Putting the “I” in Team: Interprofessional Patient Centered Care

Interprofessional Education (IPE)
- ADEA studied IPE in US and Canadian dental schools
- New CODA Standards implemented July 13, 2013
- Two standards related to IPE were implemented

Providing Total Care
- Patients have more dental visits than medical visits
- Screenings treat entire patient
- Screenings detect undiagnosed disease
- Screenings save millions
- Screenings differentiate your practice

Medical Screenings
- Blood Pressure
- Oral Cancer / HPV
- Age Related
- Depression “You seem sad, what’s going on in your life?”
- Skin Cancer

Health Guidelines according to Canadian Cancer Society
- Men and women age 50+: colonoscopy every 2 years
- Women age 50-69: most beneficial—every 2 years
- Women age 20+: clinical breast exam annually
- Skin cancer screenings vary
- Bone density screenings vary—National Osteoporosis Foundation
  recommends both men and women over age 50

According to the Centers for Disease Control:
- 1 in 4 deaths is from Heart Disease—610,000 people/year
- 30.3 Million people in the U.S. has Diabetes
  1 in 4 is undiagnosed (7.2 Million)
- 1 in 6 Adults has High Total Cholesterol
  71 million has (high LDL or “bad” cholesterol)
- Approximately 75 million Americans have High Blood Pressure
  1 in every 3 Americans — 13 million are undiagnosed.

Top 10 Reasons to Take BP on Every Patient at Every Visit
1. Screening and patient education
2. Limit damage to the body
3. Avert a hypertensive crisis
4. Spotlight white coat syndrome
5. Reduce adverse pregnancy outcomes
6. Diabetes
7. Choose right local anesthetic
8. Litigious society—emergency medical risk
9. Stress reduction protocol
10. Advance our profession in IPE
### Blood Pressure Guidelines

<table>
<thead>
<tr>
<th>Blood Pressure Category</th>
<th>Systolic mm Hg (upper#)</th>
<th>Diastolic mm Hg (lower#)</th>
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</thead>
<tbody>
<tr>
<td>Normal</td>
<td>Less than 120</td>
<td>and less than 80</td>
</tr>
<tr>
<td>Prehypertension</td>
<td>120 - 139</td>
<td>or 80 – 89</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 1</td>
<td>140 - 159</td>
<td>or 90-99</td>
</tr>
<tr>
<td>High Blood Pressure (Hypertension) Stage 2</td>
<td>160 or higher</td>
<td>or 100 or higher</td>
</tr>
<tr>
<td>Hypertensive Crisis (Emergency care needed)</td>
<td>Higher than 180</td>
<td>or &gt; 110</td>
</tr>
</tbody>
</table>

### Dental Recommendations

<table>
<thead>
<tr>
<th>SBP</th>
<th>DBP</th>
<th>MRF</th>
<th>Recommendation</th>
</tr>
</thead>
<tbody>
<tr>
<td>120-139</td>
<td>80-89</td>
<td>Yes/No</td>
<td>Routine dental care OK; discuss BP guidelines</td>
</tr>
<tr>
<td>140-159</td>
<td>90-99</td>
<td>Yes/No</td>
<td>Routine dental care OK; consider stress reduction protocol; refer for medical consult</td>
</tr>
<tr>
<td>160-179</td>
<td>100-109</td>
<td>No</td>
<td>Routine dental care OK; consider stress reduction protocol; refer for medical consult</td>
</tr>
<tr>
<td>160-179</td>
<td>100-109</td>
<td>Yes</td>
<td>Urgent dental care OK: consider stress reduction protocol; refer for medical consult</td>
</tr>
<tr>
<td>180-209</td>
<td>110-119</td>
<td>No</td>
<td>No dental treatment without medical consult; refer for prompt medical consult</td>
</tr>
<tr>
<td>180-209</td>
<td>110-119</td>
<td>Yes</td>
<td>No dental treatment; refer for emergency medical treatment</td>
</tr>
<tr>
<td>≥210</td>
<td>≥120</td>
<td>Yes/No</td>
<td>No dental treatment; refer for emergency medical treatment</td>
</tr>
</tbody>
</table>

### Endocrine Disease

- **Diabetes**
  - Type 1: Insulin Dependent
  - Type 2: Insulin Resistant
- **Gestation**: Pregnancy
- **PreDiabetes**: is a serious condition where blood sugar levels are higher than normal, but not high enough to be diagnosed as Type 2.

### Diabetic Management

- **Avoid aspirin/NSAIDS**
- **Blood Pressure**: monitor due to associated HTN (hypertension)
- **Cardiovascular-beta blockers**: increase HTN
- **Devices**: insulin pump? Confirm attachment and working
- **Drugs**
  - Emergency-advise patient to inform dentist and team of any reactions occurring during dental visit.
  - Follow-up-evaluation advised. Inspect for oral lesions. Assess perio health (often at risk due to poor glycemic control)

### Type 3 Diabetes

- Linked to Alzheimer’s disease
- Type 1 and 2 Extension
- Insulin resistance in Brain
- Probable Causes: Sugar, Processed Meats, Packaged foods
Diabetes Management Calculating A1C

Oral Cancer Screenings
- Consistent
- Routine
- Intra-Oral
- Extra-Oral: face, head, neck, palpation of lymph nodes
- Recommended order: pre-auricular, submandibular, anterior cervical,
  posterior auricular and posterior cervical regions
- Suspicious lesion: biopsy if not resolved in 2 weeks

Human Papillomavirus Screening (HPV)
- Primarily found in oropharyngeal complex
- Risk factor for Oral Cancer
- OraRisk®

Supportive Care for OC Patients
- Nutritional therapy
- Oral discomfort management
- Oral hygiene instructions
- Management of secondary infection
- Local disease control
- Referral as necessary

Skin Cancer Screening
- Symmetry: 1/2 abnormal area is different from other 1/2
- Borders: edges of growth are irregular
- Color: color changes from one area to another
- Diameter: area is usually (but not always) larger than 6mm
- Evolution: area changes appearance

Transplant Patients
- Consult with medical team
- Evaluate dental health
- Treat active disease before transplant
- Pre-med? Follow AHA guidelines

Post-Transplant Patients
  Phase 1: Immediate post-transplant (up to 6 mos.)
    - No routine dental tx
    - Only emergency dental care confirmed by medical consult.
    - Stable Graft Period
  Phase 2: Stable
    - Transplant/Graft has healed, acute rejection reaction has been controlled
    - Medical confirmation required- any indicated dental treatment can be performed
  Phase 3: Chronic Rejection Period
    - Significant signs/symptoms of chronic rejection-established after medical consult
    - Only emergency or immediate dental needs treated
Sleep Apnea—Signs and Symptoms
- Dry mouth, sore throat
- Morning headaches
- Memory or learning problems
- Impaired concentration
- Irritability, depressed feeling
- Mood swings, personality changes
- Frequent nighttime urination

Sleep Apnea—Risks
- Early death
- Hypertension
- Stroke
- Diabetes
- Insomnia
- Daytime drowsiness
- Heart attack
- Memory loss
- Depression

Pediatric Sleep Disordered Breathing
- Snoring
- Daytime Sleepiness
- Growth Impairment
- Enuresis
- Irregular Sleep Patterns
- Mouth Breathing
- Bruxism
- Frequent Nightmares
- Behavioral Challenges

Integrating Risk into Diagnosis / Treatment Planning
- Philips Risk Assessment Tool: Three Assessments
  1. Caries
  2. Periodontal Diseases
  3. Oral Pathology

Philips HeartStart
- Designed for rapid response
- Easy to use

Medical Emergencies
- Awareness—be aware of pt’s medical conditions
- Knowledge of condition, severity and control provides indication of pt’s risk level for medical emergency
- Assessments—proper medical hx, physical evals, medical consultations can prevent a medical emergency
- Quick recognition of signs and symptoms
- Fast response time (4-6 min w/out oxygen=brain damage)
- Positioning: Supine, except conscious insulin shock (upright)
- All team members aware of their role

Stroke Signs

FACE  is it drooping?

FAST  can you raise both?

SPEECH  is it slurred or jumbled?

TIME  to call 9-1-1 right away.
Team Communication - INTRA-Office Communication

- Hiring the right team
- Annual meetings
- Monthly meetings
- Daily huddles

Annual Meeting

- Yearly action plan
- Detailed agenda
- Special event
- Team attendance

Office / Department Monthly Meetings

- Follow up on annual meeting
- Reflect on previous month
- Prepare for next month

Morning Huddle

- Daily
- On-Time
- Entire team
- Checklist

The Six X's

- Hx
- Ex
- Dx
- Tx
- Rx
- Nx

Terminology Trends
The Effectiveness of Manual vs High-Frequency, High-Amplitude, Sonic-Powered Toothbrushes for Oral Health: A Meta-Analysis


Protecting Your Practice—Chart Audits
- Reactivates patients
- Tracks active patients
- Increase revenue
- SOP— Include all team members
  ⇒ Conduct during down time
  ⇒ Maintain records of correspondence and follow up
- Monitor chart accuracy

Team Communication—INTER—Office Communication
- Involves clear and decisive leadership
- Can involve dental and medical specialty practices
- Collaborate as a multi-disciplinary team

Chart Documentation
- Consistent
- Checklist
- Specific vocabulary
- Legible
- Accurate
- Objective
- Factual
- No destroying
- No re-writing
- No judgment

Successful Hand-Off
- Eliminate confusion
- Creates consistent flow
- Streamlines & simplifies
- Involves patient
- Promotes patient confidence

Dental Specialist Referrals
- Endodontist
- Periodontist
- Pediatric
- Oral Surgeon
- Prosthodontist
- Orthodontist
- Cosmetic
- Oral Medicine

Resources:
Journal of Clinical Dentistry:
https://images.philips.com/is/content/PhilipsConsumer/Campaigns/CA20151103_HW_001/JCD_28_1SI-Complete_Issue.pdf

Screenings:

Cancer:


Blood Pressure:
http://www.cdc.gov/bloodpressure/

http://www.mayoclinic.org/diseases-conditions/high-blood-pressure/expert-answers/wrist-blood-pressure-monitors/faq-20057802

http://www.heart.org/HEARTORG/Conditions/HighBloodPressure/PreventionTreatmentofHighBloodPressure/American-Heart-Association-backs-current-BP-treatments_UCM_459129_Article.jsp

http://2.bp.blogspot.com/-eTdIkpe-1cs/T-UBaPmQ-OI/AAAAAAAAc/T-Gaopmalkg/s1600/blood+pressure+chart.jpg


Diabetes:
www.diabetes.org


http://www.mayoclinic.org/tests-procedures/a1c-test/basics/results/PRC-20012585


Screenings:
http://oralcancer.org
www.youtube.com/watch?v=zPRDeFxDO5M&list=PLEC60ADAC70BF5B44


http://www.nidcr.nih.gov/oralhealth/Topics/OrganTransplantationOralHealth/OrganTransplantProf.htm
Interspecialist Collaboration
- Cardiologist
- Endocrinologist
- Oncologist
- ENT
- Integrative Medicine
- Dietician
- Mental Health
- Dermatologist
- Pediatrician

Significance of Referrals
- Superior Inter-Office Communication
- Easier Referral Process
- Well-Controlled Process
- Vibrant Study Club

When To Refer
- Comfort level of dentist
- Complexity of treatment
- Medical complications
- Patient desires
- Behavioral concerns

Management After Referral
- Establish tracking procedure
- Follow-up phone calls
- Clear communication

Referral Documentation
- Mandatory
- Conversations
- Correspondence
- Patient consent
- HIPPA

Electronic Referrals: Streamlines the referral process

Develop a list of referring DP / MP (Meet & Greet)
- When: During your next office huddle

Game Changers in Dentistry
- OSHA/CCOSH
- Implants/Cosmetic Dentistry/Sleep Apnea/ Silver Diamine Fluoride
- Risk Assessment
- Power Toothbrushes-Biofilm Disruption / Real Time Feedback

Other Opportunities
- Tele dentistry
- Access to Care
- Direct Medicaid Reimbursement
- Volunteer

Resources:

Screenings:
- http://www.oraldna.com/oral-hpv-testing.html
- http://www.nhlbi.nih.gov/health/health-topics/topics/sleepapnea/signs
- http://www.strokeassociation.org/STROKEORG/

Team Meetings:
- http://www.productivitybits.com/10-tips-for-more-effective-office-meetings
  
  Inspired Hygiene, Rachel Wall, 12 Months of Hygiene Department Meetings, 2014
- Dentistry IQ, Laurie Burns, 2014, 100 tips from 100 practice management experts in 100 words or less
- http://www.productivitybits.com/10-tips-for-more-effective-office-meetings
- http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3009547/

Referrals:

• ADA Principles of Ethics and Code of Professional Conduct, Council on Ethics, Bylaws and Judicial Affairs, American Dental Association, see http://www @ada.org.
# Team Meeting

Facilitator: ___________________________ Note Taker: ___________________________

Time keeper: ___________________________________________________________

Attendees: _____________________________________________________________________

Please read: ___________________________________________________________________

Please bring: __________________________________________________________________

## Agenda Items

<table>
<thead>
<tr>
<th>Topic</th>
<th>Presenter</th>
<th>Time Allocated</th>
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Observers: ___________________________________________________________________

Resources: ___________________________________________________________________

Special notes: ___________________________________________________________________

Other information

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Resources: ___________________________________________________________________

Special notes: ___________________________________________________________________