Improving Oral Health Using Telehealth-Connected Teams

Paul Glassman DDS, MA, MBA
Professor and Director of Community Oral Health
University of the Pacific School of Dentistry
San Francisco, CA
pglassman@pacific.edu
Dental Care Utilization Rate Highest Ever among Children, Continues to Decline among Working-Age Adults

Authors: Kamyar Nasseri, Ph.D.; Marko Vujicic, Ph.D.

Figure 1: Percentage of the Population with a Dental Visit in the Year, 2000-2012

Source: Medical Expenditure Panel Survey, AHRQ. Notes: For children ages 2-18, changes were statistically significant at the 1% level (2000-2012) and at the 10% level (2011-2012). Among adults ages 19-64, changes were statistically significant at the 1% level (2003-2011). For adults 65 and older, changes were significant at the 5% level (2000-2012). Changes from 2011 to 2012 among adults 18-64 and the elderly 65 and above were not statistically significant.

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
The future of dental practice: Demographics
April 10, 2015
By Eric Solomon, DDS, MA


Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
Dentist Earnings Not Recovering with Economic Growth

Authors: Bradley Munson, B.A.; Marko Vujicic, Ph.D.

December 2014

**Figure 1:** General Practitioner Dentist Earnings, 1981 to 2013

Source: ADA Health Policy Institute; Bureau of Economic Analysis; Bureau of Labor Statistics. Note: Net income data are based on the ADA Health Policy Institute annual *Survey of Dental Practice* with years 2000-2013 weighted to adjust for nonresponse bias. Shaded areas denote recession years according to NBER. GDP is deflated using the GDP deflator. Net income is deflated using the all-item CPI. All values are in constant 2013 dollars.

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
Teledentistry
Improving Oral Health Using Telehealth-Connected Teams

Prepared by: Paul Glassman DDS, MA, MBA
University of the Pacific Arthur A. Dugoni School of Dentistry
San Francisco, California
Teledentistry

Sending dental X-rays: why email should not be your option

Share records between dentists

Real time video consultation – dentist to dentist/patient

Store-and-forward record review

Patient to dentist interactions

Real time video surgical support

mHealth data collection

Telehealth-connected team delivery systems

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
The Virtual Dental Home

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
Radiographs
Photographs
The Virtual Dental Home Concept Model

Allied Personnel – On-Site
Intake & periodic recall visits, record collection, communication with dentist

Dentist – Off-Site
Record review, decision about dental treatment – what & where

Cloud-Based Electronic Health Record

Disease, needing in-person treatment by dentist?
No
The Virtual Dental Home Concept Model

Allied Personnel – On-Site
Intake & periodic recall visits, record collection, communication with dentist

Dentist – Off-Site
Record review, decision about dental treatment – what & where

Disease, needing in-person treatment by dentist? No

Allied Personnel – On-Site
Prevention & early intervention procedures, case management, integration into educational, social, general health systems

Cloud-Based Electronic Health Record
Community-based Prevention and Early Intervention Procedures
The Virtual Dental Home Sites

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
Oral Health Systems for Underserved Populations
Virtual Dental Home Timeline

2009
Proof of Concept

2015
Legislation/Regulation

2016 +
Expansion/Research

OR, CO, HI
Other States VDH

OR, CO, HI, MN, AZ, MO...
Other States Policy
Dental Care in the Future

• Dental Practice =
  — Geographically distributed
  — Telehealth enabled
  — Oral health teams

• Chronic disease management
  — using biological, medical, behavioral, and social tools

• Integrated with general health, educational, and social service systems

• Interacting with the majority of the population

• Focused on oral health outcomes in the
  *Era of Accountability*

Pacific Center for Special Care at the University of the Pacific Arthur A. Dugoni School of Dentistry
Considerations for State Legislators

• Allow allied dental personnel to work in community sites – at least with telehealth connections to a dentist

• Emphasize prevention and early intervention in Medicaid dental programs

• Pay for dental services whether they are performed in-person or using telehealth technologies

• Move toward payment incentives based on health improvement (pilots, incremental risk..)