Treating Older Patients with Special Needs: A Decade of Experience at Access Dental Care

SAID Annual Seminar
October 28, 2010
Charlotte, North Carolina
“It Don’t Come Easy, You Know It Don’t Come Easy”
Ringo
WILL DO SPECIAL CARE DENTISTRY FOR FUN!
ACCESS DENTAL CARE
Program Numbers
August, 2000 – December, 2009

• **Clinical**
• 51 Total Facilities Served
• 45 Active Facilities
• 7,873 Total Patients Served
• 1,017 Patients with Intellectual/Developmental Disabilities
• 48,535 Total Patient Visits
• 78,890 Patient Services
Program Numbers
August, 2000 – December 2009

- 69% Diagnostic/Preventive
- 36,752 Diagnostic (exams, x-rays)
- 17,651 Preventive (cleanings, fluoride treatment, education, sealants)
- 12% Restorative (9,617 fillings)
- 11% Oral Surgery (8,970 extractions)
- 5% Removable Prosthetic (3,756 denture procedures - dentures, partials, relines, repairs)
- 2% Periodontic (1,749 treatments - gum)
- <1% Fixed Prosthetic (258 crown/bridge procedures)
- <1% Endodontic (97 root canals)
Program Numbers
August 2000 – December 2009

- Financial
- $6,926,285 Gross Production
- $4,549,289 Collected to date
- Average of $142.00 per appointment
- Over $2,376,996 in uncompensated care provided. This amounts to almost three years of production. (80% of our patients are Medicaid)
- 330 Operating Room Patients (Mostly MR/DD patients)
Model Expansion
No Is Not An Option
The Staff
Picture of Office Staff
Picture of Steven
The Patients
Howell Center Clear Creek
A Day in the Life
South Carolina Truck
Aseptico Cart
Funding

- North Carolina Medicaid
- Private
- Dental Director Fee
- The Facility Squeeze
- NC State Board Issues
Office Routine

• Facility Processes Permission Forms
• Permissions Received in Office
• Charts Completed
• Scheduled
• Facility Notified
• Later On: Bisphosphonate, Sedation & Treatment Plan Permission
Clinical Routine

- Initial/Recall Exam
- X-rays
- Prophy
- Treatment Plan Created
- Allergies, Behavior, Premed
Clinical Routine

• Treatment Plan Approved By RP
• Orders Sent (ABX, Sedation, PT/INR)
• Day Sheet
• Resident Chart and Facility Chart
• Updated X-rays
• Care Provided
• Progress Note and Oral Hygiene Note
• Extraction Sheet
Working with the RP

• Helpful, Listen Carefully
• Multiple Family Members
• Getting to Permission
  – “Mom is just not up to it.”
  – “If this was in your mouth…”
• Extraction Permission - “abscess”
• Understanding the Difference Between Private Practice and Special Care
• Refer to the Web Page
• Post Treatment Phone Calls
RP Warnings

• Demanding
• Trauma in Their Life
• Change in Treatment Plan
  – Fillings to Extractions
  – Extra Fillings/Private Pay
• Get it in Writing
• Take the Financial Loss and Catch Them Latter
• Please, Please Go Somewhere Else
Efficiency

• Orders Written/Sent
• Orders Given by Staff on Arrival
• 2 Waiting/2 in Chair
• We Transfer
• 2 Dental Assistants
• Calls to RP
• Emergencies Addressed
Transfer Techniques
Behavior Control

- Voice
- Slow Introduction with Autism/Counting
- Ativan/Halcion
- Physical “Support”
- Wrap
- OR
Tricks of the Trade

- Dispelling the DDS Reputation
- “I love my women to talk to me dirty.”
- Forehead Rub/”Good Man”
- RP Support
- Humor
- I’m Sorry
The Last Thing We Worry About Are Teeth
Clinical Tricks
Arts and Crafts

- No Anesthesia
- Infiltration vs. Blocks
- Slow Injections
- Electrosurge
- Fugi
- Cervical Matrix
- Drilling Hole in Metal Matrix for Fugi
- Diamonds for Extractions
- Bone Putty
Clinical Tricks
Arts and Crafts

• Orthodontic Wire Splints
• Gel Foam and Suture Everything
• Lower Posterior Extractions – Chlorhexedine and Antibiotics
• Denture Technique
• Can’t Sell Implants Yet
• OR Bridges
• OR Orthodontics
Getting X-rays

- Costly Sensors
- Gloves and Aprons
- Labor Intensive
Oral Cancer
Staff Education

A Hands-On Approach To Daily Oral Care for People with Intellectual and Developmental Disabilities

ACCESS DENTAL CARE
An Access Dental Care Training Solution

Funded through a grant from the North Carolina Council on Developmental Disabilities
Dentistry’s Support

North Carolina Council on Developmental Disabilities
Promoting Full Lives in the Community Through . . .
Leadership and Advocacy - Changing Policy/Changing Practice - Building Inclusive Communities

AARP.org
The Arc of North Carolina
daas
AHEC
North Carolina Area Health Education Centers Program

North Carolina
General Assembly 2007-2008 Session
Legislative Report
Foundations
List of Advocates