



**APS HEALTHCARE, INC.
SOUTHWESTERN PA HEALTH CARE QUALITY UNIT (HCQU)**

SW PA HCQU DENTAL CAPACITY BUILDING REPORT

INTRODUCTION

The Commonwealth of Pennsylvania has contracted with eight Health Care Quality Units (HCQU's) throughout PA to enhance the quality of care for individuals with Mental Retardation. The HCQU's provide education for those who serve individuals with Mental Retardation. The Southwestern PA HCQU serves the following counties: Allegheny, Bedford/Somerset, Cambria, Fayette, Greene, Washington and Westmoreland. It is evident that providing dental care for individuals with mental retardation can be challenging due to communication difficulties, developmental disabilities or physical deficits. The SW PA HCQU is committed to designing appropriate trainings and resources to improve the quality of dental care for individuals with mental retardation.

Provider Dental Survey

In February of 2004, the SW PA HCQU conducted a survey of providers and dental professionals to gauge the training needs of each group. One Hundred and twelve surveys were mailed to provider agencies within the eight county SW PA HCQU Region. Forty-seven provider surveys were returned as of April 30, 2004. Please see Appendix A for survey results. The survey for providers gathered responses from seven statements around satisfaction with dental services using a scale of "strongly agree to strongly disagree". Other areas where included:

- Needed Resources/Training Materials
- If agency sends staff to accompany the consumer to the dental visit
- If dentist refers to specialists

Results

Overall, providers reported that they or the individuals they serve were satisfied with the services from the dentist. Twenty-seven percent responded they strongly agreed and 31 % agreed. However, about 26% reported that they disagreed or strongly disagreed with being satisfied. Over half of the respondents reported that training and seminars on Mental Retardation and Dental Care would be most helpful. Over 78% of the respondents send staff with the consumer for dental visits. In addition, an impromptu phone survey was performed with a small sample of these providers. The phone survey focused to gather feedback from providers on the challenges they face when accessing dental services. It also helped the HCQU in developing presentation materials.

Dental Survey

Using the dentists identified by the HRP for FY03-04, the HCQU distributed a survey to eighteen dentists within the SW PA HCQU Region on February 5, 2004. Six surveys were returned as of April 30, 2004. Refer to Appendix B for the Dental Survey Results. The focus of the survey was to gauge the perception of needs and satisfaction from the dental professionals perspective. Information would then be used to plan and develop outreach activities for the dental community. HCQU staff also visited the University of Pittsburgh School of Dental Medicine to speak with staff there on their needs for training or ideas to reach out to other dental professionals. Seven survey statements were used to gather information using a scale of “strongly agree to strongly disagree”. Additional information included:

- Needed Resources/Training Materials
- Type of Practice
- If dentist refers to specialists

Results

Dentists were equally divided 33% strongly agreed or agreed with the statement: *“Individuals with MR require caregivers to assist during their appointments”*. The remaining 33% were not sure. Over 80% agreed or strongly agreed they are given adequate medical information to provide quality care. Over 83% agreed or strongly agreed that they are able to take extra time to ensure quality services for individuals with MR. Over 82% agreed or strongly agreed that training on the needs of individuals with MR would be helpful and 83% reported seminars on MR and Dental Care would be helpful. Only 50% of dentists reported they agreed people with MR were satisfied with the service they receive.

Project Outcomes

Analysis of the provider and dental surveys acknowledged the SW PA HCQU’s plan to initiate a capacity building effort targeting training and resources for both providers and dental professionals. The aim of the project was to increase the knowledge of each entity regarding the unique dental issues facing people with MR. Outcomes from this project included:

- Provider training “Dental Disease Prevention”
 - Dental Care Brochure
- Consumer Training “Oral Hygiene”
 - Tips for a Healthy Smile
 - Tips on Helping Consumers with Dental Visits
 - Oral Hygiene Workbook
- Overview of Mental Retardation at Pitt Dental March 2005
 - Outreach to over 100 dental students, dental hygiene students and faculty
 - Partnered with family members that shared their challenges in accessing care

SW PA HCQU Dental Capacity Building Report

- Dental Awareness Conference March 2005
 - Presentations by Dr. Richard Rubin and Angie Ricelli of the University of Pittsburgh School of Dental Medicine
 - Representation from families, consumers, and dental hygiene students in audience
- Resource Manual for Dental Professionals
 - Information on Training Resources for Dental Professionals
- Resource Manual for Providers
 - Information on Training or Resources to Access Care for providers
- “How to Find a Dentist” FAQ sheet

Finally, the SW PA HCQU has been approached by the dental hygiene program at the University of Pittsburgh School of Dental Medicine to mentor a student intern. The HCQU graciously accepted this opportunity to reach out to future professionals. The student intern will be working with the HCQU to develop a “Resource Manual on Adaptive Equipment for Individuals with Mental Retardation”. This resource will be available Summer of 2005.



APS HEALTHCARE SW PA HCQU - PROVIDER DENTAL SURVEY RESULTS

# OF SURVEYS MAILED:	112	# OF SURVEYS RETURNED:	47
DATE SURVEYS MAILED:	February 5, 2004	REPORTING DATE:	April 30, 2004

Urgent care appointments are scheduled within 1-2 days.	<u>Strongly Agree</u>	<u>%</u>	27.7%
	<u>Agree</u>		29.8%
	<u>Not Sure</u>		6.4%
	<u>Disagree</u>		14.9%
	<u>Strongly Disagree</u>		14.9%
	<i>N/A or not answered</i>		6.4%
Provider staff are required by the dentist to assist during appointments.	<u>Strongly Agree</u>	<u>%</u>	21.3%
	<u>Agree</u>		31.9%
	<u>Not Sure</u>		10.6%
	<u>Disagree</u>		19.1%
	<u>Strongly Disagree</u>		4.3%
	<i>N/A or not answered</i>		12.8%
The dentist and staff are provided with medical information regarding the individuals with MR.	<u>Strongly Agree</u>	<u>%</u>	70.2%
	<u>Agree</u>		17.0%
	<u>Not Sure</u>		4.3%
	<u>Disagree</u>		2.1%
	<u>Strongly Disagree</u>		2.1%
	<i>N/A or not answered</i>		4.3%
The dentist and staff show a sincere interest in providing quality services by providing extra time and special procdures during appointments.	<u>Strongly Agree</u>	<u>%</u>	34.0%
	<u>Agree</u>		31.9%
	<u>Not Sure</u>		8.5%
	<u>Disagree</u>		10.6%
	<u>Strongly Disagree</u>		12.8%
	<i>N/A or not answered</i>		2.1%
Training on dental care issues would be helpful.	<u>Strongly Agree</u>	<u>%</u>	21.3%
	<u>Agree</u>		42.6%
	<u>Not Sure</u>		19.1%
	<u>Disagree</u>		4.3%
	<u>Strongly Disagree</u>		2.1%
	<i>N/A or not answered</i>		10.6%
Overall, I/my consumers are satisfied with services received from the dentist.	<u>Strongly Agree</u>	<u>%</u>	27.7%
	<u>Agree</u>		31.9%
	<u>Not Sure</u>		8.5%
	<u>Disagree</u>		14.9%
	<u>Strongly Disagree</u>		12.8%
	<i>N/A or not answered</i>		4.3%

<u>Materials/resources that would be helpful</u>	<u># of surveys indicating usefulness</u>	<u>% of Returned Surveys</u>
Information on Substitute Decision-making	13	27.7%
General information on MR diagnosis	9	19.1%
Information on regulations affecting those with MR	17	36.2%
Training seminars on MR and dental care	28	59.6%

<u>Position of Individuals Completing Surveys</u>	<u># of surveys indicating practice type</u>	<u>% of Returned Surveys</u>
CEO/Executive Director	0	0.0%
Senior Management	7	14.9%
Program Specialist/QMRP	6	12.8%
Supports Coordinator	1	2.1%
Nursing Staff	10	21.3%
Residential Manager	13	27.7%
Training/Staff Development	1	2.1%
Vocational Manager	0	0.0%
County MH/MR	1	2.1%
Direct Care Staff	6	12.8%
Family	0	0.0%
Consumer	0	0.0%
Other	0	0.0%
<i>Not Indicated</i>	2	4.3%

<u>Agency sends staff to accompany individuals to dental visits</u>		
	<u># of surveys indicating answer</u>	<u>% of Returned Surveys</u>
Yes	37	78.7%
No	1	2.1%
<i>Not Answered</i>	9	19.1%

<u>Dentist refers individuals to specialists for complex dental procedures</u>		
	<u># of surveys indicating answer</u>	<u>% of Returned Surveys</u>
Yes	33	70.2%
No	2	4.3%
<i>Not Answered</i>	12	25.5%

<u>County of Individuals Completing Surveys</u>	<u># of surveys indicating county</u>	<u>% of Returned Surveys</u>
Allegheny	27	57.4%
Bedford/Somerset	0	0.0%
Cambria	2	4.3%
Fayette	4	8.5%
Greene	5	10.6%
Washington	5	10.6%
Westmoreland	2	4.3%
Other	0	0.0%
<i>Not Indicated</i>	2	4.3%



APS HEALTHCARE SW PA HCQU - DENTAL SURVEY RESULTS

# OF SURVEYS MAILED:	18	# OF SURVEYS RETURNED:	6
DATE SURVEYS MAILED:	February 5, 2004	REPORTING DATE:	April 30, 2004

		<u>%</u>
Urgent care appointments are scheduled within 1-2 days.	<u>Strongly Agree</u>	83.3%
	<u>Agree</u>	16.7%
	Not Sure	0.0%
	<u>Disagree</u>	0.0%
	<u>Strongly Disagree</u>	0.0%
	<i>N/A or not answered</i>	0.0%
Individuals with MR require caregivers to assist during their appointments.	<u>Strongly Agree</u>	33.3%
	<u>Agree</u>	33.3%
	Not Sure	33.3%
	<u>Disagree</u>	0.0%
	<u>Strongly Disagree</u>	0.0%
	<i>N/A or not answered</i>	0.0%
My staff and I are provided with adequate medical information to provide quality care to individuals with MR.	<u>Strongly Agree</u>	16.7%
	<u>Agree</u>	83.3%
	Not Sure	0.0%
	<u>Disagree</u>	0.0%
	<u>Strongly Disagree</u>	0.0%
	<i>N/A or not answered</i>	0.0%
My staff and I are able to take extra time and use special procedures to ensure quality services to individuals with MR.	<u>Strongly Agree</u>	33.3%
	<u>Agree</u>	50.0%
	Not Sure	16.7%
	<u>Disagree</u>	0.0%
	<u>Strongly Disagree</u>	0.0%
	<i>N/A or not answered</i>	0.0%
Training on the needs of individuals with MR would be helpful.	<u>Strongly Agree</u>	66.7%
	<u>Agree</u>	16.7%
	Not Sure	0.0%
	<u>Disagree</u>	16.7%
	<u>Strongly Disagree</u>	0.0%
	<i>N/A or not answered</i>	0.0%
Overall, individuals with MR are satisfied with services they receive from the dentist.	<u>Strongly Agree</u>	0.0%
	<u>Agree</u>	50.0%
	Not Sure	16.7%
	<u>Disagree</u>	16.7%
	<u>Strongly Disagree</u>	16.7%
	<i>N/A or not answered</i>	0.0%

<u>Materials/resources that would be helpful</u>	<u># of surveys indicating usefulness</u>	<u>% of Returned Surveys</u>
Information on Substitute Decision-making	3	50.0%
General information on MR diagnosis	3	50.0%
Information on regulations affecting those with MR	3	50.0%
Training seminars on MR and dental care	5	83.3%
<u>Type of Practice</u>	<u># of surveys indicating practice type</u>	<u>% of Returned Surveys</u>
Private practice, single practitioner	4	66.7%
Private practice, multiple practitioners	0	0.0%
Corporation, single practitioner	0	0.0%
Corporation, multiple practitioners	1	16.7%
Dental Clinic	1	16.7%
Other	0	0.0%
<i>Not Indicated</i>	0	0.0%
<u>Provide dental services to individuals with MR</u>	<u># of surveys indicating answer</u>	<u>% of Returned Surveys</u>
Yes	5	83.3%
No	0	0.0%
<i>Not Answered</i>	1	16.7%
<u>Routinely refer to a specialist for complex dental procedures</u>	<u># of surveys indicating answer</u>	<u>% of Returned Surveys</u>
Yes	3	50.0%
No	2	33.3%
<i>Not Answered</i>	1	16.7%
<u>County of Individuals Completing Surveys</u>	<u># of surveys indicating county</u>	<u>% of Returned Surveys</u>
Allegheny	4	66.7%
Bedford/Somerset	0	0.0%
Cambria	0	0.0%
Fayette	0	0.0%
Greene	0	0.0%
Washington	0	0.0%
Westmoreland	1	16.7%
Other	0	0.0%
<i>Not Indicated</i>	1	16.7%