

Final Report
Interfaith Dental – August 2022

Program Summary

1. Provide a short program description

SMILE ON 60+ /Senior Dental is an innovative, statewide, sustainable initiative with the goal of improving the overall health and quality of life of low-income, mobile older adults age 60+ through access to oral healthcare services and community education.

SMILE ON 60+ will evaluate, educate, and navigate older adults into dental homes and then transport, treat, and repeat. As the lead agency of SMILE ON 60+, Interfaith Dental will build a network of care for older adults and will transform oral health for older adults in Tennessee. Our network is currently made up of 22 partners with 32 locations.

The Dental Providers partners include:

1. Interfaith Dental -Davidson County (IFD)
2. Interfaith Dental – Rutherford County (IFD)
3. Church Health Center (CH)
4. Northeast Tennessee Community Health Centers, Inc. (NTN)
5. Friends in Need Health Center (FIN)
6. Appalachian Miles for Smiles (AMS)
7. Healing Hands Health Center (HH)
8. Interfaith Health Clinic of Knoxville IFH)
9. Karis Dental Clinic (KA)
10. Keystone Dental Care, Inc. (KS)
11. Matthew Walker Comprehensive health Center, Inc. – 2 locations (MW)
12. Meharry Medical College School of Dentistry - Mobile Unit (M)
13. Neighborhood Health – 5 Locations (NH)
14. Reelfoot Ministries (RF)
15. Smiles, Inc. (SI)
16. Christ Community Health Services – 5 locations (CCHS)
17. Mountain Hope Good Shepherd (MH)
18. Trinity Health Ministries (Tr)
19. Tennessee Department of Health – 2 locations: Lawrence County and Maury County (TDH)
20. Duck River Dental Outreach (DR)

Referral Partners include:

21. Knoxville-Knox County Community Action Committee
22. FiftyForward

Narrative

1. Workflow Overview

Objectives	Strategies	Activities	Timeframe	Status
<p>Create a sustainable network of well-trained dental provider partners to care for a growing senior population.</p>	<p>Increase the number of dentist providers with the skills and capacity to care for those 60+</p>	<ul style="list-style-type: none"> • Teach senior oral care competencies to dental providers • Contract with providers • Provide resources to increase capacity of provider clinics for older adults 	<p>Starting in month 6 (Continuing all 3 years of program)</p>	<p>20 dental provider partners encompassing 32 sites, completed specialized training on treating older adults and delivered care through the SMILE ON 60+ network.</p> <p>Older adults from 94 out of 95 TN counties received care through the SMILE ON 60+ network.</p> <p>Several clinics expanded sites/ operations and/or added additional staff during the SMILE ON 60+ program</p> <p>7 different CE training opportunities on topics related to geriatric care were provided to provider partners.</p>
<p>Create a sustainable network of well-trained dental provider partners to care for a growing senior population.</p>	<p>Fund the provision of dental care as well as arranging and financing transportation assistance as needed for that care</p>	<ul style="list-style-type: none"> • Reimburse costs of dental care provision at the network providers • Arrange transportation or provide transportation financial assistance/support to the dental appointments 	<p>Starting in month 9 (continuing all 3 years of program)</p>	<p>Reimbursement to provider partners began in August 2018 with patient care. The average rate of reimbursement for services was above 40% of market value which exceeds typical sliding scale fees.</p> <p>Transportation vouchers were incorporated into the reimbursement structure which allowed providers the ability to fill the needs in their specific regions.</p>
<p>Navigate low-income older adults into dental homes and increase oral health knowledge to motivate positive behaviors</p>	<p>Utilize Community Dental Health Coordinators (CDHCs) to provide outreach, education, triage, and navigation</p>	<p>Provide oral health education, screening, triage, navigation (case management) at senior centers and churches (Wisdom Tooth Project) and tie these places to the statewide initiative</p>	<p>Starting in month 6 (Continuing all 3 years of program)</p>	<p>CDHCs began providing education, outreach, navigation, and screenings in August 2018. Older adults who received follow up from a CDHC were more likely to enter direct care.</p>

<p>Navigate low-income older adults into affordable dental homes</p>	<p>Establish a statewide phone hotline and website specifically for dental care and educate those that do case management and navigation for older adults on the dental system</p>	<ul style="list-style-type: none"> • Train Health Assist specialists on the dental system and use their hotline • Expand My Healthcare Home TN website • Provide training for SHIP navigators, AAADs, nonprofits, health departments, and senior medical providers on the dental system 	<p>Starting in month 3 (Continuing through all 3 years of program)</p>	<p>CDHCs and the SMILE ON 60+ team began reaching out to aging service providers in Aug. 2018 and connected with over 680 different groups and organizations across the state that serve older adults.</p> <p>125 aging service providers were trained since the beginning of the program. Retraining and frequent touches with all agencies (AAADs and SHIP navigators included) proved important to keep awareness of SMILE ON 60+ on the forefront, for continued networking, and coordination of efforts.</p> <p>Health Assist specialists, who staffed the SMILE ON 60+ hotline, underwent program orientation and follow-up training on a periodic basis to maintain consistency across all arms of the SMILE ON 60+ program.</p> <p>Our Community Dental Health Coordinators and Program Administrator completed and renewed their SHIP/SMP volunteer certification which enabled them to better navigate patients.</p>
<p>Increase oral health knowledge to motivate positive behaviors that affect oral health</p>	<p>Provide outreach programs and information. Assist healthcare and dental care providers in getting WTP certified</p>	<ul style="list-style-type: none"> • Provide Tooth Wisdom Workshops • Connect senior programs to dental providers 	<p>Starting in month 6 (Continuing through all 3 years of program)</p>	<p>Our CDHC team facilitated awareness through workshops and outreaches, using virtual and drive-in models when applicable during the pandemic.</p> <p>Each CDHC focused heavily in their communities on increasing awareness of the program and the need for oral health care through regular attendance at senior resource network and community meetings, as well as continued participation with the SHIP program which allowed us to share information about the importance of oral health with that team of statewide volunteers.</p>
<p>Through dental treatment: decrease overall health risks,</p>	<p>Collect system outcomes</p>	<p>Collect program data, provider and stakeholder advisory council input and user</p>	<p>Starting in month 9 (Continuing through all 3</p>	<p>The incorporation of the iCarol database allowed us to collect data to measure progress toward stated program goals. The database has been in place since</p>

<p>improve social confidence and nutrition, reduce pain and suffering, and prevent future oral disease.</p>		<p>focus group feedback to grow and share the network success</p>	<p>years of program)</p>	<p>services began for older adults in August 2018.</p> <p>Provider Advisory Council Meetings were included in bi-monthly provider partner calls to provide valued feedback and insight in real time.</p> <p>Our data showed that it takes 5.8 visits on average for an older adult to achieve good oral health, which is more than we anticipated.</p> <p>Analysis of our screening data across the duration of the program demonstrates the following oral health improvements: Reduced the number of older adults experiencing pain by 20% Reduced untreated decay by 30% Reduced difficulty chewing by 20% Reduced embarrassment by 12%</p>
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2. Successes

- Community Dental Health Coordinators have been essential to the success of the SMILE ON 60+ model, and they largely had to develop workflows from the ground up since the CDHC model is relatively new. At the end of the SMILE ON 60+ grant, our CDHC team developed a comprehensive manual to serve as a guide for future additions to our team and outline best practices for any working CDHC. The team created the manual to help facilitate consistent guidelines across our program and included topics such as role, scope of practice, core skills, competencies, priority, goals, and activities of the Community Dental Health Coordinator. They have included detailed information on how to complete certain tasks, reports, training, and education. We feel certain this will help our team provide the best and most consistent care to those we serve.
- Our CDHC team developed relationships with numerous nonprofits, medical clinics, government agencies, and other resources for older adults. Each CDHC used this community knowledge to create regional resource guides. They included the region’s state and federal lawmakers to encourage advocacy, as well as state and local resources for services older adults most frequently asked for help with including transportation, food, utilities, housing, and behavioral health. These guides are provided directly to patients during case management services, to partner clinics to have on hand in case a need arises at the clinic and are distributed at health fairs and other community events.
- SMILE ON 60+ funds allowed several clinics to expand their staff, schedules, or physical clinic spaces.
 - o Reelfoot Rural Ministries previously had one day a month of care provided by a volunteer provider. SMILE ON 60+ allowed them to hire a regular provider for 6 days of care per month.

- Through an event originally coordinated by the SMILE ON 60+ team bringing the Meharry Mobile Unit to serve the older medical patients at Community Clinic of Shelbyville, the partnership between them evolved to create a dental clinic onsite that is staffed twice a month. The Meharry Mobile Unit continued to utilize SMILE ON 60+ funding to provide care for older patients while the mobile unit was not operable during the pandemic. The mobile unit was able to provide dentures and partials due to the regular schedule of providers onsite.
 - Interfaith Health Clinic in Knoxville moved their dental clinic to a new site, allowing them to expand from 4 chairs to 8 chairs and increase their dental team from 1 to 7 full time dental professionals and one part-time dentist, greatly increasing their capacity and reducing their wait list for care.
 - Keystone was able to go from a part-time schedule to a full-time operating staff with a full-time practice manager for the first time.
 - Healing Hands Health Center has added an additional dental chair will plans to continue expanding the dental clinic.
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- We now know that most older adults have more untreated dental disease than we originally estimated and getting them to wellness takes more visits per person than we expected – around 6 visits per person compared with our original estimate of 4.
 - Case management and navigation by a CDHC is key to increasing access to care, and successfully helping a patient establish a dental home, as 8 out of 10 SMILE ON 60+ patients did, often requires multiple follow-ups with a CDHC.
 - We also provided 7 CE courses on topics related to geriatric care, such as removable prosthodontics and caring for older adults with dementia, giving our partners the skills needed to serve older adults better. Our CDHC team also provided training to partner clinics on using SDF and led a successful campaign to increase usage across our network.
 - By providing quality dental care to older adults, we were able to improve their oral health and overall quality of life. At initial registration, only 8% of adults could describe their mouth and teeth condition as good or very good (*see Figure 1*). Analysis of our screening data across the duration of the program was able to show that we reduced the number of older adults experiencing pain by 20%, reduced untreated decay by 30%, reduced difficulty chewing by 20%, and reduced embarrassment about their smile by 12%. At initial registration, 72% of patients said the appearance of their mouth and teeth affected their quality of life (*see Figure 2*). Our program created over 6,538 dentures and partials for 3,394 unique patients, giving older adults the confidence to smile again (*see Figure 3*).

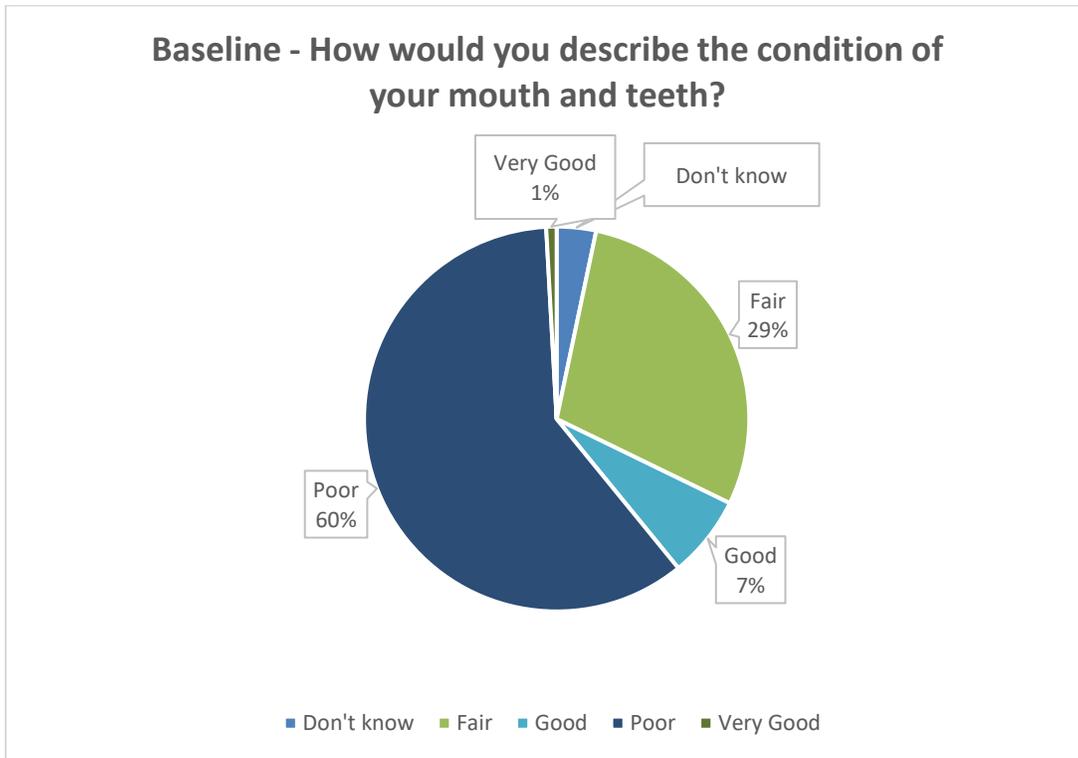


Figure 1 Baseline condition of mouth and teeth

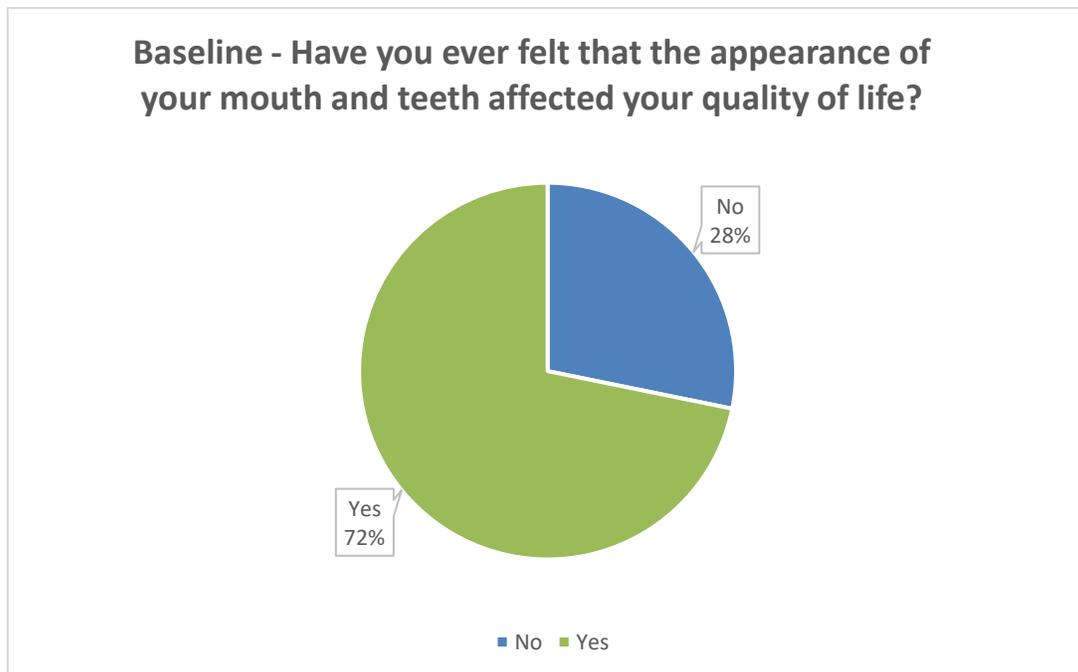


Figure 2 - Baseline quality of life

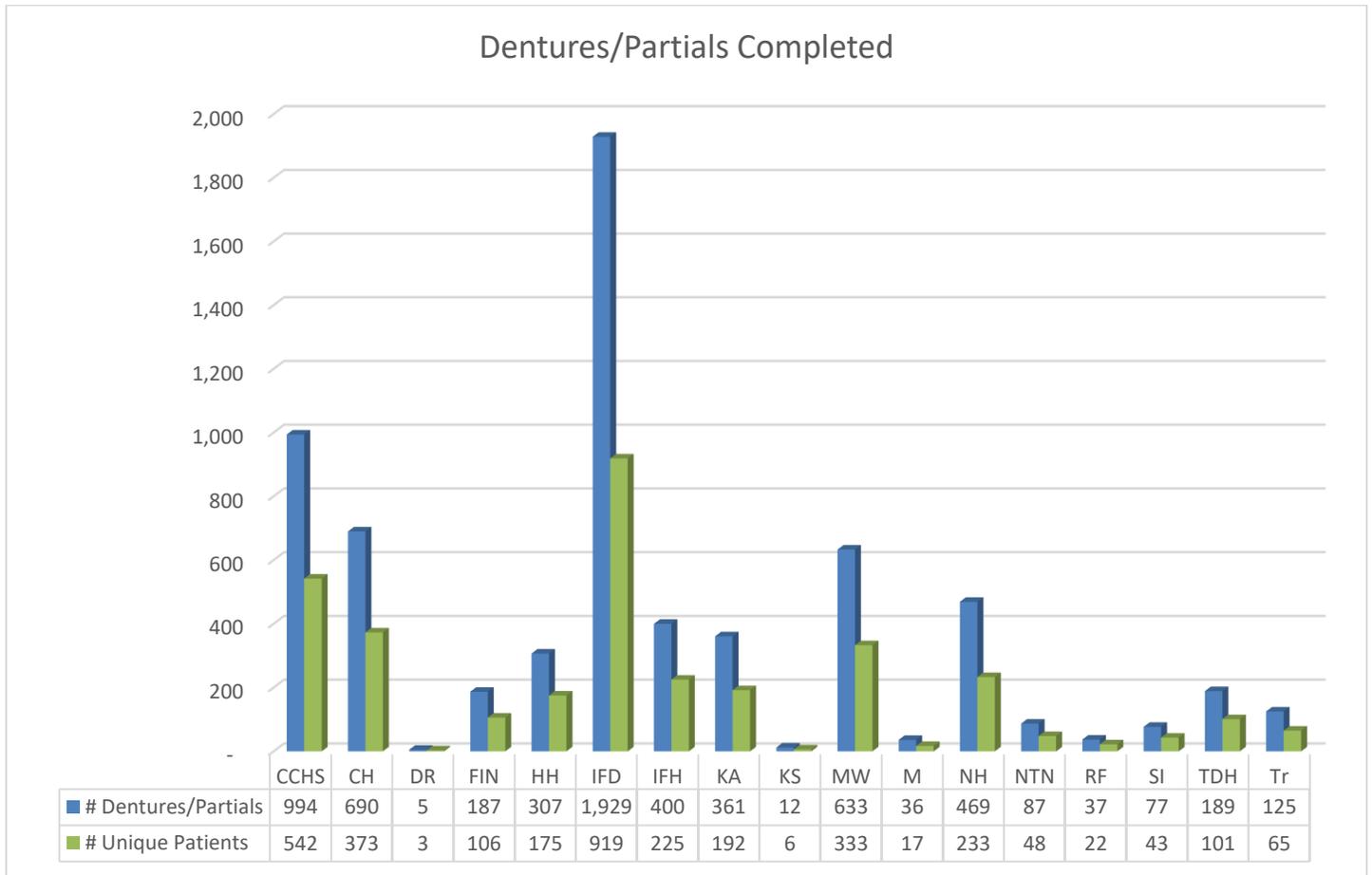


Figure 3 -Dentures/partial by provider

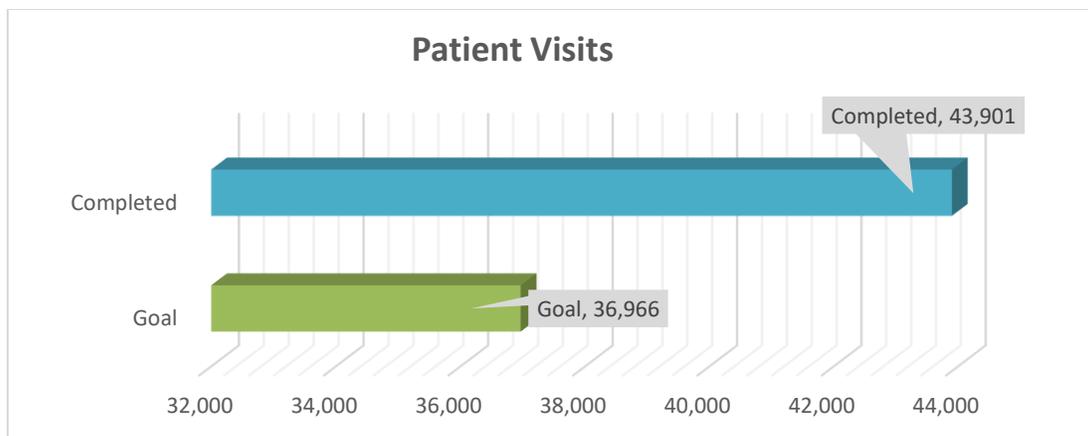


Figure 4 - Visits vs goal

3. Challenges

- We discovered patients receiving care through SMILE ON 60+ required more visits to achieve health than originally projected, with many of our patients suffering from poorer oral health than we anticipated. While we did not reach our original goal of providing care to 12,120, we surpassed our patient visit goal, providing 43,901 patient visits (approx. 118% of goal).
- While clinics had the demand and resources to increase their teams, staffing was a challenge, particularly in rural areas and statewide after the onset of the pandemic as people left the workforce temporarily due to health and caregiving challenges.
- Covid-19 slowed our care progress, particularly in the beginning stages of the pandemic when dental clinics were shut down, then able to reopen but with significant cost increases for PPE and other sanitation needs. Staffing continued to be a challenge as clinics regularly had staff in quarantine. Dental care was the #1 type of health care delayed during the pandemic. Because people put off care, their disease worsened and increased the amount of care necessary to restore them to good oral health.

4. Description of goals and outcomes

- We exceeded our goal of 36,966 patient visits as shown in the chart below, completing 43,901 visits during the program – an average of 5.8 visits per patient (*see Figures 4 and 5*). The market value of care provided by the SMILE ON 60+ network exceeds \$23,784,067, and clinics were reimbursed \$8,195,587 in care dollars, which is almost \$3 in care delivered per \$1 spent.
- Most people have a primary care doctor, or a medical home for their overall health care, and know how to seek help in case of a medical emergency. It is just as important to have a dental home, and to know where to get help in a dental emergency. Our data revealed that cost and/or lack of insurance was the most common barrier preventing older adults from finding a consistent dental home. By offering care at an affordable cost, SMILE ON 60+ helped remove that barrier and 6,168 older adults established a dental home with a dental provider in our network – meaning 82% of our patients visited their home clinic 2 or more times.

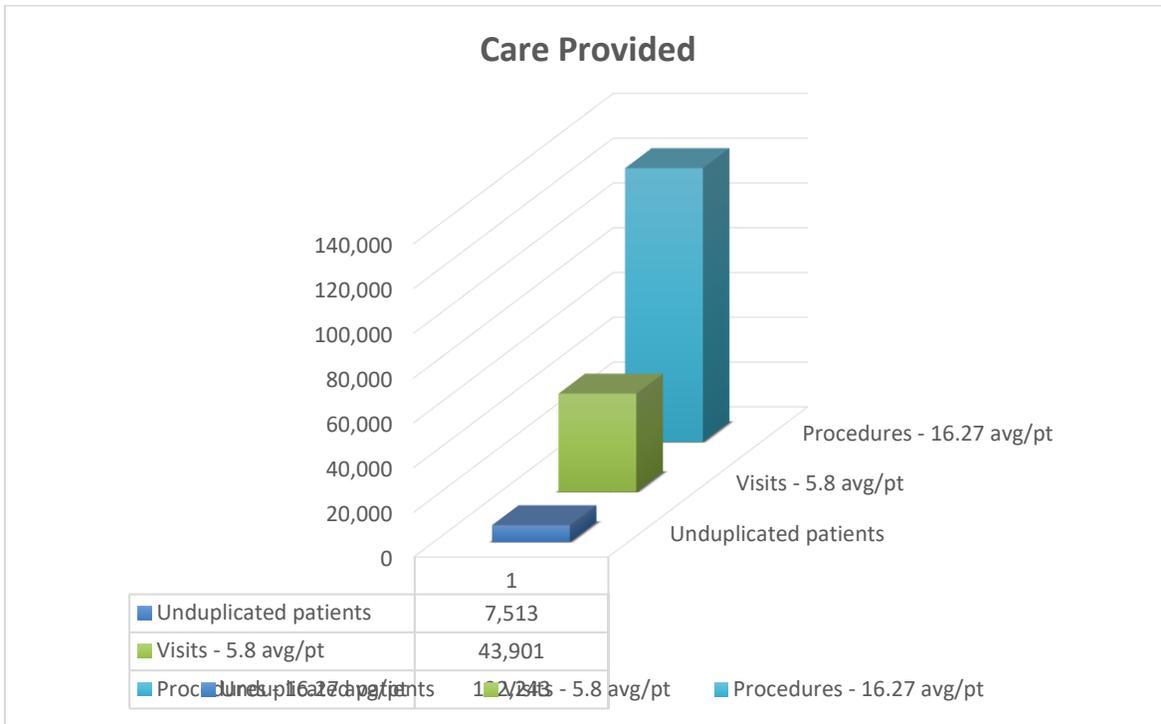
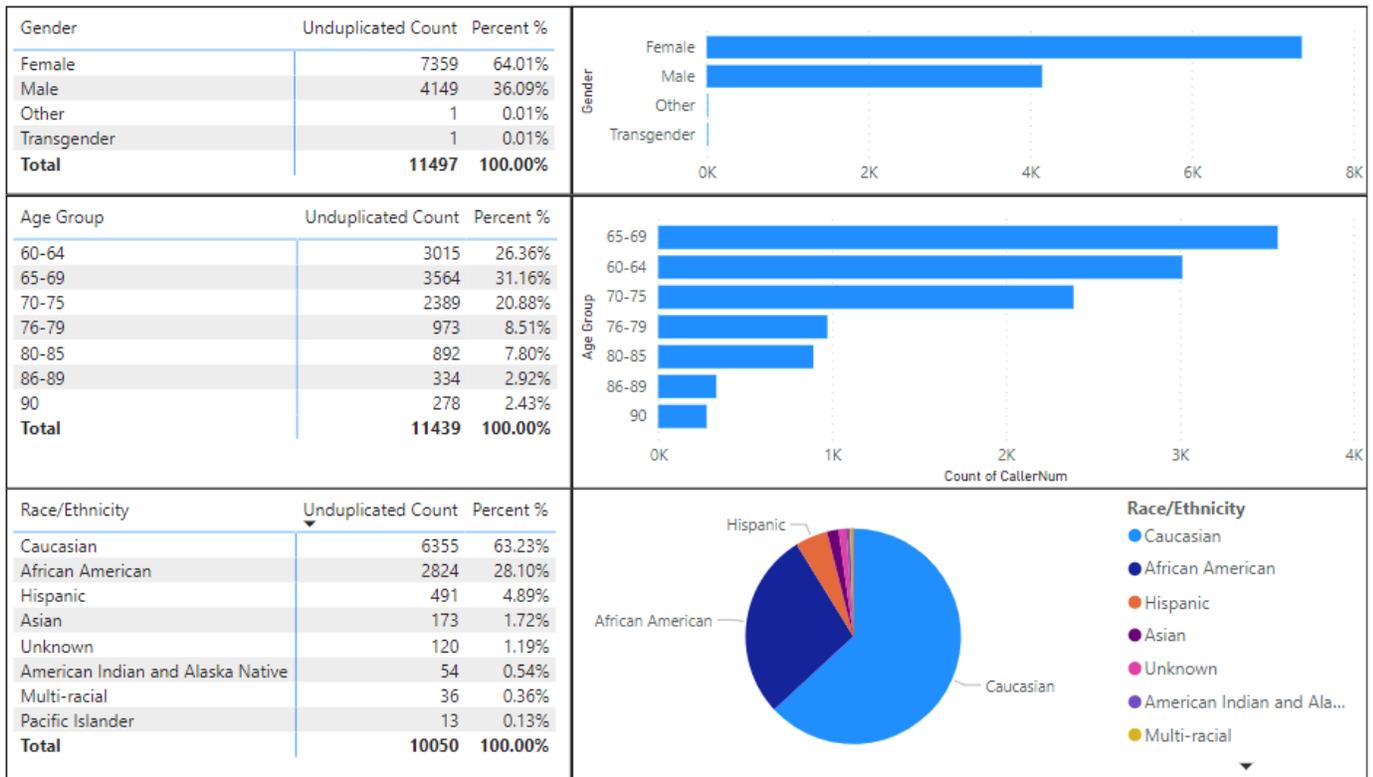


Figure 5 – care provided by patient

5. Data charts and tables:



Demographic Information				
	Total Year end 10/15/2019	Total Year end 10/15/2020	Total Year end 10/15/2021	Total Year end 6/30/2022
Male	1,881	2,854	3,867	4,149
Female	3,641	5,263	6,866	7,359
Age				
60-64	1,847	2,584	3,248	3,015*
65-69	1,330	2,149	3,086	3,564
70-75	1,131	1,618	2,121	2,389
76-79	490	703	898	973
80-85	408	604	796	892
86-89	156	225	306	334
90+	82	158	237	278

*The 60-64 age group declined in the last 2 quarters of the program. We attribute this change to the limited number of overall new patients contacting the SMILE ON 60+ program combined with birthdays that moved many in the patient pool into a new age bracket.

Race/Ethnicity				
	Year end 10/15/2019	Total Year end 10/15/2020	Total Year end 10/15/2021	Total Year end 6/30/2022
White/Not Hispanic	3,399	4,689	6,022	6,355
Black/Not Hispanic	1,374	2,092	2,696	2,824
Hispanic	196	331	465	491
Asian	86	113	153	173
Other	126	171	209	223

Activity	Progress Total thru Year 1: 8/2018 – 10/15/2019	Progress Total thru Year 2: 10/16/2019 – 10/15/2020	Progress Total thru Year 3: 10/16/2020 – 10/15/2021	Progress Total thru Year 4: 10/16/2021 – 6/30/2022
Direct Encounters -all touches with older adults including hotline calls, workshops, outreaches, referrals, navigation, and direct care.	20,517 (Including 1,638 Tooth Wisdom Participants, Health Fair and Outreach attendees where no demographic or contact information was collected)	40,657 (Including 3,719 Tooth Wisdom Participants, Health Fair and Outreach attendees where no demographic or contact information was collected)	67,321 (Including 8,388 Tooth Wisdom Participants, Health Fair and Outreach attendees where no demographic or contact information was collected)	78,022 (Including 9,534 Tooth Wisdom Participants, Health Fair, and Outreach attendees where no demographic or contact information was collected)
Unduplicated Older adults	5,626	8,251	10,833	11,622

Older adults Navigated	11,688	24,032	38,048	44,740
			*6,700 unduplicated We found that it takes multiple encounters per patient to provide the assistance needed to overcome barriers such as transportation, medical clearances, etc.	*7,261 unduplicated We found that it takes multiple encounters per patient to provide the assistance needed to overcome barriers such as transportation, medical clearances, etc.
SMILE ON Direct Care -number of unique clients who have received care at a dental provider partner.	3,153	5,021	6,924	7,513
Information on self-oral care -Workshop Participants	2,685	3,613	3,690	3,771
Case Management - number of patients that receive case management and indicate they will follow through on visiting a clinic	9,181	18,607	29,468	34,678
			5,234 unduplicated We found that it takes multiple encounters per patient to provide the assistance needed to overcome barriers such as transportation, medical clearances, etc.	*5,685 unduplicated We found that it takes multiple encounters per patient to provide the assistance needed to overcome barriers such as transportation, medical clearances, etc.
Teeth Cleaning and Self-Care Skills	2,321	4,851	7,839	9,286
			3,415 unduplicated We found that patients often require more advanced cleanings before being healthy enough for a routine cleaning.	3,771 unduplicated We found that patients often require more advanced cleanings before being healthy enough for a routine cleaning
Number of older adults restored to function and the “social six” esthetics	2,092	3,226	4,543	4,973
Number of aging service providers providing education on the dental safety net and disseminate information on dental resources	40	62	108	125

Counties Served – Direct Care received at a provider partner – 94		
Anderson	Bedford	Benton
Bledsoe	Blount	Bradley
Campbell	Cannon	Carroll
Carter	Cheatham	Claiborne
Clay	Cocke	Coffee
Crockett	Cumberland	Davidson
Decatur	Dekalb	Dickson
Dyer	Fayette	Fentress
Franklin	Gibson	Giles
Grainger	Greene	Grundy
Hamblen	Hamilton	Hancock
Hardeman	Hardin	Hawkins
Haywood	Henderson	Henry
Hickman	Houston	Humphreys
Jackson	Jefferson	Johnson
Knox	Lake	Lauderdale
Lawrence	Lewis	Lincoln
Loudon	Macon	Madison
Marion	Marshall	Maury
McMinn	McNairy	Meigs
Monroe	Montgomery	Moore
Morgan	Obion	Overton
Perry	Pickett	Polk
Putnam	Rhea	Roane
Robertson	Rutherford	Scott
Sequatchie	Sevier	Shelby
Smith	Stewart	Sullivan
Sumner	Tipton	Trousdale
Unicoi	Union	Van Buren
Warren	Washington	Wayne
Weakley	White	Williamson
Wilson		

*Please see SMILE ON 60+ Direct Care Heatmap as Exhibit A

Counties Served – Information, Education and Referral – 95		
Anderson	Bedford	Benton
Bledsoe	Blount	Bradley
Campbell	Cannon	Carroll
Carter	Cheatham	Chester
Claiborne	Clay	Cocke
Coffee	Crockett	Cumberland
Davidson	Decatur	Dekalb
Dickson	Dyer	Fayette
Fentress	Franklin	Gibson
Giles	Grainger	Greene
Grundy	Hamblen	Hamilton
Hancock	Hardeman	Hardin
Hawkins	Haywood	Henderson
Henry	Hickman	Houston
Humphreys	Jackson	Jefferson
Johnson	Knox	Lake
Lauderdale	Lawrence	Lewis
Lincoln	Loudon	Macon
Madison	Marion	Marshall
Maury	McMinn	McNairy
Meigs	Monroe	Montgomery
Moore	Morgan	Obion
Overton	Perry	Pickett*
Polk	Putnam	Rhea
Roane	Robertson	Rutherford
Scott	Sequatchie	Sevier
Shelby	Smith	Stewart
Sullivan	Sumner	Tipton
Trousdale	Unicoi	Union
Van Buren	Warren	Washington
Wayne	Weakley	White
Williamson	Wilson	

CDHC Specific accomplishments:

	Tooth Wisdom Workshops	Health Fairs and Outreach Events	Aging Service Providers	Clinical Hours
Total Attendees: Y1	2,685	2,177	543	241.5 in direct patient care as RDA/RDH
Total Number of Events: Y1	154	62	40	N/A
Total Attendees: Y2	928	7,602 *Includes virtual events where information and resources provided via take home bags, information provided through MOW partnerships, etc.	1940	136.5 in direct patient care as RDA/RDH
Total Number of Events: Y2	54	38	22	N/A
Total Attendees: Y3	84	4,909 *Includes virtual events where information and resources provided via take home bags, information provided through MOW partnerships, etc.	1004+	135 in direct care as RDA/RDH
Total Number of Events: Y3	5	66	51	N/A
Total Attendees: Y4	113	495	718	43.5 in direct care as RDA/RDH
Total Number of Events: Y4	3	8	80	N/A

CDHC Team Quotes:

Brittany – East TN CDHC

“As a clinician for several years in private practice, I was very sheltered to the accessibility and need for community health. As the role of a CDHC has expanded and grown, I have developed a passion for oral health accessibility and education to everyone in my community of East Tennessee, especially our vulnerable older adults. I have truly enjoyed being able to dive into the community I was born and raised in to help serve and have been blessed to get to know such wonderful people. It has become my mission to share with our community the importance and resources for oral care access as well as my colleagues and other professionals about the need in our own front yards. I truly appreciate the opportunity and awareness SMILE ON 60+ has given to all of us to continue to tackle such a complex and often overlooked issue.”

Nicki – Middle TN CDHC

“As a CDHC, I have had the privilege of working with older adults in my community that have been facing barriers to dental care, often for many years. I am most proud of the impact that our program has had on these adults, changing both their smiles & overall health. What I have learned is that more effort is needed to overcome the barriers caused by poverty, geographic location, insufficient education & lack of communication skills. It is an honor being their advocate for the dental care they need and deserve.”

Lindsay – Southeast/Central CDHC

“While working with older adults in the community, I have seen what a barrier access to oral healthcare can be. The SMILE ON 60+ program brought hope to those who were hopeless about their oral health. I was given the privilege of seeing what a difference a smile can make; especially to those who once thought it to be out of their reach.”

Kim – West TN CDHC

“The Smile on program has provided a vessel for those who live in underserved areas to seek affordable and comprehensive dental treatment that increases confidence and a healthy oral cavity.”