

# Reducing Oral Health Disparities by Training Community Health Champions to Identify Principal Social Determinants



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CHWCMR

**ARCORA**

The Foundation of Delta Dental of Washington

# CHWCMR Team

## Master Trainers

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## Lay Leaders

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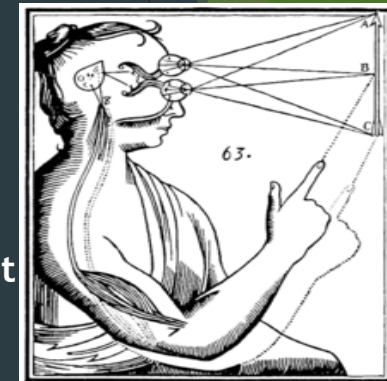
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# Collaborators

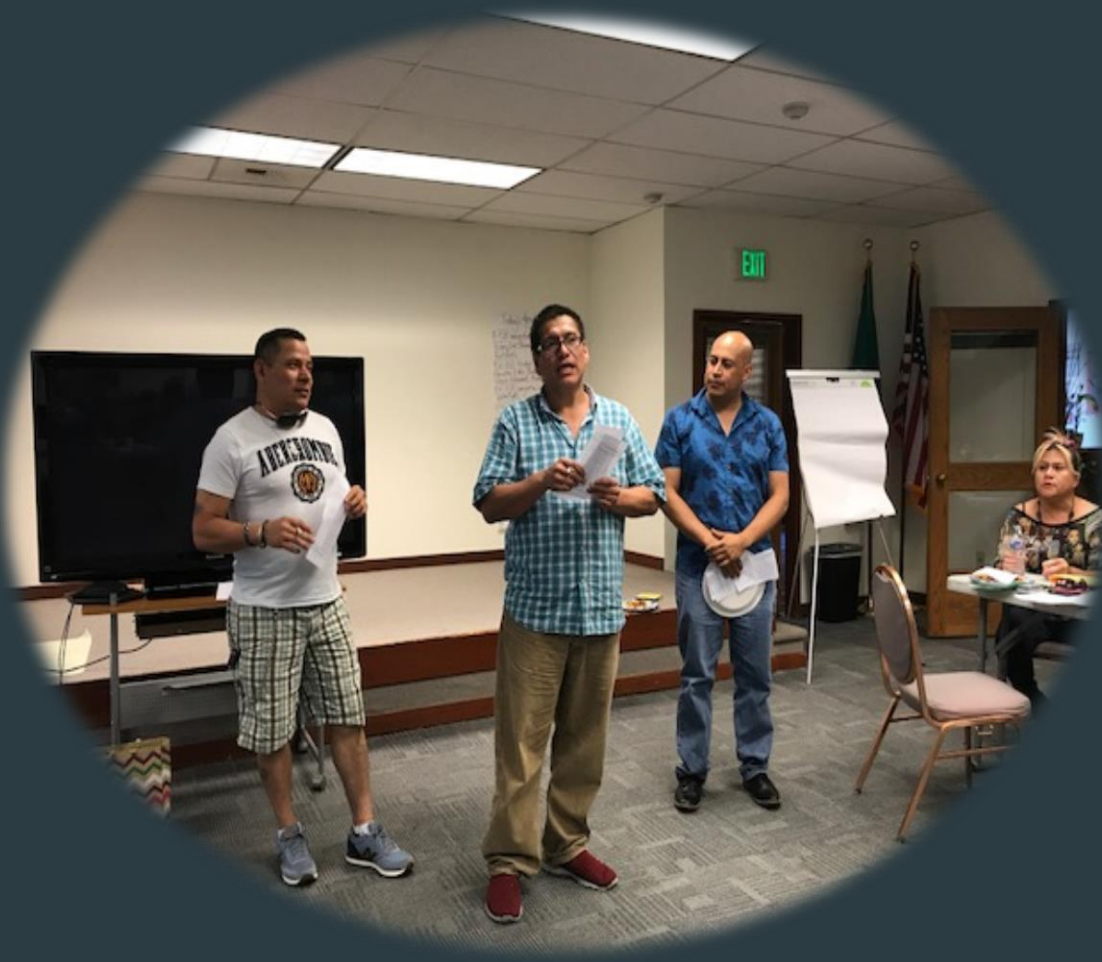
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Figure Drawing Assessment



# Oral Health Trainings: Origin and Goals



Community based  
participatory project -  
CHWCMR & ARCORA

26 % of Hispanic 6- to  
9-year old suffered  
from untreated tooth  
decay

English and Spanish-  
language focus groups:  
Seattle and Eastern  
Washington.

Goal: Gain a better  
understanding of the  
knowledge, attitudes  
and behaviors  
regarding oral health

Good oral health is  
important to control  
chronic diseases, and  
quality of life

# Learning Objectives

By the end of this presentation participants will be able to...

- ▶ ...describe the content and challenges of developing an oral health curriculum for migrant populations.
- ▶ ...explain principles about how to train community health workers to conduct interactive oral health workshops for migrant populations.
- ▶ ...discuss the results from the oral health workshops conducted with Washington State migrant populations.
- ▶ ...advocate for resources to train community health workers to address health needs in their community

## MSFW and Oral Health

- ▶ Wealthy WA, but our migrant population has poor oral health, a reflection of fundamental health inequity.
- ▶ Important public health priority to educate migrants about how to prevent oral health disease and how to maintain good oral health.
- ▶ Poor oral health reduces quality of life and is related to systemic chronic conditions : stroke, heart, and lung disease and diabetes.
- ▶ Emerging research also suggests that the relationship between serious gum disease and diabetes is two-way. Not only are people with diabetes more susceptible to serious gum disease, but serious gum disease may have the potential to affect blood glucose control and contribute to the progression of diabetes.
- ▶ Migrant workers, most of whom are Spanish-speaking workers, face many barriers to receiving health care in general and dental health care in particular, including lack of transportation, insurance, and sick leave; the threat of wage or job loss; language barriers; lack of regular dental practitioner; and limited clinic hours.
- ▶ Many migrant workers lack basic oral health knowledge, including the relationship between sweet foods and caries and the positive effects of good oral hygiene and fluoride dental health and overall health.
- ▶ Migrant farmworkers experience 150 to 300 percent more decay

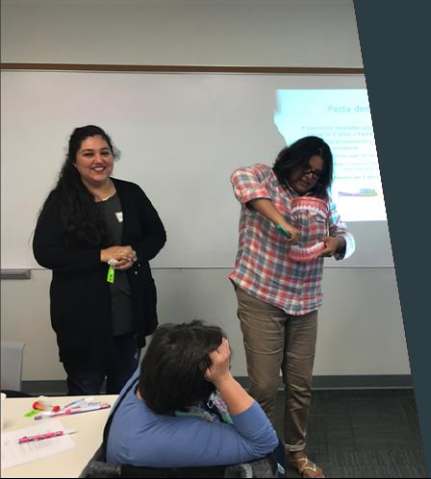
# Phase I

- ▶ Development of the Curriculum/Experts
- ▶ Recruitment-Outreach Focus Group



# Oral Health and Social Determinants of Health Workshops

- ▶ Conducted by a lay leader (or two co-presenters) who are CHWs trained by CHWCMR
- ▶ Learning activities
- ▶ Pre-Post surveys



# Workshop Modules



- ▶ Oral Health Statistics
- ▶ Oral Health Conditions
- ▶ Oral Health Care
- ▶ Social Determinant of Health Affecting Oral Health
- ▶ The Relationship about Oral Health and Chronic Conditions
- ▶ Oral Health and Social Determinant of Care
- ▶ The Role of CHWs in Oral Health
- ▶ What Dentists Expect from Patients
- ▶ Resources and Tools for Oral Health in your Community
- ▶ Being an Advocate for Oral Health



Section	Description	Objective
Presentation topics	<p>Oral Health Statistics</p> <p>Oral Health Conditions</p> <p>Oral Health Care</p> <p>Social Determinant of Health Affecting Oral Health</p> <p>The Relationship about Oral Health and Chronic Conditions</p> <p>Oral Health and Social Determinant of Care</p> <p>The Role of CHWs in Oral Health</p> <p>What Dentists Expect from Patients</p> <p>Resources and Tools for Oral Health in your Community</p> <p>Being an Advocate for Oral Health</p>	Present information in an accessible way about key topics in oral health
Figure drawing exercise	Prompt for drawing: How do you feel about your own <i>oral cavity</i> ? If your oral health is good then: How do you notice how other members of your family feel about their oral health?	Allow participants to express their feelings about their oral health and how it affects them
Gallery	Exercise eliciting participant opinions about key social and other determinants of oral health	Identify key barriers and facilitators of good oral health from a community perspective
Fish Tank	Exercise about how to effectively clean your mouth. Participants take turns cleaning their own teeth and getting advice	Provide hands-on training for good oral health practices

Table 1. Elements of the Oral Health Education Sessions

# Phase II

1- Resources, funding, partnership

2- Training methods used included case studies, gallery, fish tank, figure drawing, role-playing, and lectures

**ARCORA**  
The Foundation of Delta Dental  
of Washington

COMMUNITY HEALTH  
WORKER COALITION  
FOR MIGRANTS &  
REFUGEES



**Taller de Salud Bucal en Shelton, WA**  
**Sabado 18 de Agosto 2018- 3:00 p.m.- 5:00 pm**



**Lugar:** Family Education & Support Services  
Transit Community Center 601 W Franklin St  
Shelton, WA 98584

- Conozca medidas de prevención y cuidado de sus dientes
- Barreras culturales, sociales y financieras para un mejor acceso al cuidado bucal
- Aprenda a Identificar cuando está en riesgo de perder su dentadura
- Obtenga respuestas a sus preguntas sobre salud bucal
- Como su salud bucal afecta a su salud en general

**SE PROPORCIONARÁ UNA COMIDA LIGERA y tarjeta de regalo \$20**  
**CUPO LIMITADO \* Admisión: GRATIS \* SOLO ADULTOS**

Informes y Registro, favor de comunicarse con:  
Dr. Carlos Mejia (360 489-7969)  
Linda Guijosa (360)432-2513



# Interactive Learning Experiences

- ▶ **Figure drawing on a piece of paper:**
- ▶ How do you feel about your own oral cavity? Identify yourself. If your oral health is good then:
- ▶ How do you notice how other member of your family feel about their oral health?
  
- ▶ **Gallery :** Exercise about Social Determinants of Health & Oral Health
  
- ▶ **Fish Tank:** Exercise about how to clean your mouth

## Phase III

1-Analysis of quantitative data and analysis of qualitative data

2-Professional Evaluation

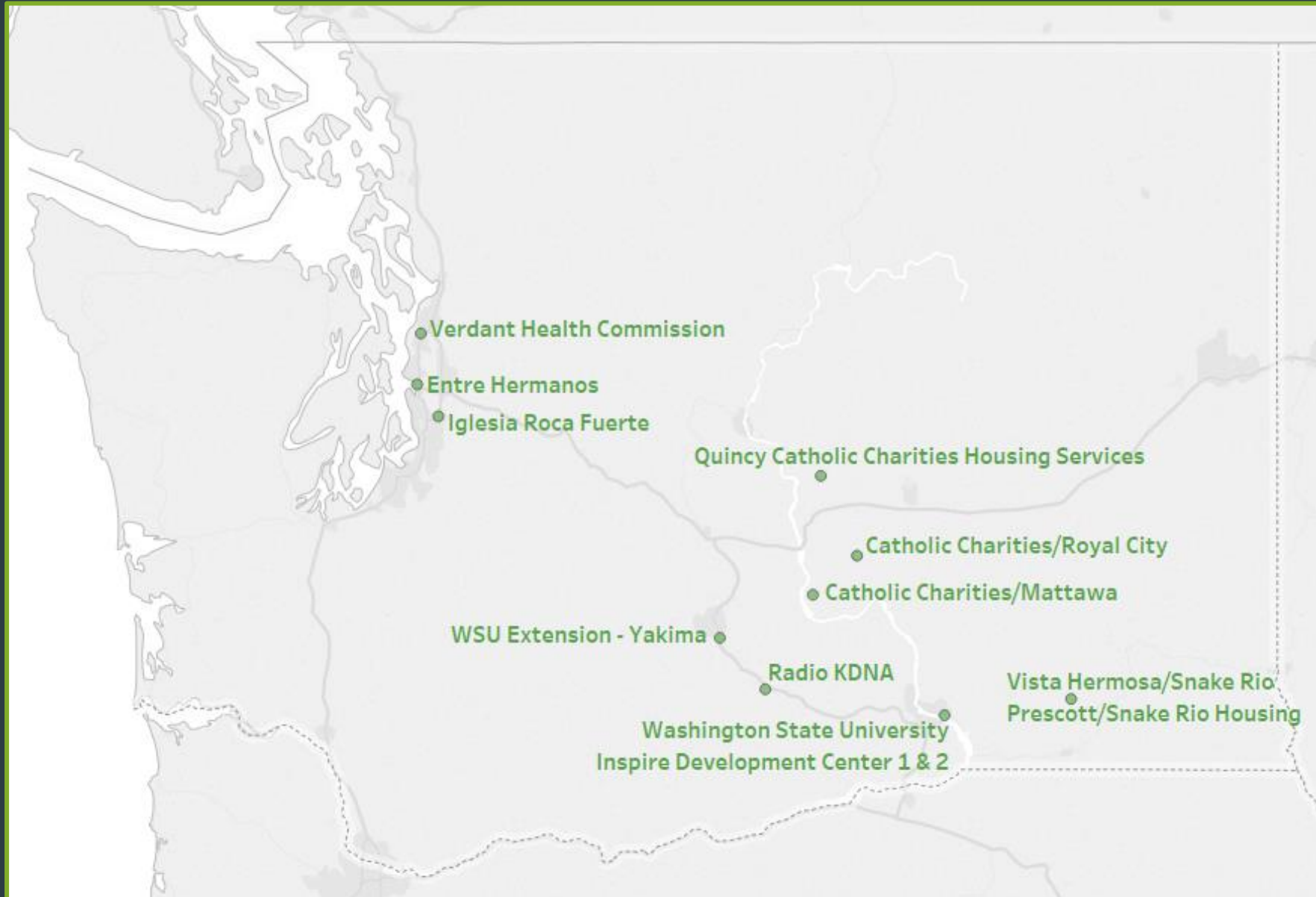


# 2017 Workshops



- ▶ 12 workshops
- ▶ In-person, two hours long
- ▶ Two trainers
- ▶ 311 participants
- ▶ Pre/post surveys: ~95% responding

# 2017 Workshops



# Demographics of Education Program Participants

	Percent
Number of respondents	278
Gender	
Female	72.1
Male	26.8
Other	1.1
Age	
<18 years	2.2
18-24	33.9
25-49	42.0
50-64	17.1
>65 years	4.8
Education	
No formal education	4.9
Elementary school	24.2
High school	50.4
Some college	12.1
College degree+	8.4
Country of origin	
Mexico	77.8
United States	12.8
El Salvador	5.3
Other Latin America	4.1



# Survey

## POST-Survey

Your Initials: \_\_\_  
Your Month of Birth: \_\_\_

### IHW Coalition for Migrants and Refugees | 2017 Oral Health Post-Training Survey

Please take a few minutes to respond to the following questions upon the conclusion of the training. The information you provide is confidential, please do not put your name on this sheet. Your answers will help assess participant learning and improve training and services in the community. Thank you for your honest responses to these questions. Your input is valuable.

**1. Are you familiar with any conditions or illnesses that may be related to oral health (or negatively impacted by poor oral health)?**

- Yes  
 No

Please provide any examples: \_\_\_\_\_

Multiple choice: Please pick the best response.

**2. Dry mouth can cause...**

- Bad breath  
 Tooth decay  
 Problems swallowing  
 Difficulty speaking  
 All of the above

**3. A mouth infection, like an abscessed tooth...**

- A. Needs immediate attention  
 B. Will heal itself with ice or with something hot  
 C. Will be helped by consulting a neighbor  
 D. Can result in very serious complications  
 Both A & D, above

**4. Oral health problems may be due to:**

- Having poor oral hygiene alone  
 Lack of economic resources  
 Inability to communicate in the language of my oral health care provider (dentist or doctor)  
 Living in an area where free or low cost oral health services are unavailable  
 All of the above

**5. When I have a cavity or other dental problem:**

- I visit my health center to see my medical doctor  
 I pull my own tooth  
 I visit the dentist so that he or she can pull my tooth  
 I visit the dentist or other provider and follow the instructions  
 I ask my family or neighbors for advice and follow their instructions

## POST-Survey

Your Initials: \_\_\_  
Your Month of Birth: \_\_\_

Please check the box if the statement is True or False

	True	False
6. Children in low-income families experience more tooth decay than other children.	<input type="checkbox"/>	<input type="checkbox"/>
7. Drinking juice is good for teeth.	<input type="checkbox"/>	<input type="checkbox"/>
8. People with dentures need to visit the dentist.	<input type="checkbox"/>	<input type="checkbox"/>
9. Fluoride is a naturally occurring mineral that heals and strengthens teeth.	<input type="checkbox"/>	<input type="checkbox"/>

Please rate your level of satisfaction with the following:

	Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly dissatisfied
10. The training leader's knowledge and skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The content of the training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. The location/timing of the training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. The training overall	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. What did you learn in the training that you will use in your work?

15. What other information, knowledge or skills would you like to have included in this training?

For office use: Date: \_\_\_ / \_\_\_ / \_\_\_ (mm/dd/yy) Training Site/Code: \_\_\_\_\_



Question	Percent answering correctly			P-value
	Pre	Post	Difference	
<b>Multiple choice</b>				
Dry mouth can cause...difficulty speaking	57.4%	71.7%	14.3%	<0.01
A mouth infection... can result in very serious complications	37.5%	60.5%	23.0%	<0.01
Oral health problems can be due to...a number of factors (e.g., lack of economic resources)	46.6%	73.8%	27.2%	<0.01
When I have a cavity...I visit the dentist or other provider	41.3%	52.4%	11.1%	<0.01
<b>True/False</b>				
Children in low-income families experience more tooth decay (True)	64.6%	86.4%	21.8%	<0.01
Drinking juice is good for teeth (False)	82.3%	88.8%	6.5%	0.05
People with dentures need to visit the dentist (True)	86.8%	97.0%	10.2%	<0.01
Fluoride is a naturally occurring mineral that heals and strengthens teeth (True)	86.5%	94.8%	8.3%	<0.01

Table: Changes in knowledge pre/post the education sessions

# Housing of Participants

Housing	Freq	Percent
Apartment	88	35%
House	136	54%
Trailer	23	9%
Other	4	2%
Total	251	100%



# “Chalk Talk”

## Three stations with:

1. Examples of curriculum slides
2. Pre/post results from knowledge survey
3. Social determinants results

## Visit stations of interest and post stickies in answer to questions:

- ▶ What seems important to you?
- ▶ How could these results apply in your own work?
- ▶ What questions or suggestions do you have?

**Come back together and debrief**

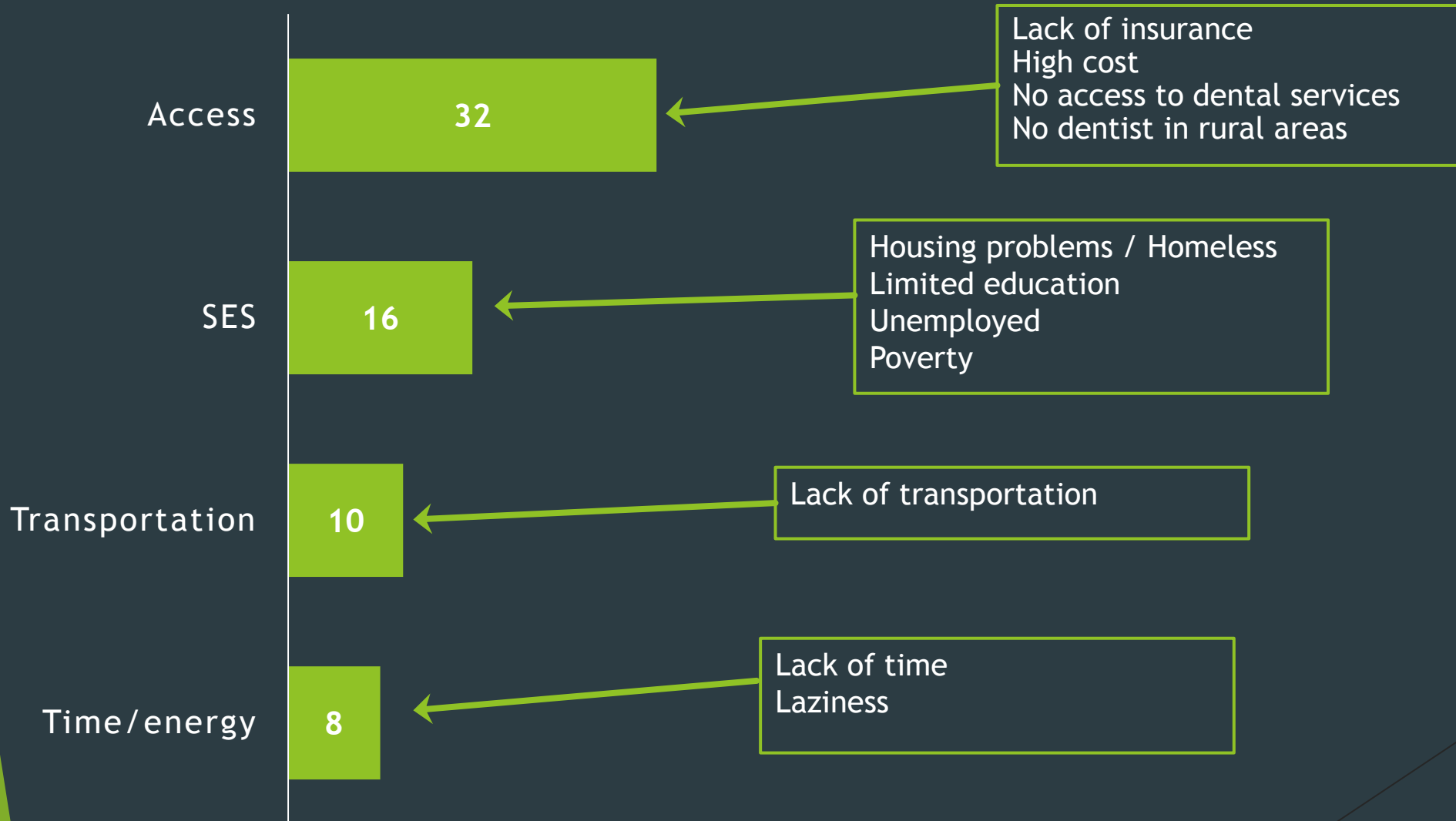
**Table 2****Determinants of health mentioned by education program participants**

Notes:

1 – Number of times mentioned across all of the education sessions – out of ~200 total mentions

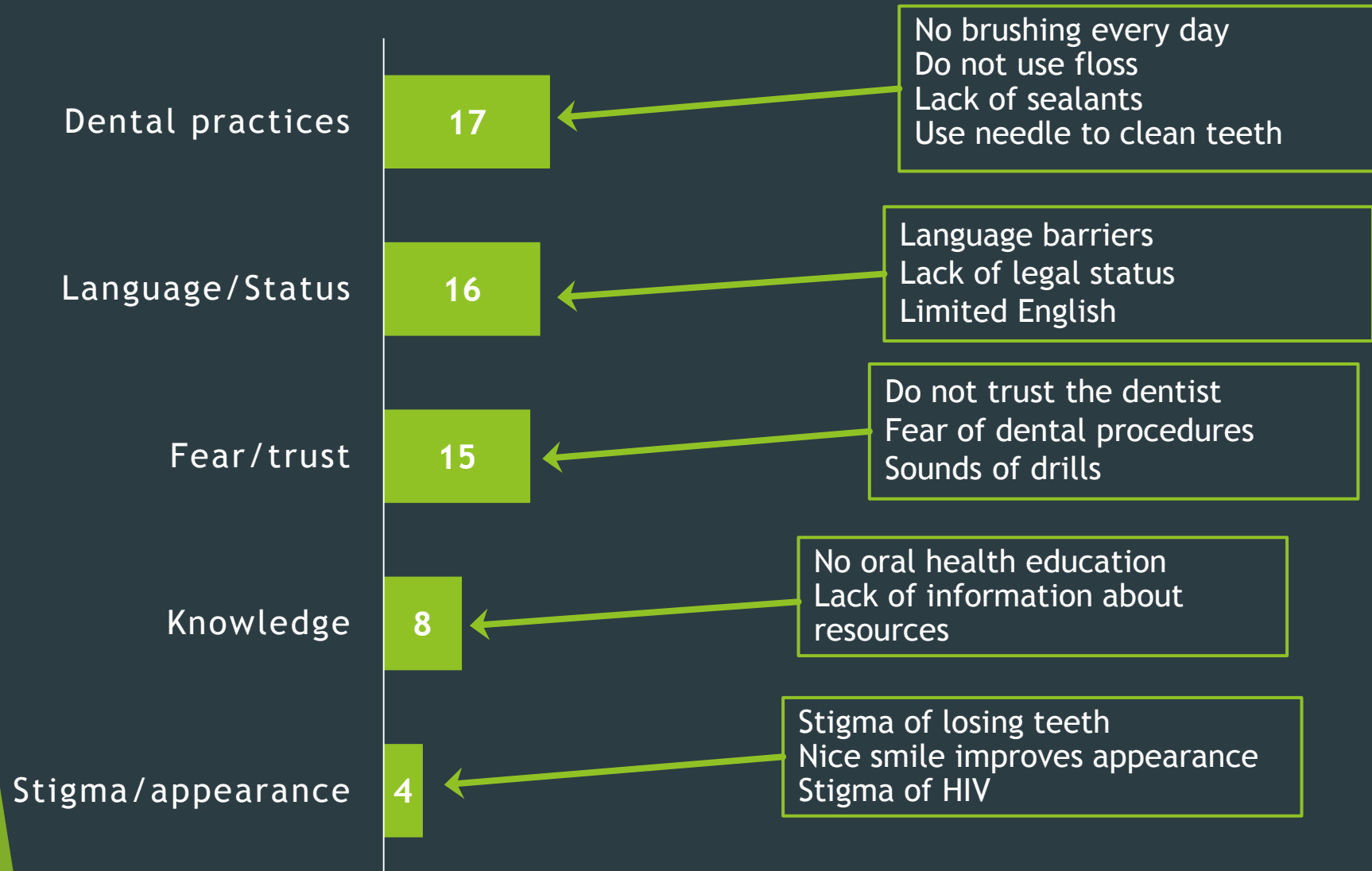
Issue/barrier	# of mentions <sup>1</sup>	Examples of responses
Access	32	Lack of insurance, high cost of services, no access to dental services, no dentist in rural areas
Dental practices	17	Not brushing every day, do not use floss, lack of sealants, use needle to clean teeth
Language/legal status	16	Language barriers, lack of legal status, limited English
Social/Economic status	16	Housing problems, limited education, unemployed, poverty
Fear/trust	15	Do not trust the dentist, fear of dental procedures, sounds of drills
Food behaviors	13	Drink too much soda, eating sweets, junk food, chewing gum all of the time
Cultural	12	Different food cultures, family beliefs, myths, use of home remedies
Transportation	10	Lack of transportation
Knowledge	8	No oral health education, lack of information about resources
Time/energy	8	Lack of time
Substance use	7	Alcohol consumption, use of drugs, smoking
Water quality	5	Lack of safe drinking water, poor quality of water
Stigma/appearance	4	Stigma of losing teeth, nice smile improves appearance, stigma of HIV

# Social Determinants -1



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

# Social Determinants - 2



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

# Social Determinants -3



Note: Numbers in bars = Number of times mentioned in the training sessions (out of ~200 total mentions)

Regarding the questions we ask to participants about the drawing:

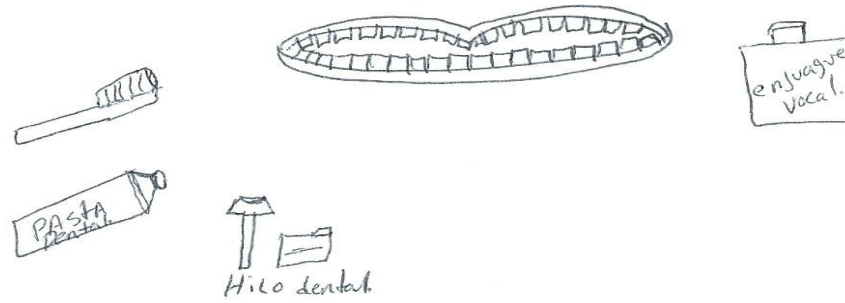
## Dental Drawing Prompt

- ▶ *Good day, we are going to talk about oral and dental health today. Rather than introduce each other, we are going to write our name on the page given to you, then you are going to draw the first thought you have about your own oral and dental health and how you feel about your mouth and teeth.*

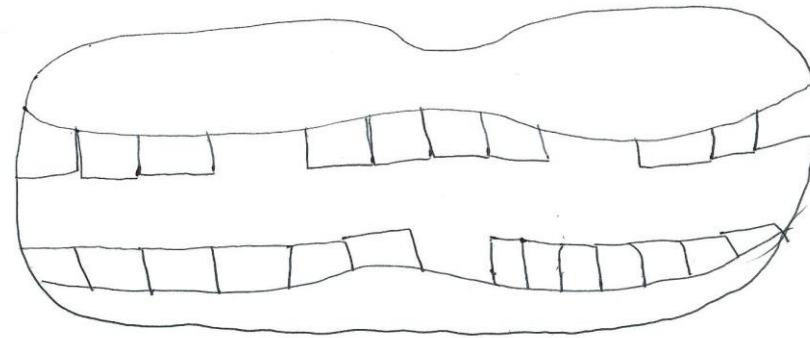




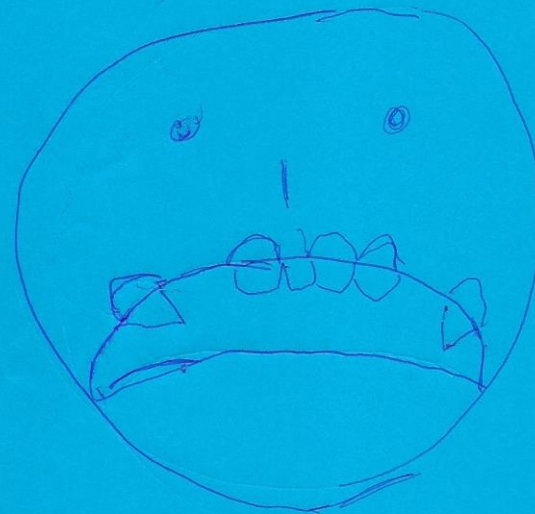
# Tools for Healthy Teeth



**Over time, cost of  
delay in seeking  
care.....**



## Impact on Sense of Self



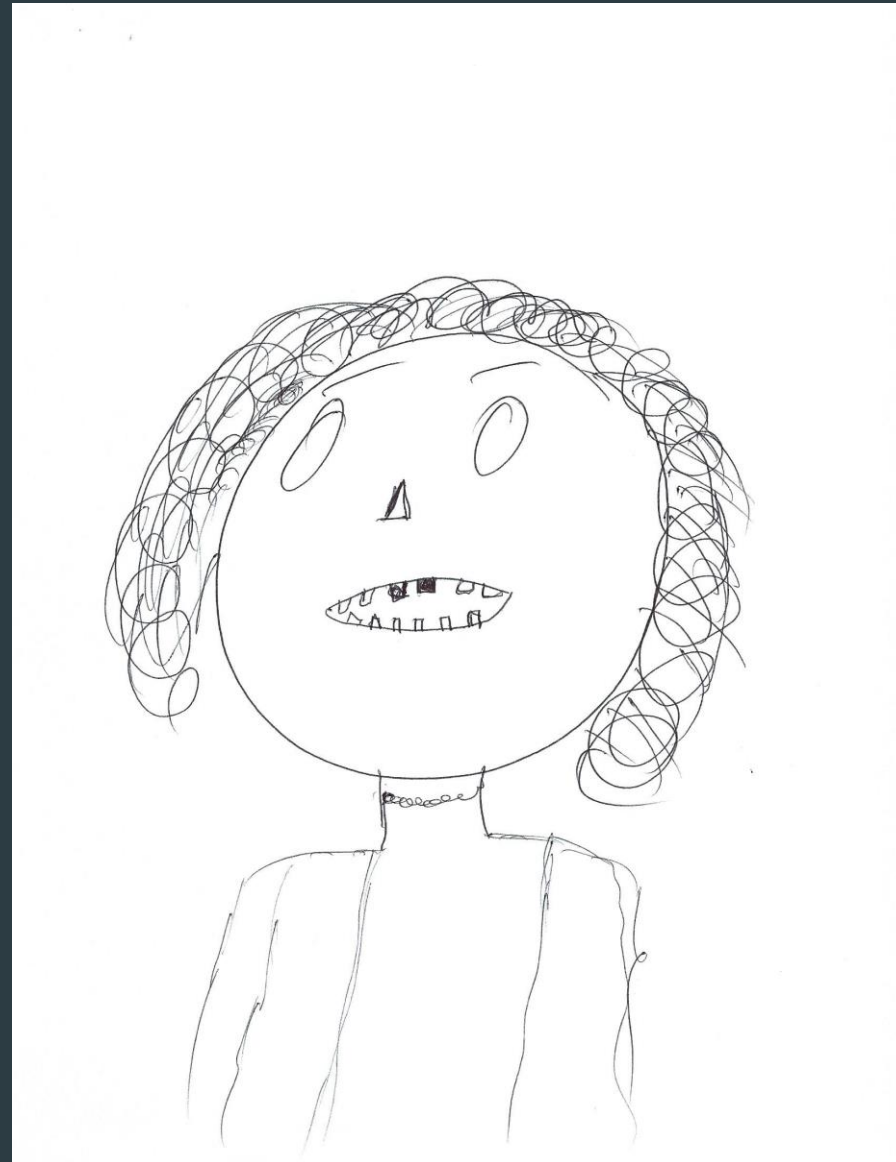
MONTER'S  
MOUTH

HORRIBLE

**Impairs sense of  
attractiveness**



**Apprehension to  
show smile**

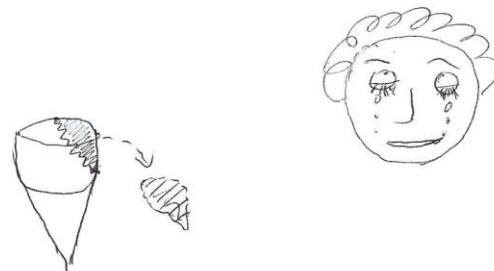


## Intense Feelings

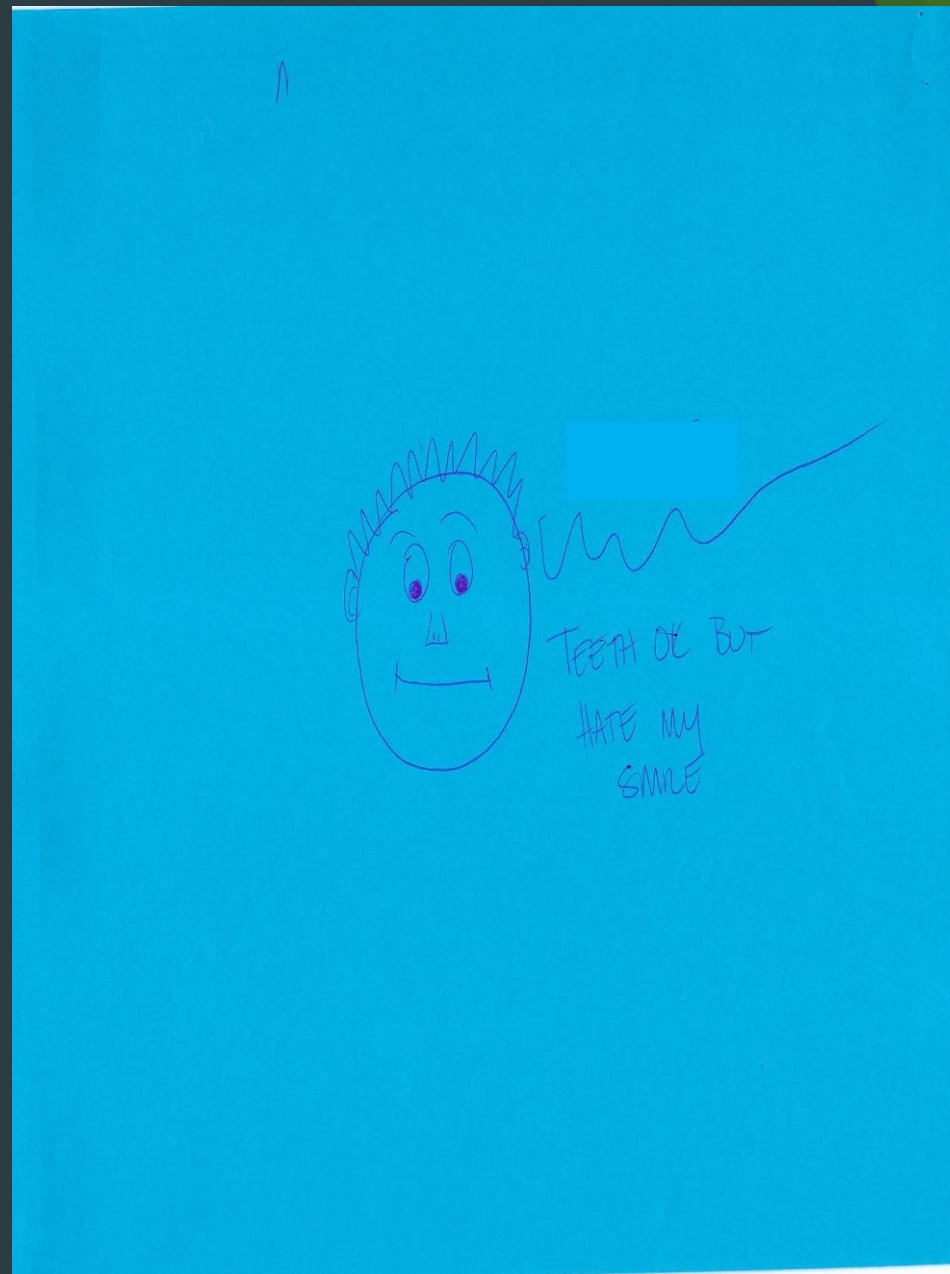


odio mis problemas  
de salud dental  
y me deprimen  
sobre manera no  
poder solucionarlos  
porque los seguros  
no cubren para  
la cura y a  
veces me dan  
ganas de  
ahorcarme

# Pain and Suffering



**Hate Smile**  
**Lack of confidence**

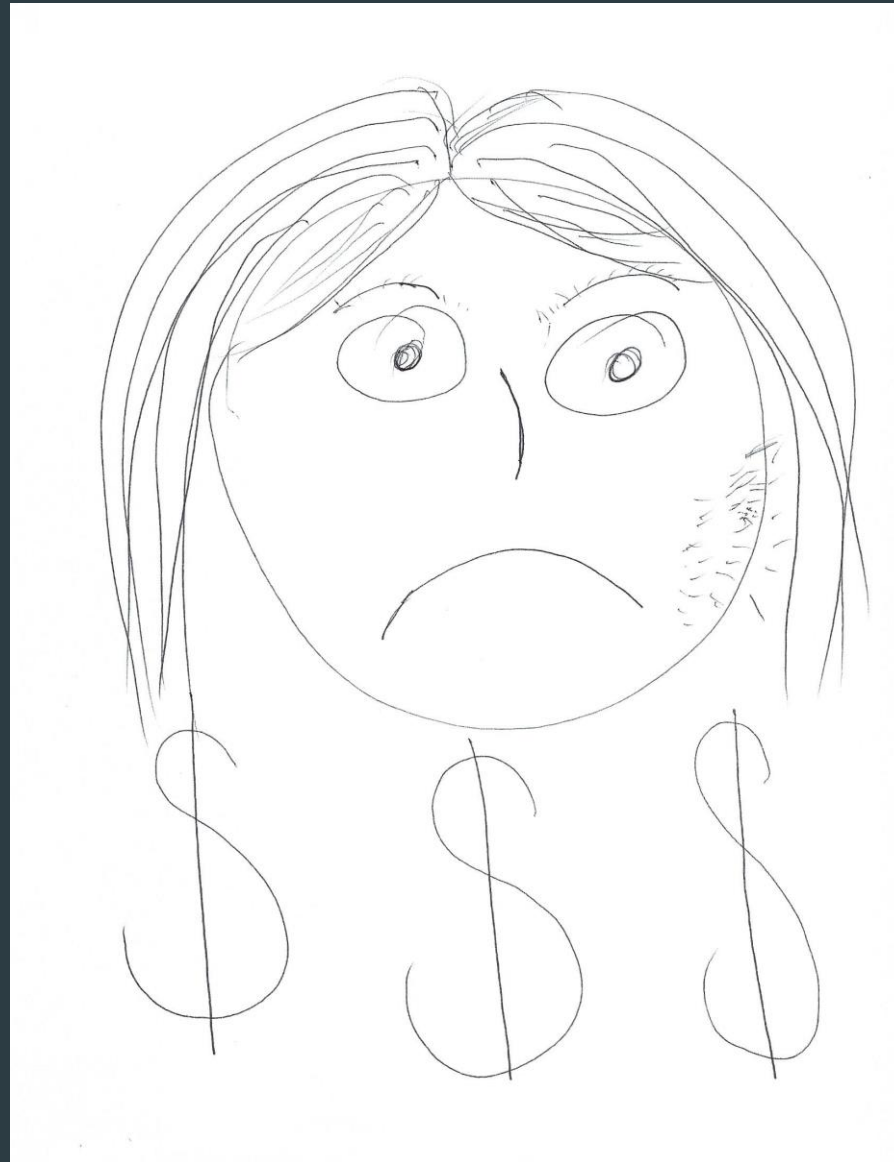




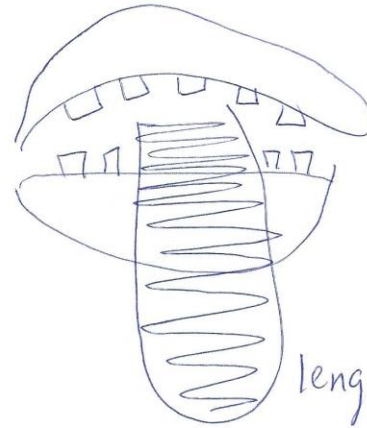
## Bad Smell



**Barriers—  
lack of insurance,  
poverty, can't afford  
treatment or meds**



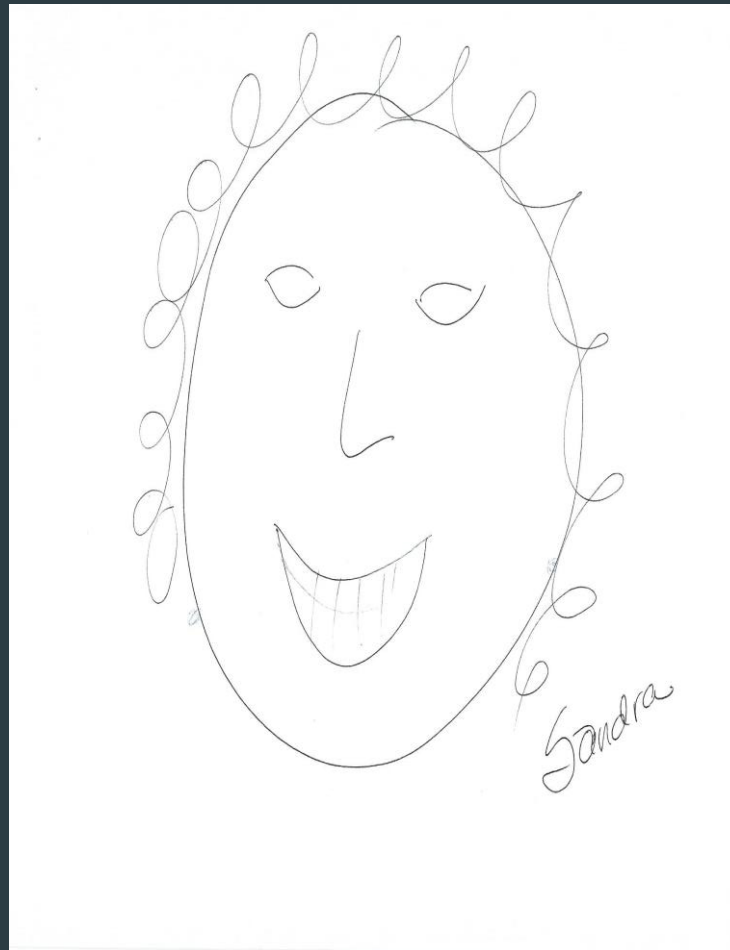
## Health impact



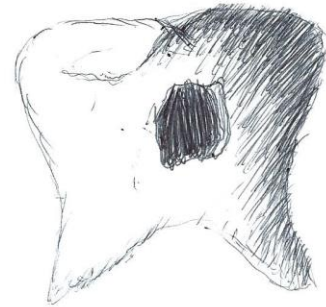
lengua en mal  
estado  
de Salud

Se cayeron los dientes  
porque tiene diabetes

## Confidence in appearance



## Cultural shift in practice



# Phase IV

## 1-ARCORA Foundation program to reduce oral health in migrant's populations

### Arcora Foundation

- ▶ Determined to change the arc of oral health so that everyone enjoys good oral health.
- ▶ Funded by nonprofit [Delta Dental of Washington](#)
- ▶ Believes everyone deserves good oral health, with nobody left behind. Equity drives our work. We are improving oral health by partnering with communities and boldly transforming systems.
- ▶ Everyone is healthier with a healthy mouth. Oral health affects employment opportunities, well-being, and quality of life. That's why everyone should have good oral health and a life free from oral disease and pain.

# Overview | CHW Initiative

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- > Designed to reduce oral health disparities among underserved populations.
- > Goal: To identify and execute the best sustainable ways to engage CHWs to address oral health in their communities, especially linguistically and geographically isolated populations, to address oral health in their communities and connect people to dental care.

# In Washington State - Arcora Foundation Can Provide:

- Oral health training for health champions
- Coaching support and assistance with barriers that arise
- Free patient education materials in multiple languages:  
[www.deltadentalwa.com/educational-materials](http://www.deltadentalwa.com/educational-materials)
- Assistance with dental referral sources



# DentistLink.org

- ▶ DentistLink.org is a new technology service operated by Arcora Foundation through an online portal. The goal of DentistLink.org is to increase access to care by connecting patients to dentists who accept their type of insurance and are located near where the patient lives or works.

# DentistLink.org



## Step 1

Go to DentistsLink.org and tell us how to best communicate (text or phone). Tell us about your dental needs: Preferred location, reason for the visit and insurance type.

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## Step 2

A DentistLink Referral Specialist will reach out to you in your language (English, Spanish, other).

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## Step 3

Our Referral Specialists will match you with a local dentist based on your specific needs.

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## Step 4

Choose an appointment that best suits you and remember it with the help of our personalized reminder service.

