

Clinical and Preventive Support Centers Quarterly Report

Center: Albuquerque Area Dental Support Center

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Period covered in this quarterly report: September / December 2013

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1. List all major Support Center goals, objectives

Goal 1: Ensure quality of care is provided in Area dental programs through compliance with established industry standards of care

- A. Communicate existing and evolving standards of care related to the practice of dentistry and dental hygiene to 100 percent of Area dental programs
- B. In collaboration with the Area Dental Officer, conduct at least six program evaluations to verify compliance with established standards of care
- C. Where weaknesses in quality of care are identified, provide training and follow-up to specific programs to further improve the quality of oral health care provided
- D. The Albuquerque Area Dental Support Center will gather evaluation feedback on its performance through such mechanisms as one annual stakeholders satisfaction survey as well as periodically contracting the services of outside, independent evaluators to assess progress toward stated goals and objectives (every other year)

Goal 2: Assist in an assessment of the disease burden of the AI population in the Area to determine vulnerable populations and where preventive and intervention efforts should be focused

- A. Conduct at least one screening survey under the direction of the Area Dental Officer to determine disease burden of the entire Area
- B. Ensure that at least five local programs are trained on how to conduct screening surveys
- C. Assist at least six local programs in mining local data to assess disease status
- D. Demonstrate local support for the National Early Childhood Caries Initiative

Goal 3: Using the health literacy model, increase prevention and intervention in high-risk groups to maximize available local resources

- A. Facilitate adoption of evidence-based best practices to increase access to dental care for high-risk groups
- B. Develop and publish at least three issues of a quarterly Area newsletter to help promote dental care to community members
- C. Coordinate one Area-wide Children's Dental Health Month campaign
- D. Design, field-test, publish and distribute at least one culturally relevant and reading-level appropriate oral health education material

Goal 4: Coordinate Area prevention activities

- A. Deliver at least one training to Area programs on the POARE program planning model and/or health literacy concepts
- B. Assist the Area Dental Officer in conducting at least three program awards to support prevention initiatives

- C. Conduct at least six health fairs (with screening components), assist at least six Area programs in the development of an overall HPDP plan, and provide supplies to support prevention efforts when funds allow

Goal 5: Increase the capacity of Area dental programs to provide necessary oral health care in the Area

- A. Advocate for dental staffing that conforms to the Required Resource Methodology and other industry standards
- B. Assist Area programs in developing and evaluating at least three grants to increase dental services to meet the needs of the populations they serve
- C. Coordinate and sponsor at least one training in the public health dental model embraced by the Area and the Indian Health Service and orientation of new dental personnel
- D. Coordinate one annual staff meeting on behalf of Area dental staff
- E. Collaborate with other at least three oral health entities with similar goals and objectives
- F. Facilitate recognition through the development of at least three awards and other means as appropriate

Goal 6: The Albuquerque Area Dental Support Center will be administered effectively and efficiently to maximize service to stakeholders

2. **Customer needs**

- a. State current key perceived needs of your Area dental programs
 - Funding opportunities
 - National HPDP proposals
 - Area HPDP proposals
 - Basic Screening Survey
- b. State any newly identified, emerging perceived need of the Area dental programs
- c. State your response, or planned response, to any emerging perceived needs:
 - Funding opportunities
 - National HPDP Proposals: consulted on 3 Area proposals
 - Area HPDP proposals: collaborated with ADO to offer support for local prevention efforts; proposals currently under review
 - Basic Screening Survey: assisted with 10 screening events
- d. Outline your ongoing efforts to assess evolving customer needs: FY13 Annual Stakeholder Satisfaction Survey administered in December 2013. Results have been compiled and disseminated.

- 3. **Describe priorities you are currently focused on during this quarter:** in addition to those listed in 2a above, gearing up for 2014 Children's Dental Health Month

Summarize activities and progress toward meeting the top priorities of this quarter: in addition to those listed in 2c above:

- a. **Quality of Care:** assist Area Dental Officer in conducting two program reviews
 - b. **Children's Dental Health Month**
 - Develop theme: "Take your kids to the dentist"
 - Prepare for placement of community media ads
 - Develop, print and disseminate 2014 CDHM calendar
 - Develop initial issue of patient newsletter
 - c. **Continuing Dental Education:** supported delivery of 3 hours of continuing education training
 - Health Literacy for the Oral Health Professional (1 hour; Oct 1)
 - Malpractice Prevention (1 hour; Oct 22)
 - Depression, Domestic Violence & Dentistry (1 hour; Nov 18)
 - d. **Oral Health Education Materials:** 3,670 patient education materials were distributed to 5 Area Dental Clinics
 - e. **Outreach:** participated in 13 outreach events, reaching 422 community members and 35 community health workers, distributing 557 materials and 302 goods
5. **In what way, if any, is this quarter different from other times of the year?** The DSC Health Educator, largely responsible for community prevention and outreach efforts, has resigned her role (due to an out-of-state relocation) effective December 12 and we have been transitioning accordingly. The position will be refilled after the first of the year with every emphasis on continuity to our stakeholders.
4. **List and briefly describe any recent achievements or outcomes. Describe any significant progress toward program objectives.**
- a. **Program planning:** developed and implemented new and improved program plan (see Goals and Objectives above)
 - b. **NAPPR Fluoride Varnish Initiative:** development and distribution of fluoride varnish competencies and consent forms to Early Head Start, Tribal Home Visiting and Early Intervention staff
 - c. **Collaboration:** Head Start
 - Developed DSC overview for Head Start Director's Consortium Meeting (Oct 4)
 - Participated in panel presentation for New Mexico Head Start Association (Nov 5)
 - d. **Board recruitment:** pending successful recruitment of oral health professional to NAPPR Board of Directors
6. **Describe any emerging challenges or potential problems, and state how you plan to address them:** n/a
5. **Describe anything else you wish to add that will help me to understand your recent achievements and other issues pertinent to your Center:** n/a