



Oral Health Community Forum Achieving Oral Health Equity in Tampa Bay

November 13, 2015
Real Time Record



Oral Health Community Forum
 Collaborative Labs at St. Petersburg College
 November 13, 2015
 8:30 AM – 1:30 PM

AGENDA

Desired Outcomes

- Increased understanding of oral health and its importance
- Improved knowledge of local oral health concerns and complications
- Enhanced awareness of health disparities and the need to achieve oral health equity
- Expanded network of oral health partners compelled to take action

8:30 AM – 9:00 AM	Sign-in & Networking Warm-Up Activity: Capture one or more “<u>Oral Health Best Practices</u>” <ul style="list-style-type: none"> • Advocacy • Communications/Marketing • Programs/Services • Collaborations
9:00 AM – 9:30 AM	Welcome and Introductions + “Oral Health Best Practice” Sharing Marissa Davis, Program Coordinator, Tampa Bay Healthcare Collaborative Andrea Henning, Executive Director, Collaborative Labs
9:30 AM – 10:00 AM	Understanding the Context Carrie Hepburn, Executive Director, Tampa Bay Healthcare Collaborative Michael Monopoli, Vice President, Foundation Programs DentaQuest Foundation Andrew Bishop, Grants & Program Associate, DentaQuest Foundation
10:00 AM – 10:45 AM	The State of Oral Health in Florida Roderick King, President/CEO, Florida Institute for Health Innovation, Inc.
11:00 AM – 11:50 AM	Five Whys Activity Small Group Activity and Facilitated Discussion – understand barriers/gaps
11:50 AM – 12:20 PM	Overview and Preliminary Findings Marissa Davis, Program Coordinator, Tampa Bay Healthcare Collaborative
12:20 PM – 1:00 PM	Lunch and Discussion in Workgroups Select a spokesperson to report back to the group
1:00 PM – 1:30 PM	Workgroup Debrief and Wrap-up

Five Whys Activity

Small Group Activity and Facilitated Discussion – understand barriers/gaps



Andrea: In a moment, we're going to deploy into teams to determine the root cause of the oral health situation that got us here. We're going to do a Five Whys Activity. You will pick a number from the bucket. There will be four different teams and you will appoint a keyboarder, a spokesperson, and when you hear music it will be your cue to move back to this room. We're going into the Forest Lab. Let me introduce you to our team. PJ is our technology guru, Jonathan is our artist and will visually render how do we address oral health. We have Tina who is documenting and Candace is shadowing today. All presentations will be included with the Real Time Record that will be distributed on Monday.

Oral Health Community Forum

Five Whys Activity

November 13, 2015



Andrea: We start with this scenario of why Jesse is in the emergency room. It goes through a series of why questions with the last one that is why hasn't Jesse been to the dentist? This is where you all will pick up in your team discussion. In the ThinkTank software, you will enter your ideas. For example, you may answer because he's poor and doesn't have insurance. Then the next question you will enter is

"Why is he poor and doesn't have insurance?" You just keep going back and forth. You will do this for about ten minutes. Then you choose the top two root causes for your team. When you come back into this room, you will get an opportunity to see every team's top two in one list that you will get to vote on.

Why is Jesse in the Emergency Room?

Why is Jesse in the Emergency Room?

- Because Jesse has a swollen face and an abscess in her mouth

Why does Jesse have a swollen face and an abscess in her mouth?

- Because Jesse has a persistent toothache

Why does Jesse have a persistent toothache?

- Because Jesse hasn't been to see a dentist

Why hasn't Jesse been to see a dentist?

- Because...

Why doesn't Jesse have a Dentist? – Team Brainstorming**Team 1****1. Why is Jesse in the Emergency Room?**

Why is Jesse in the Emergency Room?

1. Because Jesse has a swollen face and an abscess in her mouth.

2. Why does Jesse have a swollen face and an abscess in her mouth?

1. Because Jesse has a persistent toothache.

3. Why does Jesse have a persistent toothache?

1. Because Jesse doesn't have a dentist.

4. Why doesn't Jesse have a dentist?

1. He can't afford it.

5. Why can't he afford it?

1. He has no job.

6. Why does he have no job?

1. Bad economy

7. Why is there a bad economy?

1. He lives in a rural community.

8. Why does he live in a rural community?

1. It's too expensive to live in the city.

9. Why is it too expensive in the city for him?

1. He does not have the education/trade skills to get a job in the city.

10. Why doesn't he have the trade skills to get a job in the city?

1. He dropped out of school.

11. Why did he drop out of school?

1. He had to take care of his little brother.

12. Why did he have to take care of his little brother?

1. His parents had to work all day to make ends meet.

13. Why did his parents have to work all day to make ends meet?

1. They were also school drop outs and the job they had didn't pay them too much.

14. Why didn't the job pay them enough?

1. The employer was taking advantage of migrant workers.

Team 2

1. Why is Jesse in the Emergency Room?

Why is Jesse in the Emergency Room?

1. Because Jesse has a swollen face and an abscess in her mouth.

2. Why does Jesse have a swollen face and an abscess in her mouth?

1. Because Jesse has a persistent toothache.

3. Why does Jesse have a persistent toothache?

1. Because Jesse doesn't have a dentist.

4. Why doesn't Jesse have a dentist?

1. She doesn't have affordable insurance.

5. Why doesn't she have insurance?

1. She can't afford it.

6. Why can't she afford it?

1. She doesn't have enough income.

7. Why doesn't she have enough income?

1. She only makes minimum wage.

8. Why does she only make minimum wage?

1. She lacks the education to get a better job.

9. Why does she lack the education?

1. Had kids young and dropped out of school.

10. Why did she have to drop out?

1. No accessible child care.

11. Why couldn't she access child care?

1. She couldn't afford it.

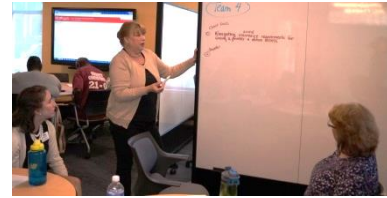
Team 4

Note: There was no Team 3.

1. Why is Jesse in the Emergency Room?

Why is Jesse in the Emergency Room?

1. Because Jesse has a swollen face and an abscess in her mouth.



2. Why does Jesse have a swollen face and an abscess in her mouth?

1. Because Jesse has a persistent toothache.

3. Why does Jesse have a persistent toothache?

1. Because Jesse doesn't have a dentist.

4. Why doesn't Jesse have a dentist?

1. Maybe he has a dentist
2. Why he can not find a dentist that accepts his plan?
3. They could be sued, insurance companies are allow to get away, unregulated, high risk population, geographic areas, caps focus vs risk focus
4. Costly reimbursement, time to get reimburse, marketing and the branding of that (coding issues)
5. Why does dentist not accept a contract from his insurance provider?
6. He could not find a provider in his plan

5. Why are so many barriers?

6. Why providers does not want to participate with his insurance plans?

7. Why he can not find a dentist that accepts his plan?

8. Why he didn't find a provider in his plan?

9. Why we are assuming he has a dentist?

10. Why he didn't see his dentist??

Team 5

1. Why is Jesse in the Emergency Room?*Why is Jesse in the Emergency Room?*

1. Because Jesse has a swollen face and an abscess in her mouth.

2. Why does Jesse have a swollen face and an abscess in her mouth?

1. Because Jesse has a persistent toothache.

3. Why does Jesse have a persistent toothache?

1. Because Jesse doesn't have a dentist.

4. Why doesn't Jesse have a dentist?

1. Because she is uninsured.
2. Her mother does not have time to take her to the dentist
3. Didn't enroll in a plan.
4. The dental insurance is not as important.
5. Fear of the dentist...
6. Can't find a provider to accept Medicaid

**5. Why is she uninsured?**

1. Job does not offer dental benefits.
2. Did not complete the application properly.
3. Opted out of dental benefits due to cost... low prioritization.
4. She didn't understand the importance of the dental benefits (mom for the child).
5. Parent apathy...
6. People don't know the dental benefits are available to them.
7. Can not afford because of high deductible
8. They are afraid of the dentist.
9. Risk to stay uninsured... young people are invincible.

6. Why does Jesse not know what's available to her in terms of oral health care, and that dental benefits are an option?

1. Communication to the community is poor
2. She's illiterate.
3. She's overwhelmed by the volume of paperwork/documents.
4. People in her social circles suffer from unaddressed oral health care issues.
5. ACCESS.
6. Hours of operations don't work for her schedule

7. Why is access so limited to Jesse (information on and access to care)?

1. Community infrastructure (transportation, limited providers)
2. Disproportionate number of dental providers to the population.
3. The patient has already gone through something that could have been prevented.
4. Cost prohibitive
5. Lack of specialists who will see unfunded patients.
6. Social service providers do not know how to direct people to resources (limited resources), lack of time to advise patients.

Top 1 -2 Root Causes

Top 1 - 2 Root Causes

1. Lack of education AND lack of access.
2. Lack of education.
3. Lacking resources (providers, capacity, funding, access, specialists, prevention)
4. Navigating dental insurance - client focus - requirements for finding a provider and obtain access.
5. Generational misconceptions and prioritization issues
6. Lack of income.
7. Dentist provider focus - adequate reimbursement in a timely manner with minimal loopholes.

Top 3 Root Causes

Andrea: We have seven different root causes. Let's take a poll. You will choose your top three.

Choose your Top 3 Root Causes

1. Lack of access – **12 %**
2. Lack of education – **12%**
3. Lacking resources (providers, capacity, funding, access, specialists, prevention) – **23%**
4. Navigating dental insurance - client focus - requirements for finding a provider and obtain access – **15%**
5. Generational misconceptions and prioritization issues – **14%**
6. Lack of income – **15%**
7. Dentist provider focus - adequate reimbursement in a timely manner with minimal loopholes – **9%**

Top 3 Root Causes
<ul style="list-style-type: none"> • Lacking resources (providers, capacity, funding access, specialists, prevention) • Navigating dental insurance – client focus – requirements for finding a provider and obtain access • Lack of income

Artwork



Jonathan: We started this morning talking about oral health and having a community conversation. You talked about having a system for oral health and that no one should die or be sick because they don't have oral health coverage. It's the idea that it's a social justice issue. Health equity. Understand and change the system; work together to build the network and then we came into all these stats. Who knew? Talking about the numbers and putting a face to the numbers – poor children with a poor diet who are not brushing enough. We want to bridge the gap to progress. We have an ode to Jesse and we want to do positive things in 2020! Winds of change!

