



Dental Public Health State Activity Submission Form

ASTDD’s goal in collecting information about successful state Dental Public Health activities (e.g., practice, program, service, event, or policy) is to share this information with other states, territories, and stakeholders who may be interested in implementing similar activities. We thank you for your time and willingness to share your experiences.

Please complete the form below and return to Lori Cofano, ASTDD Best Practices Project Coordinator, at lcofano@astdd.org

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STATE DENTAL PUBLIC HEALTH ACTIVITY (e.g., practice, program, service, event, or policy) Minimum=300 Maximum=500	
Activity title:	Virginia Online Directory of Dentists for Individuals with Special Health Care Needs and Young Children
State/Territory:	Virginia
Summary overview, which may include the following: <ul style="list-style-type: none"> Objectives Rationale Personnel Key partners Costs & sustainability 	
<p>The Virginia Online Directory of Dentists for Individuals with Special Health Care Needs (ISHCN) and Young Children began with survey responses from dentists willing to provide services for ISHCN. This was the first step in developing an electronic database for people to locate dentists to serve ISHCN. The overall goal of the Virginia Department of Health (VDH) program is to increase awareness and education regarding ISHCN oral health for a wide variety of stakeholders and providers with the potential to make a difference in access to oral health care for ISHCN. In addition to the directory, the ISHCN dental program involves two main approaches to enhance and support the online directory’s primary purpose of increasing access to care. VDH provides oral health trainings for direct service providers (DSPs) working in the Department of Behavioral Health and Disability Services (DBHDS) group homes for ISHCN and continuing education (CE) courses for dental providers regarding oral care for ISHCN. Strategic partnerships for these programs include the Virginia Dental Association Foundation, DBHDS, and the Virginia Health Catalyst. Costs include</p>	

VDH dental staff salary and travel, IT website development and support, oral health resources development and printing, speaker fees and travel, course facility fees, online meeting software, and partners' administrative fees.

From 2009 to 2021, the directory listings have increased or remained stable, currently including 2,305 dentists representing approximately 41% of Virginia dentists. From 2011 to 2021, VDH provided 28 oral health trainings for 503 direct service providers (DSPs) working in the Department of Behavioral Health and Disability Services (DBHDS) group homes for ISHCN and 53 continuing education (CE) courses for 1,178 dental providers regarding oral care for ISHCN. This program is successful due to fostering multiple effective partnerships with open communication; utilizing engaging, knowledgeable speakers; and participant interest in the topic. As with all other programs and outreach efforts, the COVID-19 pandemic challenged plans for dental and DSP's trainings and led to the development and implementation of virtual courses.

Lessons learned (Successes and **Challenges**):

Challenges:

- Getting the word out to all ISHCN, caregivers, and families about the resources available to them.
- Language barriers or inability to communicate; Isolation; Lack of availability of technology.
- Many dental providers do not know the extent of issues related to access to care for ISHCN and are unwilling or too uncomfortable to provide dental care.

Solutions:

- Using multiple partner organizations, including caregiver and disability-specific communities, to share quality oral health information.
- Connecting to professional organizations to promote education and services for ISHCN.
- Creating workgroups to identify and address the needs of ISHCN through service projects.
- Encouraging the addition of more Medicaid providers.
- Example: The American Dental Association's Principles of Ethics & Code of Professional Conduct, November 2020.

"While dentists, in serving the public, may exercise reasonable discretion in selecting patients for their practices, dentists shall not refuse to accept patients into their practice or deny dental service to patients because of the patient's race, creed, color, gender, sexual orientation, gender identity, national origin or disability." Page 9, Section 4.A.

https://www.ada.org/~media/ADA/Member%20Center/Ethics/ADA_Code_Of_Ethics_November_2020.pdf?la=en

TO BE COMPLETED BY ASTDD	
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