

## Marshfield Clinic: Medical-Dental Primary Care Demo Project



  
**Marshfield Clinic**  
Don't just live. Shine.

 My Marshfield Clinic

Welcome



Explore  
Marshfield Clinic

Locations  
Find a location

Doctors  
Find a Doctor



### Healthy Living

Working with your doctor,  
make healthy choices or treat  
serious or chronic diseases.



### Health Library

Answers to your questions on  
health issues, medications and  
symptoms.



### Specialties

Our world-class health  
professionals address your  
health concerns.

# Marshfield Clinic

- Non-Profit Organization
- 56 locations and 2 hospitals
- 3,741,308 patient encounters in 2011
- 86 different medical specialties
- 772+ physicians
- 400+ research and educational projects
- 30,000 square miles of primary service area



Surgeon General David Satcher referred to oral disease as a "silent epidemic" that is "affecting our most vulnerable citizens - poor children, the elderly, and many members of racial and ethnic minority groups."

# Oral Health: A National Problem

- Over 108 million Americans lack dental insurance [2.5 times the number that had no health insurance]
- Oral health burdens 53 million children and adults across the U.S.
- The poor endure markedly higher oral disease and markedly lower access to prevention and treatment services
- CMS projects that the total national expenditures for dental care will almost triple between 2000 and 2020 (from \$62.0 billion in 2000 to \$167.9 billion in 2020, a 271% increase)

## References:

- US DHHS, *National Call to Action to Promote Oral Health*, Rockville, MD, DHHS, PHS, NIH, National Institute of Dental and Craniofacial Research. NIH Publication No. 03-5303, Spring 2003.
- CMS



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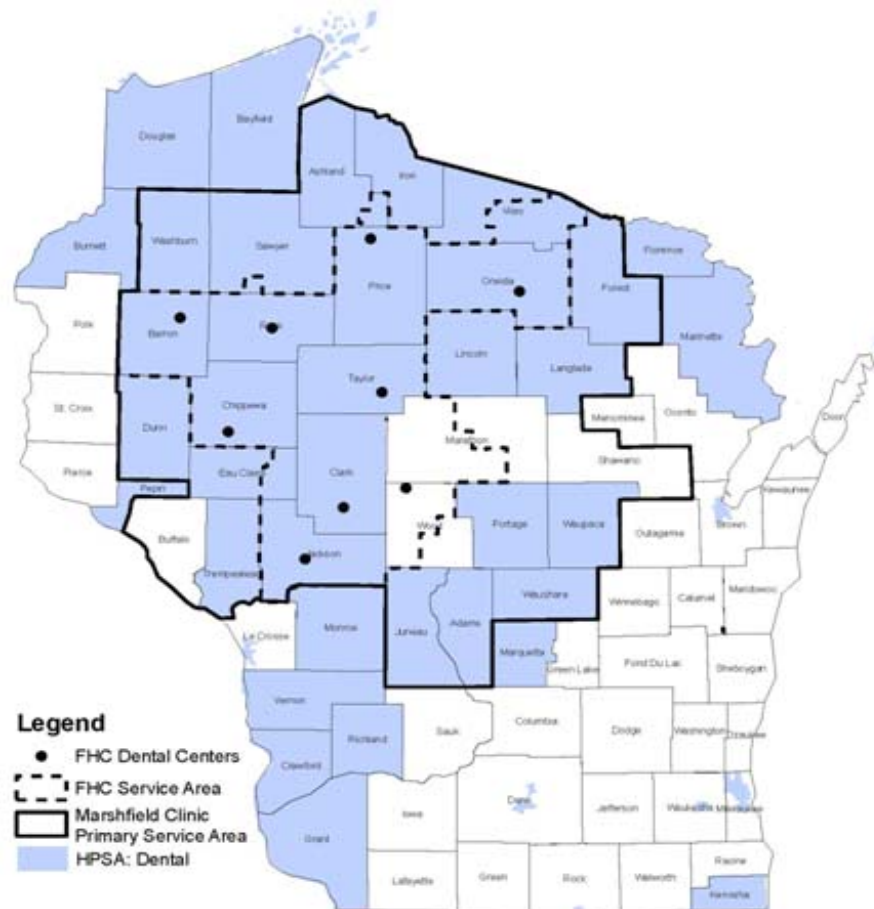
Don't just live. Shine.

# Call To Action: Key Strategies

1. Create access to Dental and Oral Care
2. Integrate Medical & Dental Care
3. Focus on Population/Public Health and Prevention
4. Facilitate Oral-Systemic Research
5. Train Next Generation Dental Providers, Educators and Researchers



# Health Professional Shortage Area: Dental



Source: MUA/MUPs  
BPHC Web site (9/13)



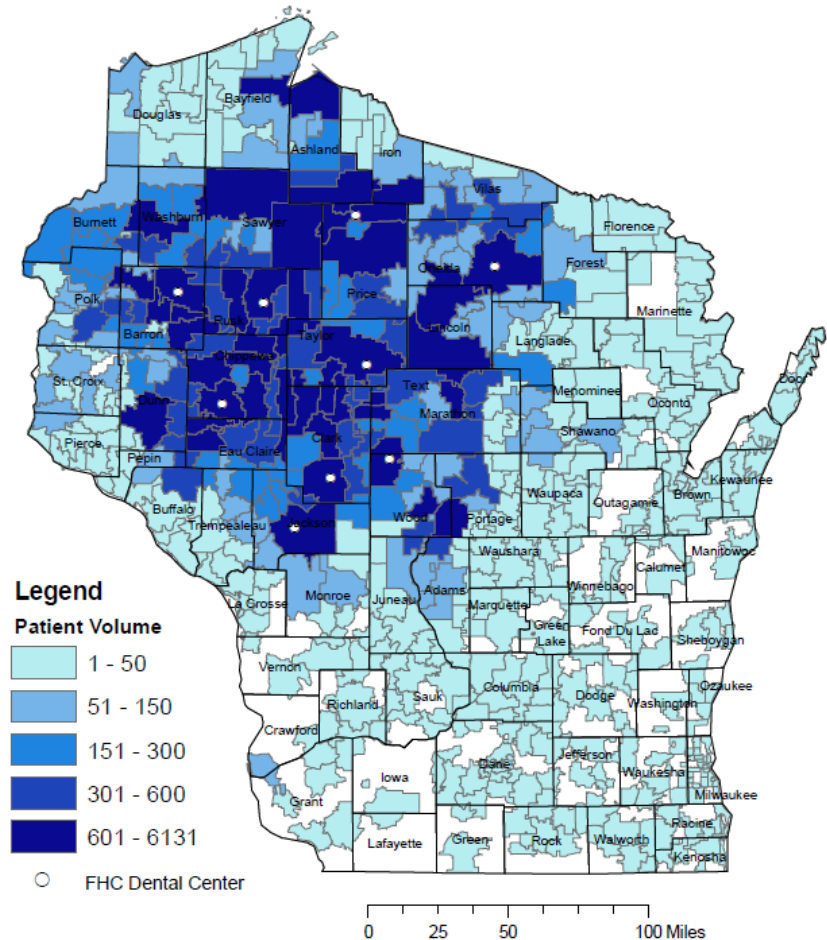
## Dental Centers Expansions



# 100,025 Patients Treated by Family Health Center Dental Initiative

November 2002 - December 31, 2013

- 9 FQHC providing dental services to people from all of Wisconsin's 72 counties
- 45 plus (FTE) dentists
- 30,680 unique dental patients [2010]
- 41,449 unique dental patients [2011]
- 46,815 unique dental patients [2012]
- 44,267 unique dental patients [2013]

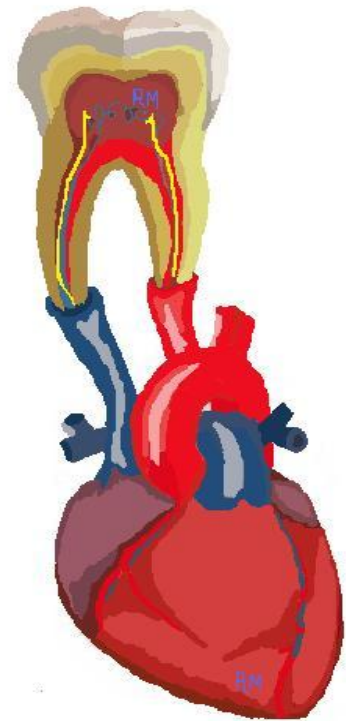


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## Integrating Medical and Dental Care



# Why? Growing Evidence for the Need to Integrate

## *THIRD PARTIES DRIVING IT*

2009 University of Michigan study included **21,000 BCBS members** and found that **with regular periodontal care**, it was observed:

- 10% reduction in diabetes related medical costs;
- 20% reduction in costs related to the treatment of cardiovascular disease in patients with heart disease and diabetes;
- 30% reduction in costs related to treatment of kidney disease for patients with diabetes and kidney disease;
- 40% reduction in costs related to treating congestive heart failure for patients with diabetes.

According to researched cited by **CIGNA**, expecting mothers with chronic periodontal disease during the second trimester are 7 times more likely to deliver preterm (before 37<sup>th</sup> week).

## More Insurance Companies Understanding the Need for Medical/Dental Integration

- Aetna Initiates Dental/Medical Integration Program Offering Free Dental Care to “At-Risk” Members Based on Research (2006)
- CIGNA Offers Extended Benefits to Expecting Mothers, Diabetics and Cardiovascular Disease Patients to Improve Health and Lower Costs (2006)
- Blue Cross Blue Shield of Michigan Commissioned Study by University of Michigan Researchers Demonstrate Link Between Good Oral Health and Lower Medical Costs for Diabetics (2009)

# The Economic View

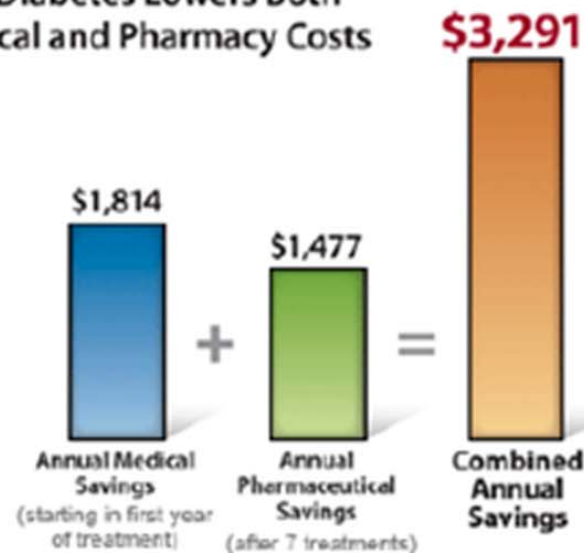
One quick example: United Concordia Study, Dr Marjorie Jeffcoat, 2012 -  
Looked at medical & dental claims data of people with Type II diabetes  
from a pool of 1.7M patients

## The UCWellness Oral Health Study produced several key findings.<sup>2</sup>

Over the course of the study, each diabetic member who treated their gum disease:<sup>1</sup>

- Saved an average of **\$1,814** in medical costs annually.
- Had an average reduction of **33%** in annual hospital admissions.
- Had an annual average of **13%** fewer physician visits.

## Treating Gum Disease in People with Diabetes Lowers Both Medical and Pharmacy Costs





## Teaching Oral Health in U.S. Medical Schools:

## Results of a National Survey

<u>Hours of Oral Health Curriculum</u>	<u>Percentage of U.S. Medical Schools</u>
0	10.2%
0 - 2	38.6%
0 - 4	69.3%
0 - 6	80.7%

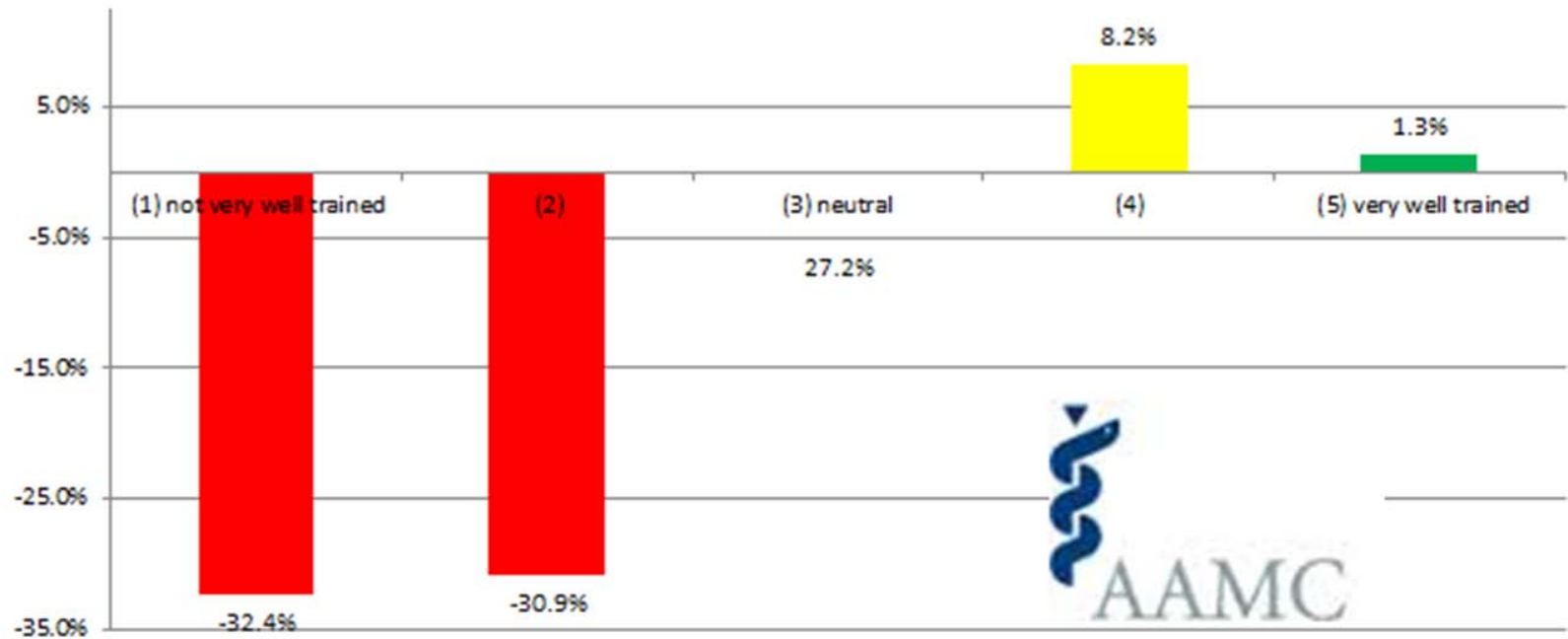
*Reference: Ferullo A, Silk H, Savageua J. Academic Medicine, Vol 86, No 2, February 2011, 226-230.*

AAMC 2012 survey question Q 39: How well do you feel that your medical school has trained you to address  
ORAL/DENTAL HEALTH TOPICS?

1.3% Very Well Trained

All MD Schools

N = 12,315



160 Students [1.3%] in the entire country felt very well trained to address oral health issues.



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# Advantages of Access to Patient's Dental Information

- Access to more reliable dental information and history
- Better communication
- Better continuity of care
- Easy and faster access
- Reduce narcotics abuse
- Holistic care
- Better coordination of care



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## Where is the dental diagnosis???

### PROGRESS NOTES

Recall exam - Soft tissue (WNL)

Probing - Bleeding limited to (DL) 15 = 8mm

and lingual of 18 = 5mm. Pt referred to Dr Hadley for evaluation. All other areas have responded well to Rx.

Pt complains of sensitivity cold/hot

Recession + toothbrush abrasion noted on (B) 12+13

Pain induced by blowing across of air on both of these areas.

Dx: Recession - Hypersensitivity

Rx Sensodyne. Pt to contact us for ergo consult if pain persists after using Sensodyne for 2 wks.



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## Diabetes ↔ Periodontal Disease

- It is established beyond a reasonable doubt that diabetes has a deleterious effect on periodontal disease
- Evidence is mounting with respect to the impact of periodontal health on diabetic control
- Clearly, in their role as guardians of health, it is critical for dentists and physicians to work together to manage their diabetic patients



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# Complications of Diabetes

## Systemic Complications

- Diabetic Neuropathy
- Diabetic Nephropathy: can lead to dialysis or kidney transplant
- Diabetic Retinopathy and blindness
- Heart attack, stroke, foot amputation
- Poor wound healing

## Oral Complications

- Aggressive form of periodontitis
- Necrotizing ulcerative gingivitis
- Tooth decay and root caries
- Dental caries
- Candidal infection
- Burning mouth syndrome
- Lichen planus



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# Medical-Dental Primary Care Demo Project Summary



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## Specific Goals

1. Outreach and education to target individuals/patients from an insurer/HMO and subsequently from physician community
2. Development and implementation of an integrated medical and dental EHR with bi-directional capabilities and embedded clinical decision support tools
3. Interprofessional education and outreach to effectively and efficiently implement the EHR-based integration and promote collaboration at the individual professional level
4. Development of monitoring processes and systems to evaluate performance and identify opportunities for improvement



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# CDS Tools Intervention

Care: Care based on evidence, prevention, disease management, and outcomes

## CDS Tools Intervention

**Goal: Provision of decision support tools for medical and dental providers to integrate oral care and coordination for diabetic patients/population**

See below.

## Health Data Collection by the Medical Staff in Observations

- Last Dental Visit
- Last Oral Exam/Teeth Cleaning
- Did you conduct a visual oral examination today?
- Does the patient have any natural teeth present?

Sophia-test Test Testing-Dental (2184148) Female 25 years DOB=12/05/1988 - Clinical Observation Entry

File View Tools Clinical Link Help

Workflow

Collection

Oral Health : (Needs Collection)

✓ ☒ Collected Date Time: [Current Time]

☒ Date & Time 01/30/14 11:38 AM

☐ Date

☐ Partial Date

✓ ☒ Last Dental Visit: 07/12/2013 [Clear]

\* ☒ Last Oral Exam/Teeth Cleaning:

☒ Date 07/16/13

☐ Partial Date

\* ☒ Did you conduct a visual oral exam today?

☐ Yes ☐ No

\* ☒ Does the patient have any natural teeth present?

☐ Yes ☐ No

Done Add Comment

Oral Health: (Needs Collection)

Favorites Dental Vitals

- Blood Pressure
- Body Mass Index
- Fall Risk
- Height (cm)
- Height (in)
- Tobacco Use
- Weight (g)

# Display Oral Exam Due Date for All Diabetic Patients in PreServ

Farrah Training-East (2066820) Female 47 years DOB=12			
File View Patient Tools Clinical Link Help			
DUE   EARLY DETECTION DIABETES TYPE 1			
	Due	Last 2 Services	
Mammogram	OVERDUE	04/10/08	06/06/06
Eye Exam	OVERDUE	declined 06/10	-
Comprehensive Foot Exam	OVERDUE	-	-
Pneumococcal	DUE	-	-
EARLY DETECTION			
Colonoscopy	12/14/12	-	-
Mammogram	OVERDUE	04/10/08	06/06/06
Pap Smear	05/05/13	05/05/10	-
Fasting Lipid Profile <sup>™</sup>	10/06/10	02/2010	-
Bone Mineral Density	12/14/27	-	-
DIABETES TYPE 1			
Fasting Lipid Profile <sup>™</sup>	10/06/10	02/2010	-
Urine Microalbumin Test	06/08/15	-	-
Hemoglobin A1c	12/01/10	06/01/10	-
Eye Exam	OVERDUE	declined 06/10	-
Comprehensive Foot Exam	OVERDUE	-	-
Oral Exam	DUE	02/02/07	-
Pneumococcal	DUE	-	-
<sup>™</sup> Indicates Modified Schedule			



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# Display Oral Exam Information in the Dashboard

Farrah Training-East (2066820) Female 51 years 12/14/1962 - Dashboard

File View Tools CHRONOLINK Help

Prevention Reminders - Immunizations - Request Service [Expand]

	DUE	Previous Service
Td-Adult/Tdap	OVERDUE	-
Colonoscopy	OVERDUE	-
Mammogram	OVERDUE	-
Pap Smear	OVERDUE	-
Fasting Lipid Profile	OVERDUE	-
Hemoglobin A1c	OVERDUE	-
Comprehensive Foot Exam	OVERDUE	-
Flu	O.S.	-
Pneumococcal	O.S.	-
Prevention		
Td-Adult/Tdap	OVERDUE	-
Flu	O.S.	-
Pneumococcal	O.S.	-
Zoster	12/14/22	-
Early Detection		
Colonoscopy	OVERDUE	-
Mammogram	OVERDUE	-
Pap Smear	OVERDUE	-
Fasting Lipid Profile	OVERDUE	-
Diabetes Type 1		
Fasting Lipid Profile	OVERDUE	-
Urine Microalbumin Test	01/23/18	-
Hemoglobin A1c	OVERDUE	-
Eye Exam	01/22/15	01/22/14
Comprehensive Foot Exam	OVERDUE	-
Oral Exam	O.S.	07/12/11
Pneumococcal	O.S.	-

← Information from Preserv

Vitals [View] [Plans] [Expand]

Needs Collection Blood Pressure  
Needs Collection Depression Screening PHQ  
Needs Collection Diabetes Care Plan (Star Recommended)  
Needs Collection Tobacco Use

01/09/14 Body Mass Index 23.0 kg/m<sup>2</sup>  
01/09/14 Height 177.80 cm (70 in)  
01/09/14 Temperature 37.28 °C (99.1 °F)  
01/09/14 Weight 72.57 kg (160 lbs)

Blood Type  
No Blood Type Found.

Allergies/Adverse Reactions - Advance Directives - Clinical Alerts - Caregivers [Expand]

Active Drug (Verified 01/09/2014 By Johnson, Diane Lynn)  
Penicillin Hives / as child

Active Non-Drug (Verified 01/09/2014 By Johnson, Diane Lynn)  
No Known Non-Drug Allergies/Adverse Reactions (NWDAR)

Advance Directives  
No Advance Directives (Verified 01/28/2010 By Birdseye, Debra J)

Clinical Alerts  
None

Caregivers  
None

Active Medications #MedRx Required (Annual) [Expand]

Last Updated

01/09/14 Aspirin-Acetaminophen-Caffeine (Excedrin #Graine®) 250-250-65mg Tablet by mouth for pain as needed  
01/10/14 Cyclobenzaprine 15mg Capsule, Sust. Release 24HR 1 Capsule(s) (15 mg) by mouth up to three times daily  
01/09/14 Fexofenadine-Pseudoephedrine (Allegra-D 12 Hour®) 60-120mg Tablet Sustained Release 12HR 1 Tablet(s) by mouth every twelve hours for C...  
01/10/14 HYDROcodone-Acetaminophen 7.5-500mg/15 mL Solution 5 Milliter(s) by mouth every 4 to 6 hours as needed for pain.  
01/09/14 Ibuprofen (Advil Liqui-Gel®) 200mg Capsule 2 Capsule(s) (400 mg) by mouth every 4 to 6 hours for pain

Appointments (Last seen in FAMILY PRACT on 08/24/2012) [Expand]

Future  
(Last seen by a DENTAL Provider on 09/14/2012)

Today  
01/30/14 @ 09:33 Is, Dr Test MD - QV NW SH - [CMB]  
Marshfield Center - 15 First Floor Area A  
as visit test 02

Past  
01/29/14 Is, Mecca MD (100711) - QV NW SH - [CMB]  
01/04/14 2Test Info Sys Gen Rad And (135999) - Unsch Anc - [CMB]  
01/04/14 Is, Dr Test MD (926) - SPac-RadO - [CMB]  
01/12/13 2Test Info Sys Lab Station (57565) - Unsch Anc - [CMB]  
01/12/13 2Test Info Sys Gen Rad And (135999) - Unsch Anc - [CMB]  
12/12/13 Is, Dr Test Development MD (76650) - Comp-It - [CMB]  
07/12/11 Dr TestMD (23456) - Oral Exam/Teeth Cleaning - [CMB]

← "Next Dental Visit" from the Oral Health package in Observations module;


← Last Oral Exam/Teeth Cleaning Date from the Oral Health package in Observations module;  
← Dental Provider Name/Number who performed the service—for FHC patients this information can be pulled from CatalisDental; For non-FHC patients 'Primary Dental Provider Name' that would be collected in the Patient Demographics;  
← The CMB links to the Dental Patient Encounter Summary for that visit if FHC patient. Non-FHC patient will not have a CMB link;



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# Display Oral Exam Information in the Patient Portal



Explore  
Marshfield Clinic

Locations  
Find a location

Doctors  
Find a Doctor


Health Summary

Appointments

Financial Services

Messages

My Account



PERSONAL CARE PROVIDER

Dr. [Name] MD

HEALTH REMINDERS

Comprehensive Foot Exam  
Service due on: **Overdue**

Oral Exam

Service due on: **Overdue**


[Go to reminders >](#)

## Health Reminders

You know the saying, an ounce of prevention... Health reminder services are preventive health screenings and immunizations that help prevent serious diseases or detect them sooner rather than later. Discovering these problems early increases your chance that a treatment is successful.

Service name	Due next	Last service date	Request appointment
▶ Comprehensive Foot Exam	<b>Overdue</b>		<input type="checkbox"/>
▶ Oral Exam	<b>Overdue</b>	10/13/2011	<input type="checkbox"/>
▶ Fasting Lipid Profile	<b>Overdue</b>	6/20/2012	<input type="checkbox"/>
▶ Pneumococcal	<b>Overdue</b>		<input type="checkbox"/>

← Request Appointment will be directed towards the FHC Dental Centers/Dentists

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# Three Target Education Groups



Physicians



Dentists



Patients



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# Physicians

Large “N” - 300+ primary care providers

Large range of knowledge and application

- Pre & Post Testing
- Transparency



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# Smiles for Life Curriculum

The screenshot shows the Smiles for Life Curriculum website. At the top is a banner with the text "Smiles for Life" and "A national oral health curriculum" next to a collage of diverse people smiling. Below the banner is a navigation bar with links: Home, Online Courses, Downloadable Modules, State Prevention Programs, Resources, Links, and Contact Us. A secondary bar includes Welcome, Steering Committee, Endorsers, Funders, History, Citation, Sharing Our Websites, and FAQs.

On the left side, there is a sidebar with the text "Smile" and "Smiles Medicir cliniciai educati". Below this is a section titled "For In" with a small image of a dental chair.

The main content area features a list of topics:

- Relationship Between Oral & Systemic Health
- Childhood Oral Health
- Adult Oral Health
- Managing Acute Dental Problems
- Oral Health & Pregnancy
- Caries Risk Assessment
- Geriatric Oral Health

On the right side, there is a "Course Quick Links" section with a list of courses, each accompanied by a small image:

- Course 1: The Relationship of Oral to Systemic Health
- Course 2: Child Oral Health
- Course 3: Adult Oral Health
- Course 4: Acute Dental Problems
- Course 5: Oral Health & the Pregnant Patient
- Course 6: Caries Risk Assessment, Fluoride Varnish & Counseling
- Course 7: The Oral Examination
- Course 8: Geriatric Oral Health

At the bottom of the page, there is a footer with the text "A Product of:" and "Endorsed by:". On the right, it says "COURSES COMPLETED: 65126".

## Free Content & Credit

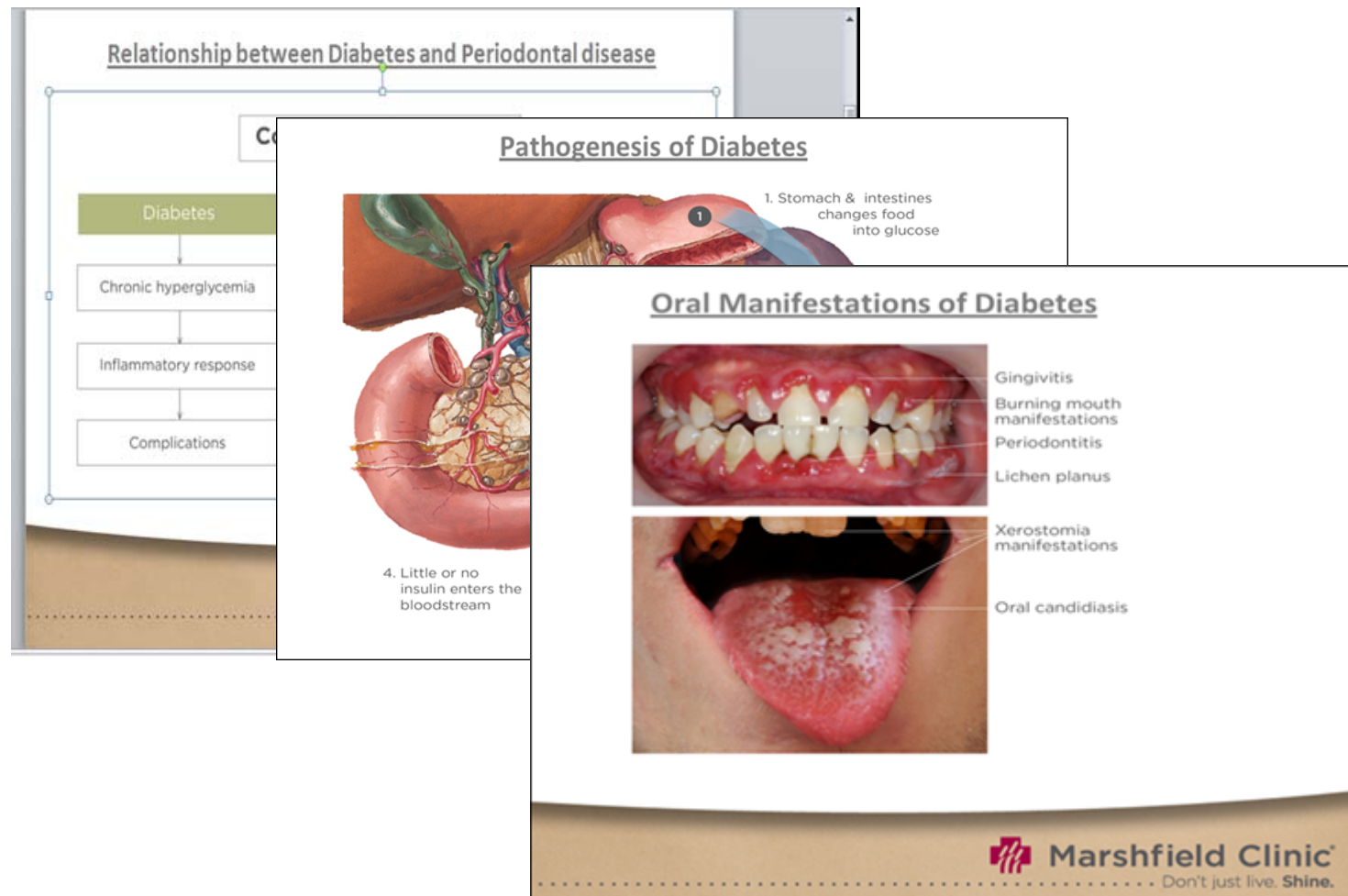
National *Interprofessional Initiative*  
on Oral Health



Initiative activities are made possible as a result of funding from the DentaQuest Foundation, the Washington Dental Service Foundation, and the Connecticut Health Foundation.

- In the coming days Marshfield Clinic providers will get notice to complete modules.
- Conversations with the State medical schools to introduce curriculum and rotation components

# Computer Based Education





# Dentists

Smaller “N”

Academic Detailing –

- Continuing Education Sessions
- Endocrinologist presentation
- Department Meeting
- Computer Based Training Modules
- Pre-Post Test Questions



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## Apply Emerging Research

Journal of Dental Research, 92(10): 888-892, 2013

### Dental Findings & Identification of Undiagnosed Hyperglycemia

Key finding: Dental patients who were never told they were pre-diabetic or diabetic, but had at least one self reported diabetic risk factor [had a first degree blood relative with, had hypertension, hypercholesterolemia, overweight] and had 26% or more teeth with deep pockets [5mm+] or 4 or more missing teeth were correctly identified 72% of the time as pre-diabetic or diabetic when compared with HbA1c diagnostic testing and / or fasting plasma glucose levels. N = 1097

**In other words, if a patient has a risk factor, multiple deep pockets on periodontal examination and or multiple missing teeth; perform glucose testing and / or refer to medicine.**



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## Dental Assistants

### Training in Chairside Screening & Risk Assessment

#### Testing Blood Glucose Level with Glucometer





# Patients

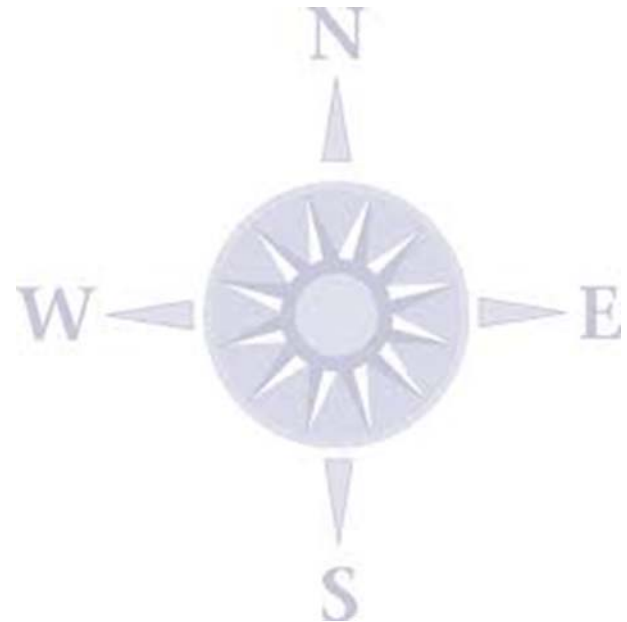


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# Care Coordination Education

- Educating the Diabetic Educators
- Dental Assistants
- Patient Care Navigators



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# “My Marshfield Clinic” Patient Portal

Adding  
Dental  
Reminders &  
Wellness  
Prompts

Marshfield Clinic - Health Reminders - Windows Internet Explorer provided by Marshfield Clinic

marshfieldclinic.org/healthreminders

Tools Help

for Academic Intern... Get more Add-ons

PERSONAL CARE PROVIDER  
Grim, Gerald W MD  
[Request appointment](#)

HEALTH REMINDERS  
Flu  
Service due on: **Overdue**  
[Request appointment](#)  
HepA  
Service due on: **Overdue**  
[Request appointment](#)

[Go to reminders >](#)

Details

## Health Reminders

know the saying, an ounce of prevention... Health reminder services are preventive health screenings and immunizations that help prevent serious diseases or detect them sooner rather than later. Discovering these problems early increases your chance that a treatment is successful.

Service name	Due next	Last service date	Request appointment
Flu	<b>Overdue</b>	9/26/2013	<input type="checkbox"/>
▶ HepA	<b>Overdue</b>	2/6/1997	<input type="checkbox"/>
▶ Fasting Lipid Profile	9/23/2018	9/23/2013	
▶ Zoster	6/27/2021		
▶ Td-Adult/Tdap	11/15/2021	11/15/2011	
▶ Colonoscopy	10/8/2022	10/8/2012	



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# Patient Portal-Wellness Education

- You synced your glucose monitor on July 31, 2012

## Wellness Advice

### Preventing Falls Among Older Adults

To protect our older family members and help them stay safe, healthy, and independent. Encourage the older adults in your life to: Get some exercise. Be mindful of medications. Keep their vision sharp. Eliminate hazards at home.  
[read more »](#)

### Why is Dental Health Important?

An attractive smile is only one reason for maintaining good dental health. It also means a higher quality of life and may help prevent or reduce the consequences of other diseases and conditions.  
[read more »](#)



715 555-1211  
Stratford Center

 [send a message](#)



Lucinda Marygold, MD  
Endocrinology  
715 387-5301  
Marshfield Center

 [send a message](#)

## Recommended Articles

These articles were recommended to you in ti team.

- [Strep Throat](#)
- [Pharyngitis](#)
- [Strep Throat](#)
- [Asthma and Pregnancy](#)
- [Asthma and Your Child](#)
- [Asthma and Your Child](#)
- [Asthma - control drugs](#)
- [Self-Care for Skin Rashes](#)



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Healthy Living > Dental > Why Dental Health Is Important

## WHY IS DENTAL HEALTH IMPORTANT?



Practicing good dental health is important to maintaining a healthy mouth, teeth and gums. It will also help your appearance and quality of life.

### Dental Health

- What Is Dental Health
- Why Dental Health Is Important
- Preventative Care
- Dental Health and Diseases
- Dental Health For Children
- Dental Health For Teens
- Dental Health For Adults
- Dental Health For Seniors
- Cavities
- Gum Disease
- Bad Breath
- Braces
- What To Expect At Your Dental Exam

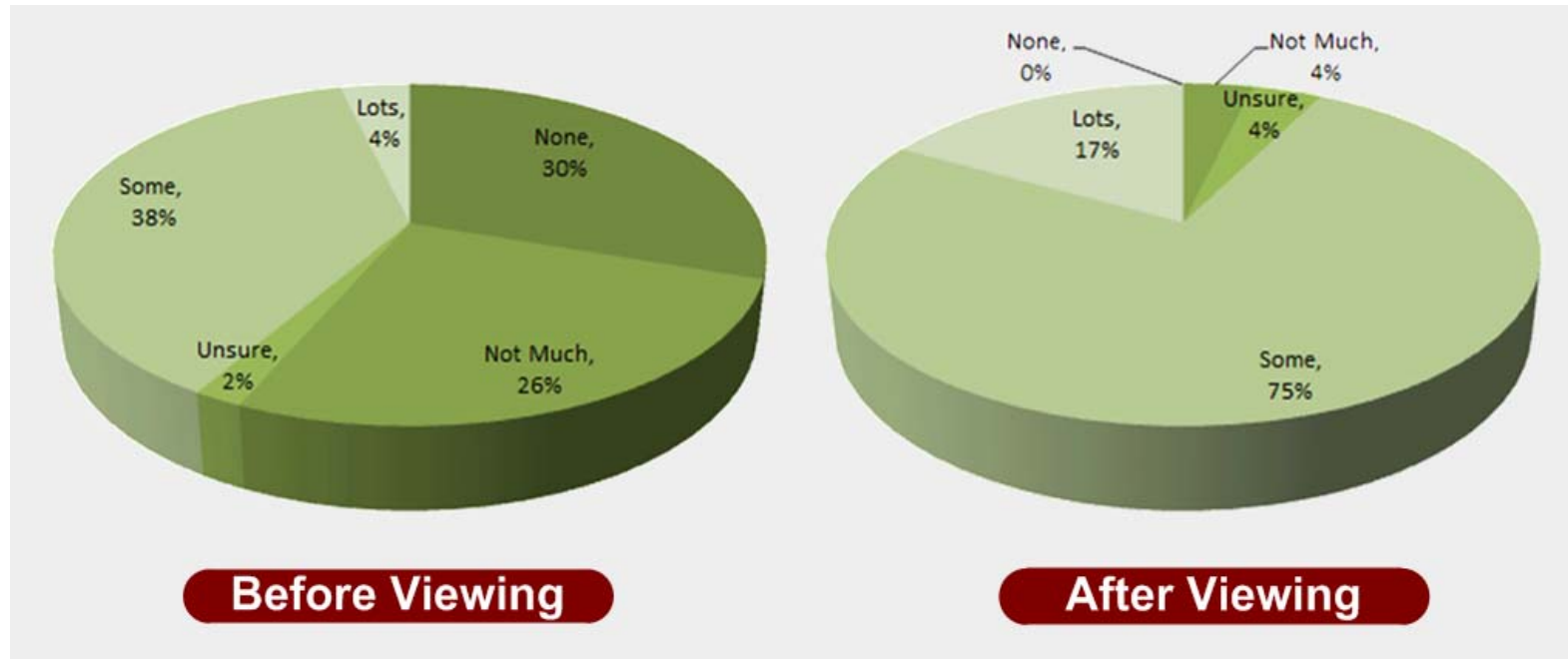
# Patient Education Module

 **DELTA DENTAL®**

*Development sponsored in part by  
Delta Dental of Wisconsin grant*



## Pre-implementation



- 51% of all patients reported (N=53) their knowledge increased from 'no/not much knowledge' to 'some/lots of knowledge' after viewing
- 92% reported having 'some/lots of knowledge' following viewing, regardless of initial knowledge-level.

## Develop, Train & Implement an Integrated Curriculum

Diabetes Mellitus	Coronary Artery Disease	Hypertension	Prevention/ Cancer Screening	Pregnancy
HgbA1c > 9%	Antiplatelet Therapy	BP < 140/90	Screening Mammography	Glucose Screening
Blood Pressure < 140/90	Drug Therapy for LDL > 130	Plan of Care	Colorectal Screening	<b>Periodontal Exam</b>
LDL < 100	Beta Blocker if prior MI		Influenza Vaccination > Age 50	
Urine Protein Testing	LDL Level < 100	<b>Periodontal evaluation should be considered</b>  According to the American Academy of Periodontology,	Pneumococcal Vaccination > Age 65	
Dilated Eye Examination	ACE or ARB w/DM		periodontal disease was associated with a 2.7-fold increase in pancreatic cancer	
Foot Examination	<i>treatment of periodontitis reduces systemic markers of inflammation and endothelial dysfunction</i>			
<b>Periodontal Exam 12mo / 6mo* ADA guide</b>		people with periodontal disease are almost twice as likely to have coronary artery disease		



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## Acknowledgements

*Marshfield Clinic*

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*Marshfield Clinic Division of Education*

*DentaQuest Foundation*

*National Interprofessional Initiatives*

*Security Health Plan*

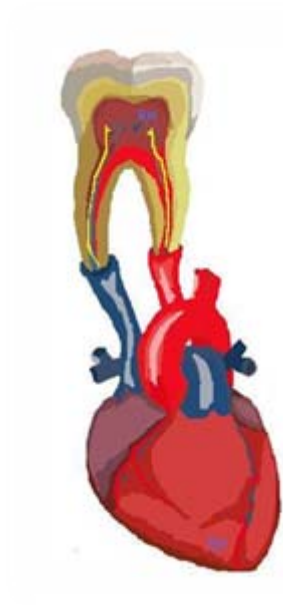
*Delta Dental of Wisconsin*



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*“The best scientific thought is agreed that dentistry is a field of medicine. . . . There is no logical right whatever to isolate [the oral cavity] from the rest of the body as if it were made up . . . of ivory pegs in stone sockets.” – Dr. Alfred Owre*



Dean of Dentistry

University of Minnesota, 1905-27

Columbia University, 1927-33



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