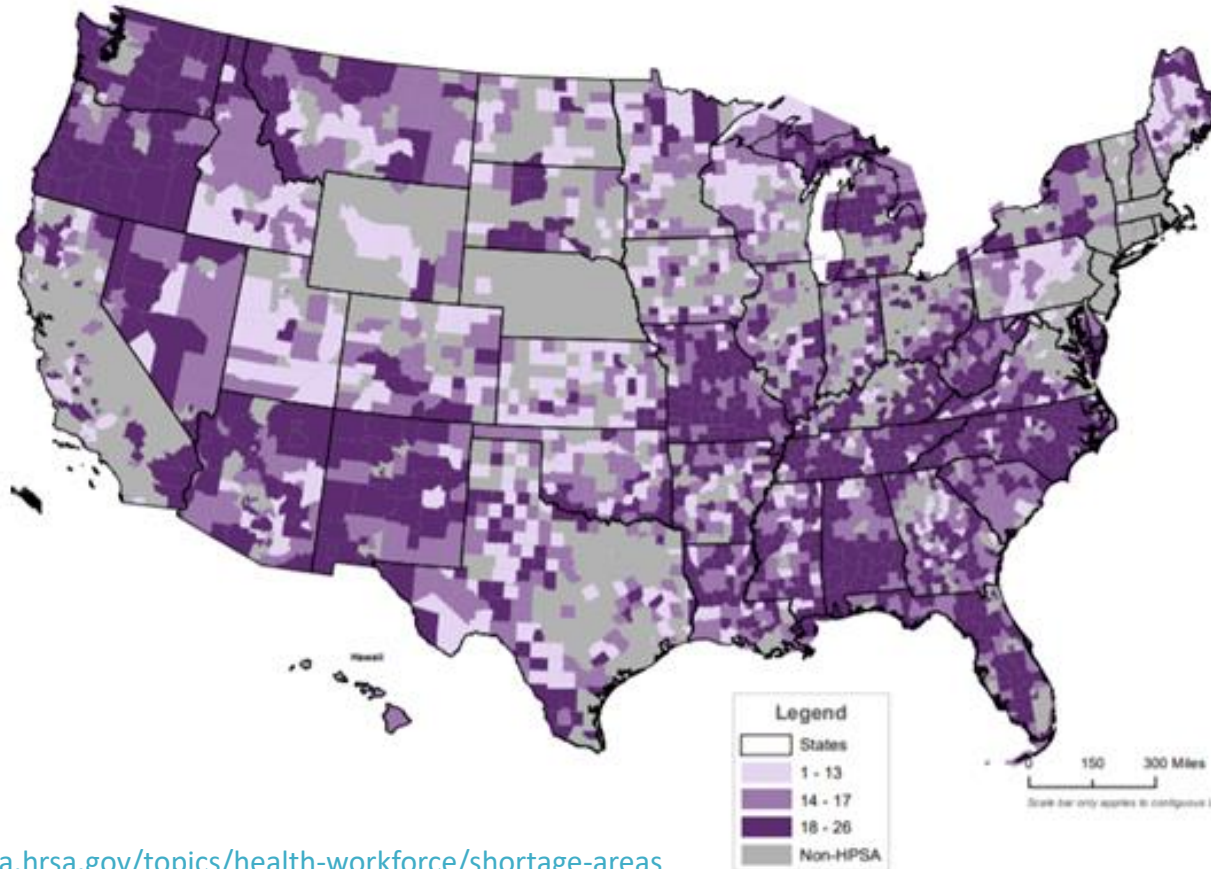
# Disparities by Income

Proportion of adults aged 20-74 with active or untreated tooth decay by income, NHANES 2013-2016



# Dental Health Professional Shortage Areas

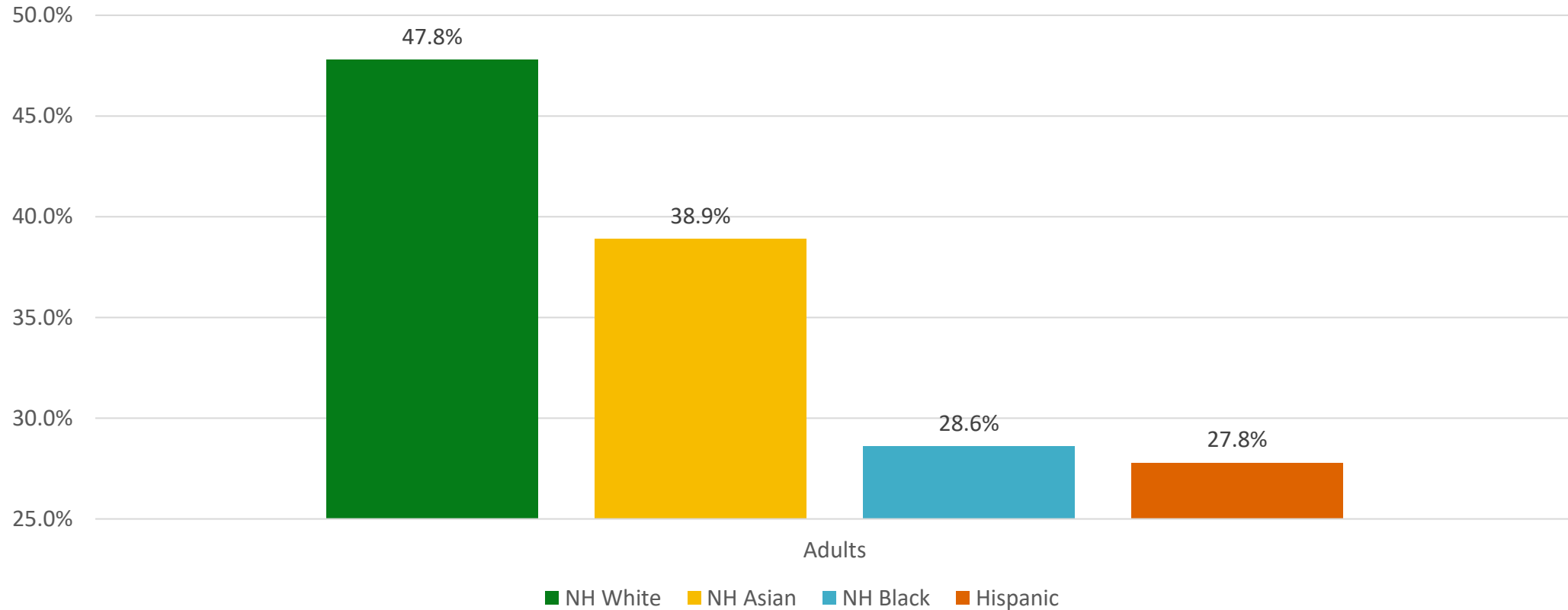
Over 60 million people live in over 6,500 designated HPSAs.



HRSA, <https://data.hrsa.gov/topics/health-workforce/shortage-areas>



# Access to Care by Race/Ethnicity



ADA Health Policy Institute, 2019. [https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/hpigraphic\\_0421\\_4.pdf?rev=0ffe420839ed4c69aa8c9ca37eaaff92&hash=3101021432490F3385B835C4C0FF06E2](https://www.ada.org/-/media/project/ada-organization/ada/ada-org/files/resources/research/hpi/hpigraphic_0421_4.pdf?rev=0ffe420839ed4c69aa8c9ca37eaaff92&hash=3101021432490F3385B835C4C0FF06E2)



Office of Clinical and Preventive Services  
Division of Oral Health



# October Is Health Literacy Month

- More than **40 percent** of Americans have difficulty obtaining, processing, and understanding basic healthcare information — which is necessary for making informed decisions.
- Lack of healthcare literacy can seriously hamper global healthcare efforts.
- Each year, October is observed as Health Literacy Month.
- Author Helen Osborne, who established the month in 1999, wanted to increase access to healthcare information.

<https://nationaltoday.com/health-literacy-month/>



# ***Reducing the Proportion of Adults with Untreated Tooth Decay***



<https://www.rasmussen.edu/degrees/health-sciences/blog/importance-of-health-literacy/>

## Part 2: Why oral health literacy is important for all Americans

Dr. Alice Horowitz



# Definition of Oral Health Literacy, 2010

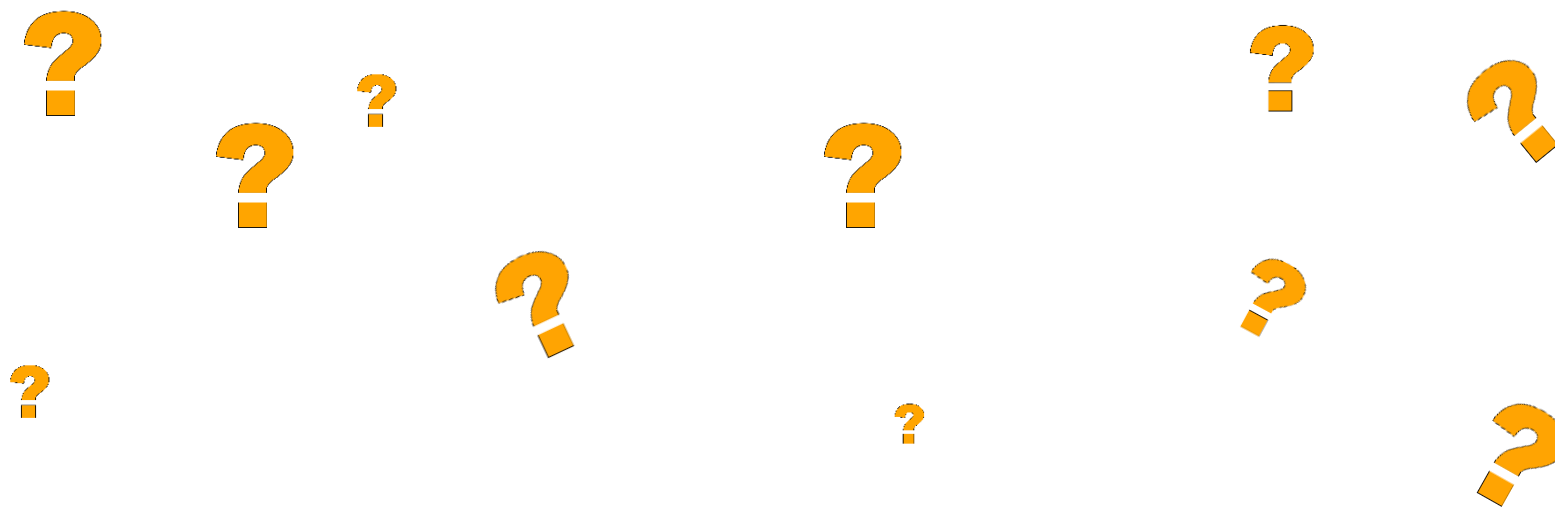
- The degree to which individuals have the capacity to obtain, process, and understand basic health information and services needed to make appropriate health decisions.
  
- Ratzen & Parker; HP2010



# Definition of Oral Health Literacy, 2030

- Personal health literacy is the degree to which individuals have the ability to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.
- Organizational health literacy is the degree to which organizations equitably enable individuals to find, understand, and use information and services to inform health-related decisions and actions for themselves and others.

# Why is oral health literacy important?



# Low level of oral health literacy is associated with . . .

- Low level of knowledge and understanding about oral health
- Fewer dental visits
- Increased severity of dental caries
- Higher rates of failed appointments
- Lower oral health related quality of life
- Lower use of preventive regimens



# All too often, oral health is not considered important.

- Yet, oral diseases are a ‘neglected epidemic.’
- The 2003 National Assessment of Adult Literacy showed that 22% of US adults lack basic prose literacy.
- Oral health literacy is inextricably linked to improved oral health.
- Increasing oral health literacy is essential to achieve health equity.
- Increasing oral health literacy is essential to reach the 2030 Oral Health Objectives.

# How to Reduce the Proportion of Adults with Untreated Tooth Decay

- Educate the public, all health providers, and policy makers how to prevent dental caries. Increase their oral health literacy about:
  - Appropriate fluorides
  - Dental sealants
  - Reduce sweets between meals
  - Dental appointment on a routine basis

# Primary Prevention of Dental Caries

- Best way to prevent dental caries is the appropriate use of fluorides and dental sealants.
- Community water fluoridation is the foundation stone for caries prevention.
- Over 70 % of U.S. municipal water supplies are optimally fluoridated . . . yet many do not drink tap water.
- Minimal efforts have been made to educate the public about the benefits of community water fluoridation.



# How to Reduce the Proportion of Adults with Untreated Tooth Decay

- Educate policy makers about the impact of oral health on general health.
- Ensure Medicaid & Medicare insured adults are provided dental services.
- Ensure Medicaid application process uses core health literacy principles . . . plain language, no jargon.
- Increase Medicaid fees so private practitioners will accept these patients.
- Educate the public, especially those with low levels of education about the impact of oral health on general health.
- Educate non-dental health providers about the impact of oral health on general health. We need their help!

# How to Reduce the Proportion of Adults with Untreated Tooth Decay

- Lack of oral health literacy among other health providers is a barrier to increasing oral health literacy and oral health.
- Integrating oral health into general health is a given.

# What can we do to improve communication with our patients?

- Listen carefully to what the patient has to say.
- Use ‘teach-back’ to confirm what you think you said to your patient is what they heard.
- Ask your patient to tell you what they will do at home to follow instructions given.
- Slow down, use short statements.
- Use plain, non-dental/non-medical language.
- Use visual aids (draw or show pictures) when appropriate.



# ***Reducing the Proportion of Adults with Untreated Tooth Decay***



## Part 3:

Health Literacy as a Key Factor in Integration of Health Care

Dr. Kathryn Atchison

# Institute of Medicine: Health Literacy Framework, 2004

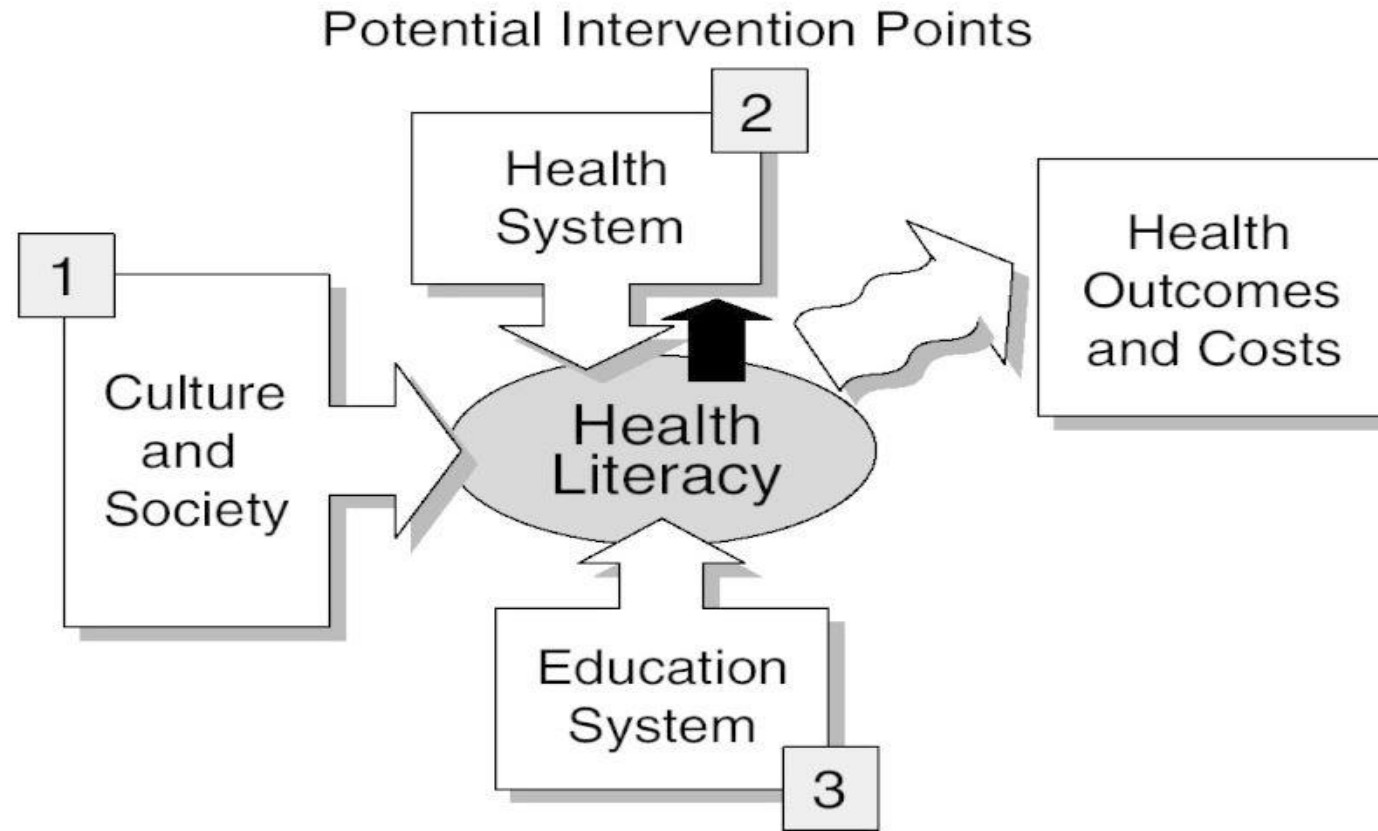
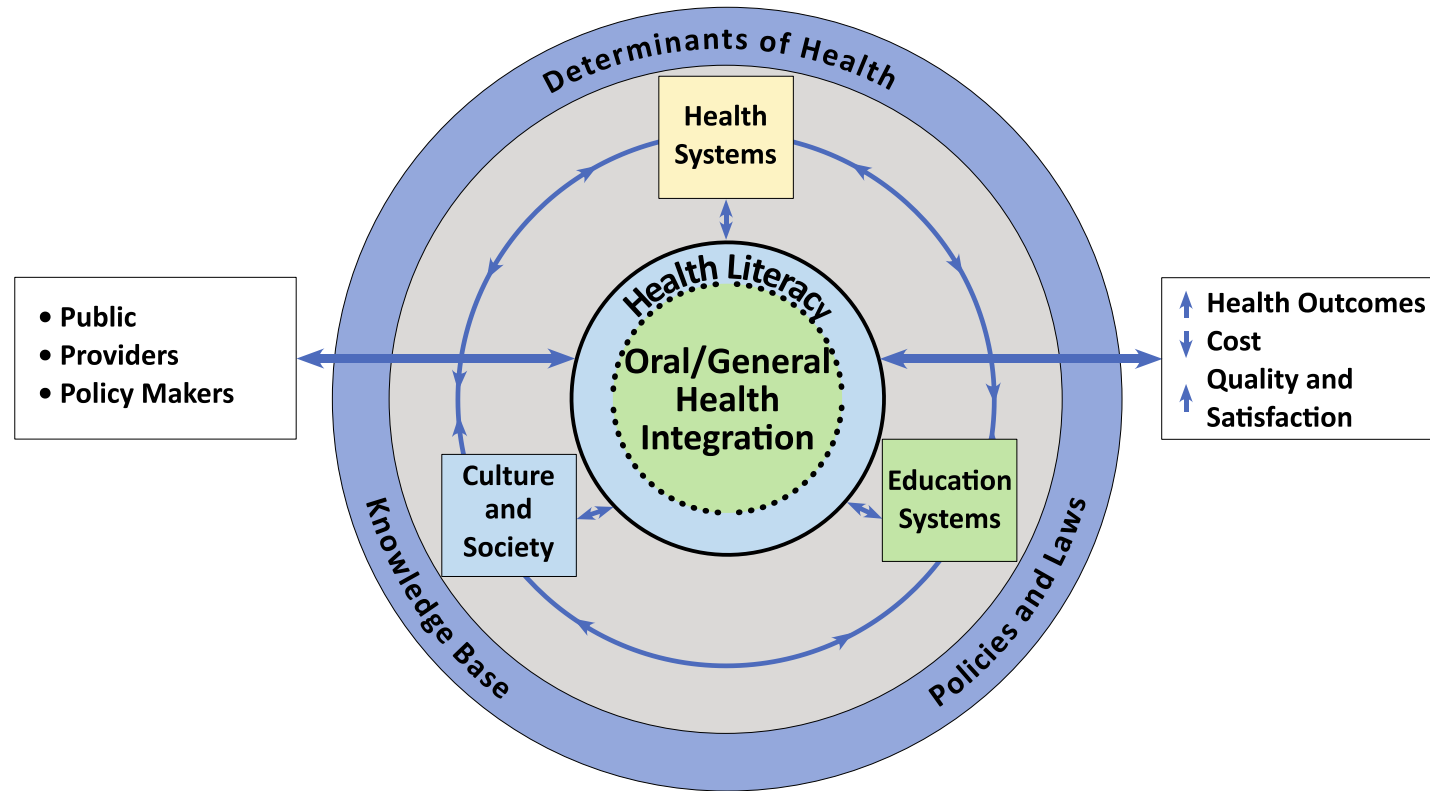


FIGURE ES-1

Potential points for intervention in the health literacy framework.

Health Literacy: A Prescription to End Confusion.  
Institute of Medicine (US) Committee on Health Literacy.  
Washington (DC): [National Academies Press \(US\)](#); 2004.

# Oral Health Literacy and the Health Integration Framework



Kleinman, Horowitz, Atchison revision to 2004 IOM Report Framework, with NASEM approval, 2021. *Frontiers in Dental Medicine*, 2021.



# Preventive Oral Health Services provided by Medical Providers within Clinics.

- Medical providers provide preventive oral health screening, fluoride varnish, periodontal care, & referral for pediatric, pregnant women & other patients with chronic diseases.
- **Why?** Regular periodontal treatment has shown decreased overall costs of health care.
- Social determinants of health (lower level of education, lack of usable insurance, etc.) are associated with lack of health care access.

# Oral Health Services Increasingly Provided in Non-Traditional Settings

- **Dental hygienists/therapists** clean children's mouths in schools & Health Start programs, pregnant women in primary care clinics, & dentally-trained hospital staff clean ventilator patients' mouths to prevent pneumonia.
- **Why?** Studies of SDOH show many Americans do not have access to dental offices for ongoing care. **Accessing people where they are brings people into the care system.**

# What is Needed? Case Managers, Coordination of Care, and Bidirectional Referral

- Pointing needy patients to care locations increases access to dental services.
- Social services support, including through increased use of electronic tools enhances care coordination.
- Bidirectional Referral of dentists with primary care MDs closes the loop on referrals.
- **Why?** Divert people from ED to primary care dental treatment and educate people about available dental care locations.

# Preventive Medical Services Offered by Dental Providers

- **Dentists, RDHs, and CDHCs** screen & refer for hypertension, HIV, and blood glucose levels & provide COVID & HPV vaccinations.
- **Why?** Preventive care is emphasized to improve overall health outcomes & decrease cost of health care.

# Health Insurers Add Dental Benefits to Medical Plans

- **Accountable Care Organizations** offer selected preventive dental services, such as semi-annual or quarterly periodontal cleaning.
- Develop and implement **periodontal quality metrics** for diabetic patients.
- Adding dental benefits **decreases overall cost of care**, confirming importance of dental services.



# Summary & Conclusion

- The **Health Care System** has expanded to embrace health literacy in growing ways via Integration:
  - direct patient-centered communication
  - the public and professional education systems
  - the public health system
  - the health care system.
- **Dentistry** is involved primarily through corporate and public health systems, less so via private practice.

# References (Part 3)

- Atchison KA, Rozier RG, Weintraub JA. 2017. Integrating oral health, primary care, and health literacy: considerations for health professional practice, education and policy. Commissioned by the Roundtable on Health Literacy, Health and Medicine Division, the National Academies of Sciences, Engineering, and Medicine.  
<http://www.nationalacademies.org/hmd/~media/Files/Activity%20Files/PublicHealth/HealthLiteracy/Commissioned%20Papers%20Updated%202017/Atchison%20K%20et%20al%202017%20Integrating%20oral%20health%20primary%20care%20and%20health%20literacy.pdf>
- Atchison KA, Rozier RG, Weintraub JA. 2018. Integration of oral health and primary care: Communication, coordination, and referral. *NAM Perspectives*. Discussion Paper, National Academy of Medicine, Washington, DC. <https://doi.org/10.31478/201810e>.
- Atchison KA, Weintraub JA, Rozier RG. Bridging the dental-medical divide. *J Am Dent Assoc*. 2018;149(10):850-858.
- Atchison KA, Weintraub JA. Integrating Oral Health and Primary Care in the Changing Health Care Landscape. *N C Med J*. 2017;78(6):406-409.
- Kleinman DV, Horowitz AM, Atchison KA. *Front. Dent. Med*, 21 September 2021 | <https://doi.org/10.3389/fdmed.2021.723021>.
- <https://santafegroup.cdeworld.com/webinars/22109-learning-from-health-system-initiatives-what-can-be-done-to-scale-up-integration>

# ***Reducing the Proportion of Adults with Untreated Tooth Decay***



Part 4:

California Oral Health Literacy Toolkit  
Dr. Jay Kumar

The findings and conclusions in this presentation are those of the author(s) and do not necessarily represent the views or opinions of the California Department of Public Health or the California Health & Human Services Agency.



# Oral Health Literacy Toolkit Team

- Jayanth Kumar, Dental Director, CA Department of Public Health
- Rosanna Jackson, Program manager, CA Department of Public Health
- Linda Neuhauser, DrPH, MPH, PI, Health Research for Action Center
- Susan L. Ivey, MD, MHSA, Project PI, Director of Research, HRA
- Winston Tseng, PhD, Co-investigator, Associate Director of Research, HRA
- Karen Sokal-Gutierrez, MD, MPH, Co-investigator
- Anthony Eleftherion, MFA, Director of Communications, HRA
- Jessica Liu, MPH, Project Manager, HRA
- Becca Freed, BA, Associate Director, Health Literacy Communications, HRA
- Kristin Hoeft, PhD, MPH, University of California, San Francisco
- Alice M. Horowitz, PhD, University of Maryland, College Park
- ... and hundreds of dental providers and patients



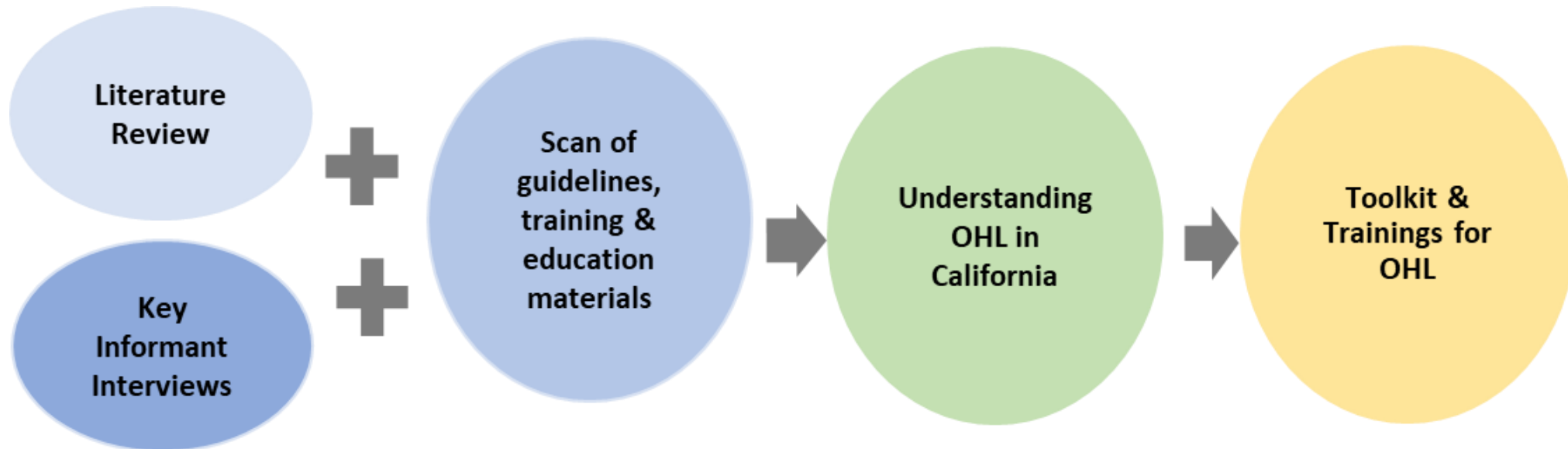
# How Health Literacy Meets Healthy People 2030 Objectives

- Increase the proportion of adults whose **health care provider** checked their understanding — HC/HIT-01
- Decrease the proportion of adults who report poor communication with their **health care provider** — HC/HIT-02
- Increase the proportion of adults whose **health care providers** involved them in decisions as much as they wanted — HC/HIT-03
- Increase the proportion of people who say their online medical record is easy to understand — HC/HIT-D10
- Increase the proportion of adults with limited English proficiency who say their **providers explain things clearly** — HC/HIT-D11
- Increase the health literacy of the population — HC/HIT-R01

# The CA Oral Health Literacy Toolkit Project

1. Conduct background research about OHL nationally and in California.
2. Develop a practical toolkit and trainings to support California dental providers.
3. Advance OHL in dental settings and local oral health programs







# 4 Steps for a More Health-Literate Practice

## 1. Prepare your practice.

- Choose a health literacy team leader (“champion”).
- Assess your practice for health literacy.

## 2. Train dental teams and practice communication strategies.

## 3. Provide patients with plain language materials.

## 4. Monitor progress.



## Oral Health Literacy Guidebook

- 24-page booklet
- Orientation to elements of oral health literacy
- Roadmap for practice assessment & planning improvement
- Communication techniques
- Language access resources
- Patient-friendly practice tips
- Scripts & templates




## Practice Assessment Checklist


– Quick, systematic method of assessing the health literacy or readiness of a dental practice



### Practice assessment checklist

 Preparing for change	Needs Improvement	Satisfactory	Excellent
1. Oral health literacy team or leader has been selected.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Practice has an oral health literacy action plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Staff understands the impact of oral health literacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Each staff member understands their role in oral health literacy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Each staff member understands their role in the action plan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Staff has received health literacy training.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

 Creating a health-literate environment	Needs Improvement	Satisfactory	Excellent
1. Patients can speak to a person when they call.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Signs are in plain language and are easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Signs are in the languages spoken by the patient population or used commonly in the community.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Patient waiting room is friendly and inviting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## What Is Teach-Back?

- Printable 1-page tip sheet
- Reminders for practitioners and staff on how to use teach-back



## What Is Teach-Back?

Teach-back is a way for you to confirm that patients understand what you've told them. It is also a way to be sure you're explaining things clearly. Use this guide to keep the basic concepts of teach-back fresh in your mind and to practice.



### To use teach-back well:

1. Organize what you want to say.
2. Explain the first part of what you want to convey.
3. Ask the patient to explain it back to you.
4. Explain again in a different way, if the patient didn't fully understand the information.
5. Ask the patient to explain it back to you once more.
6. Explain the next part of what you want to say.
7. Ask the patient to explain back the latest part.
8. Repeat steps 6 and 7 until you get through all of the information.



### Ways to ask patients if they understand

- I know we discussed a lot just now. It would help me know that I'm being clear if you tell me what I just said.
- In your own words, would you please tell me what I just said?
- Can you tell me what you heard me say just now?
- Will you tell me how you would explain that to a friend, partner, or family member?

## The Action Plan Template

- A convenient place to record OHL goals and action items
- Complementary to the OHL Guidebook

### OHL Action Plan

Use this page to write down your action plan for implementing health literacy. Consider selecting a few action steps that are easier to achieve and a few that may be implemented over time.

#### Health Literacy Goal

1. Improve patient communication

#### Action Steps

1. Use plain language in-take forms
2. Encourage questions at each touchpoint of patient visit
3. Organize teach-back training

#### Your Health Literacy Goals

1. ....  
.....  
.....
2. ....  
.....

#### Your Action Steps

- a. ....  
b. ....  
c. ....
- a. ....  
b. ....

# Local Oral Health Program

**Website Update Coming Soon:** The COHTAC website will be updated soon to reflect support for the new contracts. The current COHTAC website will remain functional during this time. Check back in Fall 2022 for new content!

## California Oral Health Technical Assistance Center

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[Home](#) > [Toolkits](#) > Oral Health Literacy Toolkit

## Oral Health Literacy Toolkit

This set of resources for oral health providers offers an overview of what oral health literacy is and why it matters, as well as practical tools and roadmaps for improving the health literacy of dental practices.

This toolkit was developed by and is based on research conducted by Health Research for Action, a research center of UC Berkeley's School of Public Health, in collaboration with the California Department of Public Health Office of Oral Health.

The Oral Health Literacy Toolkit is expected to grow and evolve in response to oral health providers' needs and further research. Currently, the Oral Health Literacy Toolkit consists of these components:

### Oral Health Literacy in Practice

- Introduction to oral health literacy for oral healthcare providers
- Simple roadmaps for assessing your practice



### Toolkits

▶ [Oral Health Literacy Toolkit](#)

[Tobacco Cessation Toolkit](#)

### Toolkits

[TOBACCO CESSATION](#)

[ORAL HEALTH LITERACY](#)



# Medi-Cal Dental Program

The screenshot shows the website for smile CALIFORNIA. At the top right, there is a search bar and text size controls. Below that are social media icons for Facebook, Instagram, and YouTube, followed by navigation links: Events, Visiting the Dentist, Care for Your Smile, Common Questions, Contact Us, and a Language selector. The main navigation bar includes links for About, Covered Services, Members, Partners & Providers, Videos, and a prominent orange button labeled 'FIND A DENTIST'. The 'Videos' section features a large orange banner with a photo of a smiling woman and two children. The text reads 'Videos' and 'View the videos below to learn about the Medi-Cal Dental services available to you and your family.' Below this, a video thumbnail is shown with the text 'Medi-Cal Has Dental Covered: Watch this video to learn more about your Medi-Cal dental benefit. Download video transcript'. The video thumbnail itself shows a hand holding a magnifying glass over a play button icon on a teal background, with the text 'Medi-Cal Bene' visible.



- Evaluate projects to determine what works to improve OHL.
- Develop OHL questions for national and state surveys.
- Develop HL/OHL-related (HP2030) performance measures for FQHCs. Support training of FQHC staff.
- Explore the feasibility of a learning collaborative of state Medicaid dental programs to promote OHL.



# ***Reducing the Proportion of Adults with Untreated Tooth Decay***

Q & A

Moderated by:

***Captain Nathan Mork***

Indian Health Service



# Summary: Strategies for Success

- OH-03: Reduce the proportion of adults (20-74) with active or untreated tooth decay
  1. Improve access to care, especially to minority populations and those in rural America, using an integrated model approach.
  2. Increase use of topical fluorides in older adults through increased education, access, and application by other healthcare professionals.
  3. Increase education and awareness of oral health and other healthcare professionals on oropharyngeal cancer to improve screenings.
  4. Work collaboratively to improve oral health literacy.

# Next Healthy People 2030 Webinar

- November 16, 2022 @ 12 p.m. Central Time
- Reducing the proportion of adults with periodontitis
- Partners: American Academy of Periodontology (AAP), American Institute of Dental Public Health (AIDPH), and the Veteran's Health Administration (VHA)

## For More Information

- Healthy People 2030, Building a healthier future for all: <https://health.gov/healthypeople>
- Oral Conditions: <https://health.gov/healthypeople/objectives-and-data/browse-objectives/oral-conditions>
- Leading Health Indicators: <https://health.gov/healthypeople/objectives-and-data/leading-health-indicators>
- Tools for Action: <https://health.gov/healthypeople/tools-action>



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**Missed Connections**  
Providers and Consumers Want More Medical-Dental Integration

Oral health and overall health are inextricably linked. There is mounting evidence to suggest that poor oral health is related to a variety of chronic health conditions, such as high blood pressure, dementia, diabetes, and obesity. Despite this known connection, dental care is still largely siloed from medical care. The Centers for Disease Control and Prevention (CDC) estimates that integrating basic health screenings into a dental setting could save the health care system up to \$100 million every year.<sup>1</sup>

CareQuest Institute for Oral Health conducted a nationally representative survey in January and February 2021 to assess consumers' perspectives on oral and overall health (n=5,320). CareQuest Institute also conducted a nationwide survey of oral health providers to assess perspectives and current behaviors related to interprofessional practice (n=377). Consumers and oral health providers described a lack of integration between medical and oral health care, and a desire for increased interprofessional collaboration.

**Key Findings:**  
**Medical-dental collaboration is currently uncommon.**

- 63% of consumers report that their primary medical doctor "rarely" or "never" asks about their oral health.
- 33% of consumers report that their oral health provider "rarely" or "never" asks about their overall health.
- Less than a third of consumers report receiving general health screenings from their oral health provider.
- A majority (89%) of adults report never receiving a referral from their oral health provider to a non-oral health professional.
- Almost a fourth (24%) of participating oral health providers report currently implementing interprofessional practice.
- 45% of responding oral health providers report "rarely" integrating their care with clinicians outside of dentistry, with only 14% reporting it is part of their "daily" practice.

# Webinar Evaluation

Complete the **evaluation by Friday, October 28** to receive CE credit. You will receive a link to the survey within 24 hours.

## *Next Webinar:*

**Thursday, October 20, 1–2 p.m. ET**

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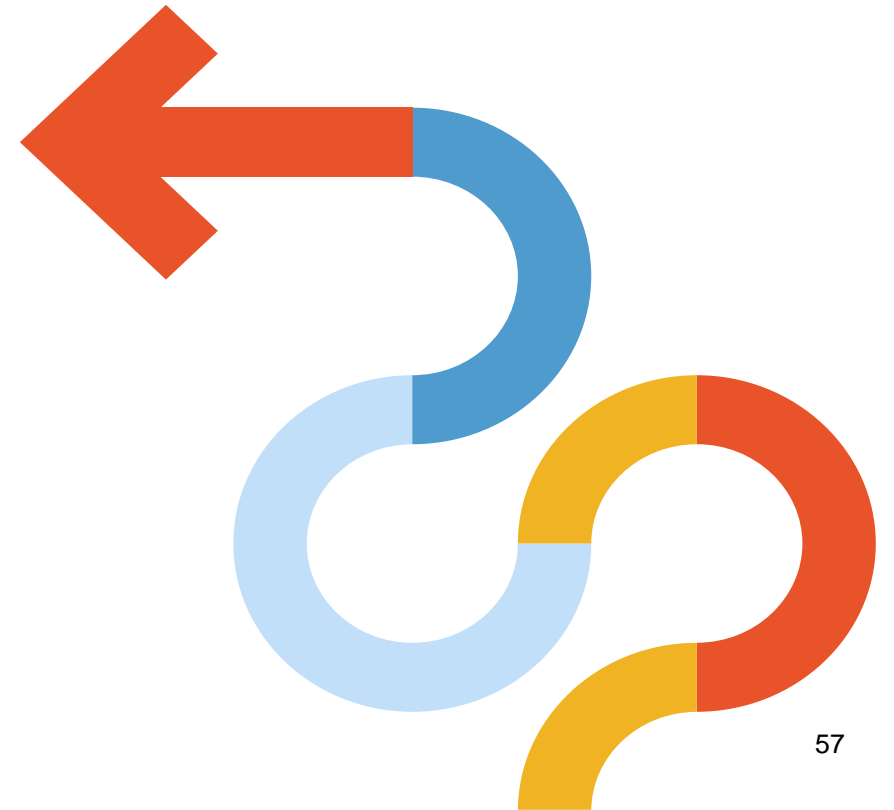
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