

## Action Plan

Discussion Group: **Organization of community services so that families can use them easily.**

Facilitator: Tracy McKeown

Recorder: Erin Gray

| Needs/Issues  | Findings/ Recommendations  | Activities/ Timelines  | Responsible Parties   | Short Term Outcomes  | Long Term Outcomes  | Measurement/ Evaluation/Tracking   |
|---|--|--|---|--|---|--|
| <ul style="list-style-type: none"> <li>Increase access to care</li> </ul>                         | <ul style="list-style-type: none"> <li>Transportation problems</li> <li>Increase incentives to providers (tax break, continuing education,)</li> </ul> | <ul style="list-style-type: none"> <li>Senate / House sponsor Bill</li> <li>Go to Board of Dentistry to sponsor Bill</li> </ul>  | <ul style="list-style-type: none"> <li>Legislature</li> <li>Medical Community</li> <li>Higher Education curriculum</li> </ul> | <ul style="list-style-type: none"> <li>Service availability</li> <li>More people have access to care</li> </ul>  | <ul style="list-style-type: none"> <li>Better oral hygiene</li> <li>Increase awareness of importance oral health through support of caregivers</li> </ul> | <ul style="list-style-type: none"> <li>Number of patients that have been seen</li> <li>Number of patients in education process</li> <li>Plaque scores</li> <li>Number of type of dental procedures / visits</li> </ul> |
| <ul style="list-style-type: none"> <li>Simplification of Medicaid process and language</li> </ul> | <ul style="list-style-type: none"> <li></li> </ul>   | <ul style="list-style-type: none"> <li>Bring all agencies together for awareness discussion</li> </ul>   | <ul style="list-style-type: none"> <li>Shared agencies</li> </ul>   | <ul style="list-style-type: none"> <li>Awareness</li> <li>Collaboration</li> <li>Awareness in Dentistry education</li> <li>Parental education / advocacy</li> <li>Create a wave</li> </ul> | <ul style="list-style-type: none"> <li>Medicaid</li> <li>Expand services and providers</li> </ul>   | <ul style="list-style-type: none"> <li>More kids served</li> <li>Justify the mean</li> <li>Create a database with other agencies to track special needs children</li> </ul>  |
| <ul style="list-style-type: none"> <li>Centralization / Standardization of effort</li> </ul>      | <ul style="list-style-type: none"> <li>Inefficiency due to the lack of centralization and coordination of efforts</li> </ul>                           | <ul style="list-style-type: none"> <li>State Dept. of Health becomes the lead authority to coordinate all resources providing the services to children (6 months)</li> </ul> | <ul style="list-style-type: none"> <li>Department of Health</li> </ul>  | <ul style="list-style-type: none"> <li>Annual updates</li> </ul>   | <ul style="list-style-type: none"> <li>Increase awareness on impact of the child</li> <li>Increased prevention</li> </ul>                                 | <ul style="list-style-type: none"> <li>Survey dentists referrals</li> <li>Medicaid statistics</li> </ul>   |

- Dept. of Health provides publicity campaign and surveys providers, agencies, and families on their rolls (1 year)
- All agencies, providers to provide their information to the central agency (9 months)
- Standardization of forms, communication , and language (on-going)
- Dept. of Health responsible for setting up offices, working groups, comprehensive listings, and provider / agency listings based on criteria (age, money limitations)

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|---|--|--|---|---|---|--|
| <ul style="list-style-type: none"> <li>• Communication and Education between providers, groups, and families</li> </ul> | <ul style="list-style-type: none"> <li>• PCP offices: care coordinator assist parents to follow through with services</li> </ul> | <ul style="list-style-type: none"> <li>• Include all parents and support groups</li> <li>• Educate practitioners on what to look for during exams</li> </ul> | <ul style="list-style-type: none"> <li>• American Academy of Pediatrics and Family Care Physicians</li> <li>• Higher Education curriculum</li> <li>• Parent support groups</li> <li>• Mentoring networks</li> </ul> | <ul style="list-style-type: none"> <li>• Awareness, accept, and commitment to take action</li> <li>• Increased awareness</li> </ul> | <ul style="list-style-type: none"> <li>• PCPs have increased awareness and impact on the child</li> <li>• Increased prevention and dental care</li> </ul> | <ul style="list-style-type: none"> <li>• Survey dentists referrals</li> <li>• Medicaid statistics</li> </ul> |
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## Action Plan

Discussion Group: **Successful Transition to all Aspects of Adult Health Care, Work, and Independence**

Facilitator: Jack Chapman

Recorder: Kristin Lowe

| Needs/Issues  | Findings/Recommendations   | Activities/Timelines  | Responsible Parties   | Short Term Outcomes   | Long Term Outcomes   | Measurement/Evaluation/Tracking   |
|---|--|---|---|---|--|---|
| <ul style="list-style-type: none"> <li>Consider funding programs for adults with special needs</li> </ul>                                   | <ul style="list-style-type: none"> <li>Influence recent legislation for more services</li> <li>Increase coverage for adults</li> <li>Help individuals pay for private insurance</li> </ul> | <ul style="list-style-type: none"> <li>Create a list of stake holders</li> <li>Educate the legislature for need in adult services</li> <li>Investigate and pursue grants</li> <li>Alternative funding methods</li> <li>Special needs relay</li> <li>Volunteers</li> </ul> | <ul style="list-style-type: none"> <li>Oral health coalition</li> <li>Oklahoma development disabilities council</li> <li>Partners in policy</li> <li>Delta dental</li> <li>ODA</li> <li>ODHA</li> <li>ODF</li> <li>Community based organizations</li> </ul> | <ul style="list-style-type: none"> <li>Interest in funding</li> <li>Public awareness</li> <li>Action plan</li> <li>Influence legislation</li> </ul> | <ul style="list-style-type: none"> <li>Funding for special needs patients</li> <li>Access appropriate dental care</li> </ul> | <ul style="list-style-type: none"> <li>Surveys</li> <li>Number of adults receiving dental care</li> </ul> |
| <ul style="list-style-type: none"> <li>Educate patient or caregiver regarding transition</li> <li></li> <li></li> <li></li> <li></li> </ul> | <ul style="list-style-type: none"> <li>develop education on proper dental care</li> </ul>  | <ul style="list-style-type: none"> <li>Develop transition plan on IEP</li> </ul> <p>Special education</p> <p>Basic understanding for need for</p>   | <p>Department of education</p> <p>Local school officials</p> <p>Hygienist</p>   | <p>Develop education materials</p> <p>Locate conferences/speakers</p> <p>Public awareness</p>   | <p>Information is going to parents/caregivers</p> <p>Decrease need</p> <p>Increase utilization</p>                           | <p>Medicaid budget</p>  |

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| <ul style="list-style-type: none"><li>•</li><li>•</li><li>•</li><li>•</li><li>•</li><li>•</li><li>•</li></ul> Capacity to treat patients | Faculty<br><br>Look at numbers of patients that need sedation to get pediatric residency<br><br>Special needs CE courses<br><br>Referral lists<br><br>Increase of exposure to students/special needs patients | dental care<br>IEDDSD for<br>conference | ODA<br><br>OUCOD/ODF(courses<br>and grants)<br><br>OHCA(clearinghouse) | Referral list<br><br>Outline for a course | Increase in faculty<br><br>Collaboration<br>between hygienist<br>and nurses<br><br>Seamless service<br>delivery | Survey the patients<br>themselves<br><br>More CE courses |
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## Action Plan

Discussion Group: **Family and Professional Partnerships at all Levels of Decision-making**

Facilitator: Kevin Rogers

Recorder: Sally Selvidge

| Needs/Issues   | Findings/ Recommendations  | Activities/ Timelines   | Responsible Parties   | Short Term Outcomes  | Long Term Outcomes  | Measurement/ Evaluation/Tracking  |
|--|--|---|---|--|---|---|
| <ul style="list-style-type: none"> <li>Lack of empathy and understanding or lack of respect from both parents and professionals</li> </ul> | <ul style="list-style-type: none"> <li>Schedule a consult prior to the visit with dentist.</li> <li>Assess of the capacity of the family</li> <li>Offer CEU's to professional dental organizations to attend conferences that focus on children/youth with disabilities</li> <li>Prepare booths for information.</li> <li>Parents need easy</li> </ul> | <ul style="list-style-type: none"> <li>Create family guidelines and family questionnaire that help expedite the consult – This fiscal year.</li> <li>Create caregivers notebook – End of fiscal year.</li> <li>CEU's in 6 months</li> <li>Buy an exhibit display.</li> <li>Print brochures</li> </ul> | <ul style="list-style-type: none"> <li>Questionnaire – COHC charged with developing panel of clients and professionals</li> <li>Cyd Roberts</li> <li>CEU-ODA, College of Dentistry - OUHSC</li> <li>COHC</li> <li>COHC</li> </ul> | <ul style="list-style-type: none"> <li>Professionals are more will to serve patients; Patients are better served.</li> <li>Care notebooks and Positive Ritual Story distributed</li> <li>CEU's for Dentists, oral health professionals</li> <li>Professionals and parents have access to needed information</li> </ul> | <ul style="list-style-type: none"> <li>Increased number of oral health professionals see children with special needs</li> <li>Joint Presentations by parents and professionals to conferences, grand rounds ODA Conf and Boards</li> <li>Adoption of Medical Home that includes oral healthcare for children/youth with special needs.</li> <li>Parents and professionals develop partnerships</li> </ul> | <ul style="list-style-type: none"> <li>Follow up Forum</li> <li>Satisfaction survey on OHCA Oral Health Medicaid services</li> <li>Track conference attendance &amp; CEUs</li> <li>Track Number of CSHCN seen at OUHSC/Dental Clinic</li> <li>Track number of Medicaid eligible children with disability receiving oral health</li> </ul> |

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| <ul style="list-style-type: none"> <li>• Parent education/Professional Education</li> </ul> | <p>to understand brochures</p> <ul style="list-style-type: none"> <li>• Spread word about Mobile Dental Vans</li> <li>• Parents Listening</li> <li>• One consistent caregiver.</li> </ul><br><ul style="list-style-type: none"> <li>• Front office educ</li> <li>• Consult/develop rapport</li> <li>• Parent support groups</li> <li>• Professional listening skills</li> <li>• schedule consult w/ enough time to see the child</li> <li>• \$\$ for consult-inform receptionist the child has a disability and suggest things to make the visit a pleasant one.</li> </ul> | <p>already available for massive handouts.</p><br><ul style="list-style-type: none"> <li>• CEU-NEXT SCHOOL YEAR</li> <li>• OHCA, OCCY, -- 3-6MOS</li> <li>• ODA,COHC</li> </ul> | <ul style="list-style-type: none"> <li>• COCH, APA, Smart Start, Head start, SoonerStart, Pediatrician office</li> <li>• OASIS, Turning point, CP Board, other community initiatives</li> </ul> | <ul style="list-style-type: none"> <li>• Develop dentist websites</li> <li>• Educational videos <ul style="list-style-type: none"> <li>Daycares</li> <li>Schools</li> <li>Waiting offices</li> <li>WIC</li> <li>Health dept</li> <li>Pediatrician offices</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Pediatric Rotation at Dental school specifically for children and youth with special needs.</li> </ul> | <p>care services in 2006-07</p> <ul style="list-style-type: none"> <li>• Track response to existing PSA's.</li> </ul> |
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| <ul style="list-style-type: none"> <li>Lack of Willing providers</li> </ul> | <ul style="list-style-type: none"> <li>Set aside time at beginning or - the day or end of the day for education in disability awareness</li> <li>Continuing ed classes focused on children with spec health care needs</li> <li>Internship/community volunteer—mandatory community service hours</li> <li>Oral health coord/liaison</li> <li>\$\$ incentives for special needs children and youth</li> <li>New Career level—advances dental hygienists—ADHA</li> <li>Education for operating room procedures—hospital access</li> </ul> <p>Assess dentist perceptions—</p> | <ul style="list-style-type: none"> <li>COCH</li> <li>Public awareness campaigns—Oral health PSA”a—COHC, ODA, Oral Hygiene Assoc</li> </ul> <p>OKDHS/Family Support Division/Children with Special Health Care Needs, SoonerSuccess, OASIS</p> |  |  |  |  |
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## Action Plan

Discussion Group: **Access to Comprehensive Health and Related Services through the Medical Home/Early and Continuous Screening, Evaluation, and Diagnosis**

Facilitator: Lathonya Shivers

Recorder: Karyn Hutchens

| Needs/Issues   | Recommendations   | Activities/Timelines  | Responsible Parties   | Short Term Outcomes  | Long Term Outcomes  | Measurement/Evaluation/Tracking   |
|--|---|---|---|--|---|---|
| <ul style="list-style-type: none"> <li>1 Clinical training for dentists and doctors</li> </ul> | <ul style="list-style-type: none"> <li>1 A. Implement clinical experiences in school</li> <li>B. Provide continuing education to licensed dentists</li> </ul> | <ul style="list-style-type: none"> <li>1 A. Sponsor national speakers</li> <li>B Sponsor CE related to disability</li> <li>C. Network of dentists that see special needs</li> <li>D. Implement more training in school</li> </ul> | <ul style="list-style-type: none"> <li>1 A. College of Dentistry</li> <li>B. Dental hygiene schools</li> <li>C. Dental assisting programs</li> <li>D. OK Board of Dentistry</li> <li>E. OK Dental Assoc.</li> </ul> | <ul style="list-style-type: none"> <li>1 A. Awareness of among providers</li> <li>B. Create a list of dentist/doctors willing to see special needs patients</li> </ul> | <ul style="list-style-type: none"> <li>1 Include clinical experience in schools</li> </ul>        | <ul style="list-style-type: none"> <li>1 Survey dentists to determine if they see special needs patients</li> </ul> |
| <ul style="list-style-type: none"> <li>2 Too few medicaid providers</li> </ul>                 | <ul style="list-style-type: none"> <li>2 Increase rates for dentists that see special needs kids</li> </ul>   | <ul style="list-style-type: none"> <li>2 A. Survey providers who don't take medicaid</li> <li>B. Educate providers on reimbursement process</li> <li>C. Establish screening protocol</li> </ul>                                   | <ul style="list-style-type: none"> <li>2 A. OHCA</li> <li>B. Screening work group (OU, OHCA, OSDH, ODA)</li> </ul>  | <ul style="list-style-type: none"> <li>2 More adults and children with special needs treated</li> </ul>  | <ul style="list-style-type: none"> <li>2 At least one medicaid provider in each county</li> </ul> | <ul style="list-style-type: none"> <li>2</li> </ul>   |
| <ul style="list-style-type: none"> <li>3 Training for dental staff</li> </ul>                  | <ul style="list-style-type: none"> <li>3 CE courses</li> </ul>  | <ul style="list-style-type: none"> <li>3 A. Develop list of experts</li> <li>B. Conduct staff</li> </ul>  | <ul style="list-style-type: none"> <li>3 Dr. Laura</li> </ul>   | <ul style="list-style-type: none"> <li>3 Medicaid providers will receive training in health care coordination</li> </ul>   | <ul style="list-style-type: none"> <li>3 Adults and children with disabilities will</li> </ul>    | <ul style="list-style-type: none"> <li>3</li> </ul>   |

research on patient disability  
C. Training in care coordination

McGuinn

receive services in a “dental home”

## Action Plan

Discussion Group: **Adequate Public and/or Private Financing of Needed Services**

Facilitator: Katie Fitzgerald

Recorder: Kathy Smith

| Needs/Issues  | Findings/Recommendations   | Activities/Timelines  | Responsible Parties | Short Term Outcomes  | Long Term Outcomes   | Measurement/Evaluation/Tracking |
|---|--|---|---------------------|--|--|---------------------------------|
| <ul style="list-style-type: none"> <li>• Medicaid/Ins. Etc more emphasis on prevention (A)</li> <li>• Encouraging/Recruiting providers (B)</li> <li>• Improved referral system, improved knowledge of coord. About dental needs/svcs. (C)</li> <li>•</li> </ul> | <ol style="list-style-type: none"> <li>1. Get rid of 3 yrs and under guideline AAPD, AAP, ODA, OAPD, ODHA</li> <li>2. Partner (ins, DHS, Head Start) to get funding/pilot prev programs.</li> <li>3. Org. free denal clinics for early care. Write off products/svcs.</li> <li>4. <u>Educate</u> parents/caregivers/consu mers + need for dental ins.</li> <li>5. Demand and use early care – who pays for educ? Volunteer/charitable</li> </ol> <hr/> <p>Dental Students exp more than 1/yr (B)</p> <p>Priv sect/scholarships for</p> | <ul style="list-style-type: none"> <li>• Formalizing as a recomm. (1) support behind recomm. (1)</li> <li>• Organize a coalition –(2) Convene those parties – (2) educate them – (2) get something started first – leaders, focus(2)</li> <li>• Free dental clinics (3) Dev. Tool kit (3) Get to parent orgs/other groups (3) ODA more to connect (3) OSDH – leader (3)</li> <li>• Work through medical comm..case</li> </ul> | •                   | PSA's,better access in the first year,more families served, social marketing | Better health, reduced hospitalization, increase access, increased reimbursement, decreased costs, | •                               |

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|  | <p>treating CSHCN (B)</p> <p>Loan forgiveness prog. (B)</p> <p>Dental/hygiene school req's (B)</p> <p>Get Specialists b/c of reimbursement – advocate for more \$ - (B)</p> <p>Attitude (B)</p> <p>Change reimbursement codes - CDT - (B)</p> <p>Meet with health care auth. –</p> <p>Building with leaders and organizations</p> <p>Multi state partnership<br/>Arkansas and Texas</p> <hr/> <p>Know where to send patients (C)</p> <p>DHS – New worker Academy – turnover – Existing – attitude Coord/caseworkers (C)</p> <p>Get info out electronically – other (C)</p> <p>School Social Workers(C)</p> | <p>workers (4)</p> <p>Target child care centers/DHS/schools/ local health depts./part A &amp; B providers/train staff</p> <ul style="list-style-type: none"> <li>•</li> </ul> |  |  |  |  |
|--|--|---|--|--|--|--|