



# CommunityHealth

*Because No One Should Go Without Healthcare*

**Uncontrolled Diabetes and Oral Health –  
Dental Care as an Essential Component of  
Comprehensive Diabetes Care**

# Mission

Serving those without essential health care



**Vision:** Delivering healthier communities

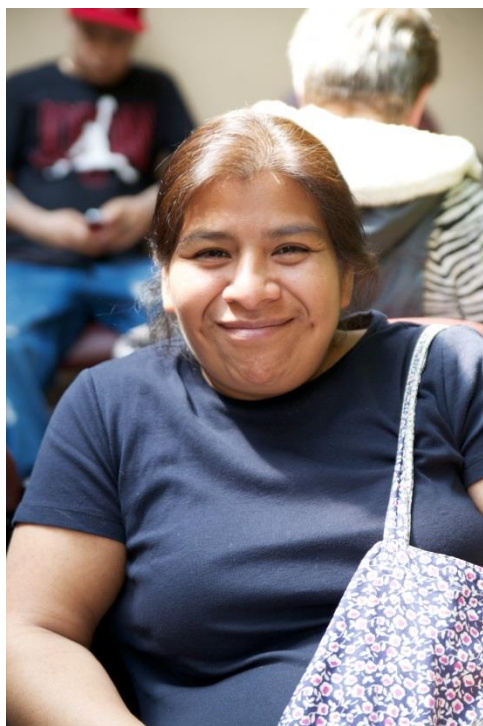
# About Us

Founded in 1993, CommunityHealth is the  
*largest volunteer-based health center in the nation.*

We provide free medical and dental care, prescription medications, mental health services and health education classes to low-income, uninsured residents of Chicago and the surrounding metropolitan area

# Our Patients

- Adults who have no health insurance and live at or below 250% of the Federal Poverty Level (\$60,625 for a family of four)
- Fall through the cracks of our health care system, despite the reforms of the Affordable Care Act
- Many are also:
- From working households that do not qualify for Medicaid and can't afford to purchase insurance
- Living with – or at risk for – chronic conditions like diabetes and hypertension



# Our Services

In 2016, we provided nearly 19,000 medical and dental visits to over 9,000 patients



Primary Care  
Specialty Care  
Lab Work  
Medications  
Dental Care  
Health Education  
Social Services/Mental Health



*No fee is ever charged for any services.*

# Three Pillars of Success

## Philanthropy

Broad-based support from  
individuals, foundations, corporations  
and institutions

## Volunteerism

Long-standing commitment of more than 1,000 volunteers, including 350+ provider volunteers

## Partnerships

Strategic collaborations with  
hospitals, universities, training  
programs, healthcare companies and  
more





# Diabetes Care Group

- About 770 patients with diabetes seen in last year
- About 170 have an A1c >9

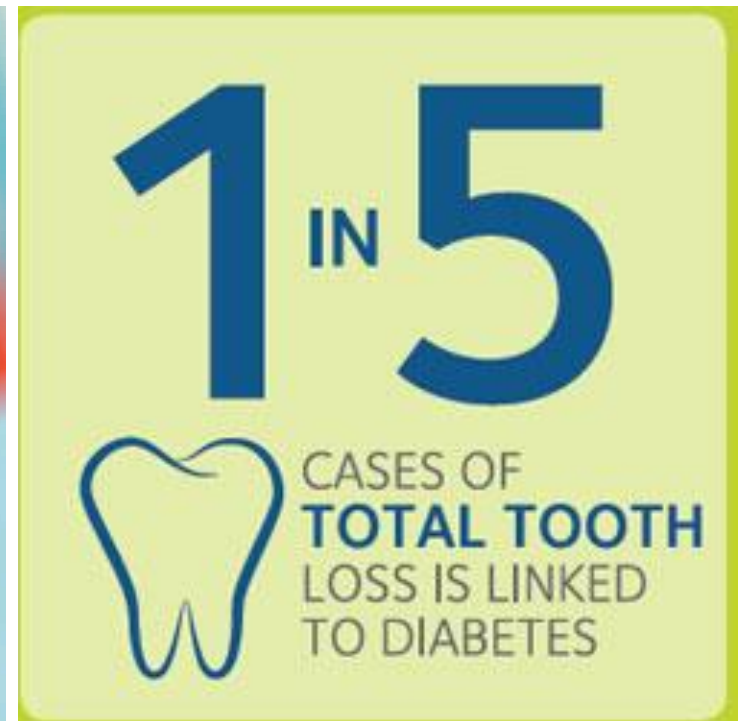
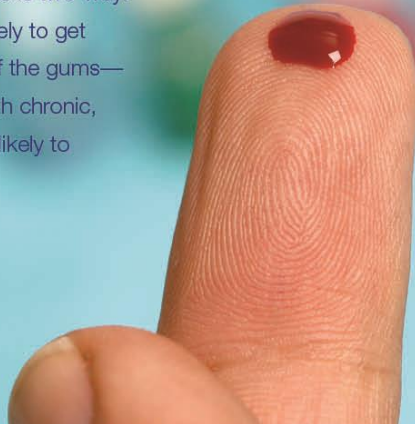
	2016 avg	2017 YTD avg	Medicaid	Medicare	IL FQHC
A1c >9 (or no test in last yr)	35%	33%	45%	27%	32%

- Components of DCG: Visits with nurse or clinical pharm every 1-4 weeks which include:
  - Med/insulin titrations using standing orders
  - Diet and exercise counseling
  - Screening for completion of preventive vaccines and labs
  - Instruction on home monitoring – monitor and strips
  - Expedited referral for eye exam
  - Connection to SW, RD, endocrine, and HED as needed

# Diabetes and Oral Health

## It's a Two-Way Street

Emerging research suggests that the relationship between serious gum disease and diabetes is two-way: Not only are people with diabetes more likely to get periodontal disease—a chronic infection of the gums—but research also suggests that people with chronic, uncontrolled gum infections may be more likely to get diabetes.



Poorly controlled diabetes = slowed circulation, decreased resistance to infection, high sugar levels in saliva



# The Dental Clinic



# A Bit of History...

- West Town – 2009
  - Englewood – 2011- 2017
- Volunteer Dental Director – 2009
- Oral Health Manager – 2009
  - RDH – 2014
- Contract Dentist – 2012
- Staff Dental Assistant 2016

# Dental Services

**With the help of our staff dentist and volunteer providers we are able to provide the following services:**

- Exams
- Radiographs
- Cleanings
- Fillings
- Extractions
- Root Canals
- Oral Hygiene Instruction
  - Nurse lead Oral Hygiene Instruction

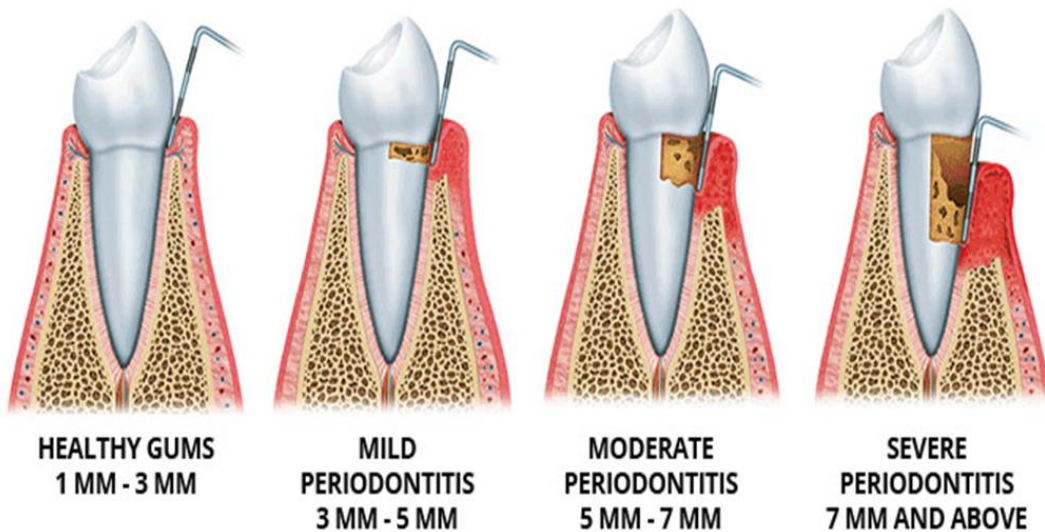
# Program Overview

- Referrals from DCG providers
- Priority Scheduling “Jump the wait list”
- Exam and Treatment Plan
- Oral Hygiene Instruction: Nurse OHI Program
- 3-6 month recalls
- Referrals

# What are we tracking?

Periodontal  
Probing Depth  
&  
Bleeding Points

STAGES OF GUM DISEASE AND POCKET DEPTHS



# Data Collection

Dentrix Perio Chart - [REDACTED] DS6 [10/3/2016] (Exam in history)

File View Setup Help

Script: Dentrix Default Script

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

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PD  
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Sup Bld  
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PD  
F

32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17

Clinical Notes

Perio Summary

Perio Condition

	# of Teeth	# of Sites
Total Teeth	22	132
Bleeding	0	0
Suppurating	0	0
Furcations	0	0
Mobility	0	0

Probing Depths

	# of Teeth	# of Sites
1 - 3 MM	20	54
4 - 5 MM	20	55
6+ MM	7	11

Clinical Attachment Level

	# of Teeth	# of Sites
1 - 3 MM	20	54
4 - 5 MM	20	55
6+ MM	7	11

Average Probing Depth Lowest Probing Depth

Sextant Value Sextant Value

Data Entry

Exam Information

Summary



Dentrix Perio Chart [4/10/2017]

File View Setup Help

Script Dentrix Default Script

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

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Sup Bld  
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32 31 30 29 28 27 26 25 24 23 22 21 20 19 18 17

Clinical Notes

Perio Summary

Perio Condition

	# of Teeth	# of Sites
Total Teeth	18	108
Bleeding	8	9
Suppurating	0	0
Furcations	0	0
Mobility	0	0

Probing Depths

	# of Teeth	# of Sites
1 - 3 MM	18	61
4 - 5 MM	17	46
6+ MM	1	1

Clinical Attachment Level

	# of Teeth	# of Sites
1 - 3 MM	18	61
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Average Probing Depth Lowest Probing Depth

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Data Entry

Exam Information

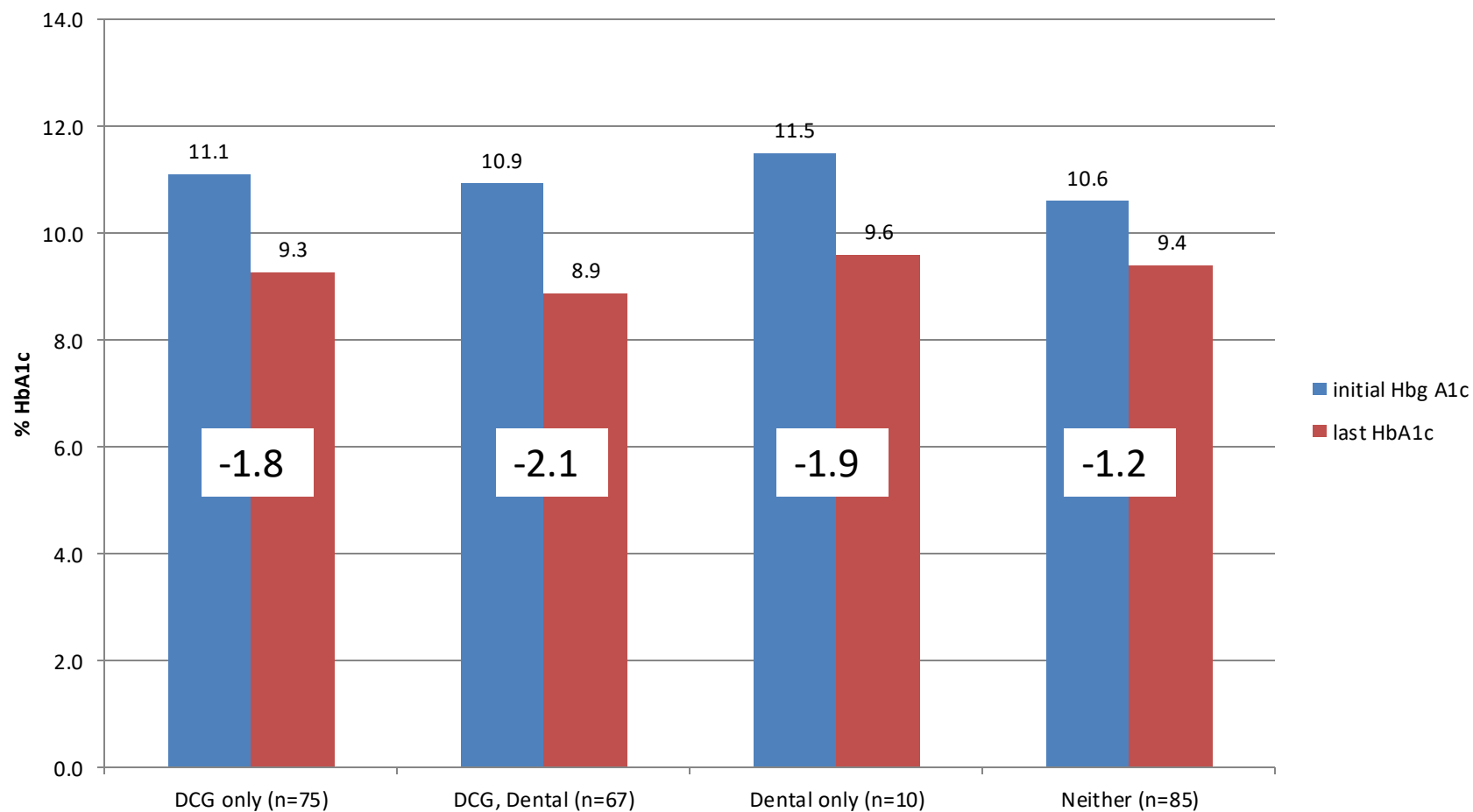
Summary

# # of Patients seen

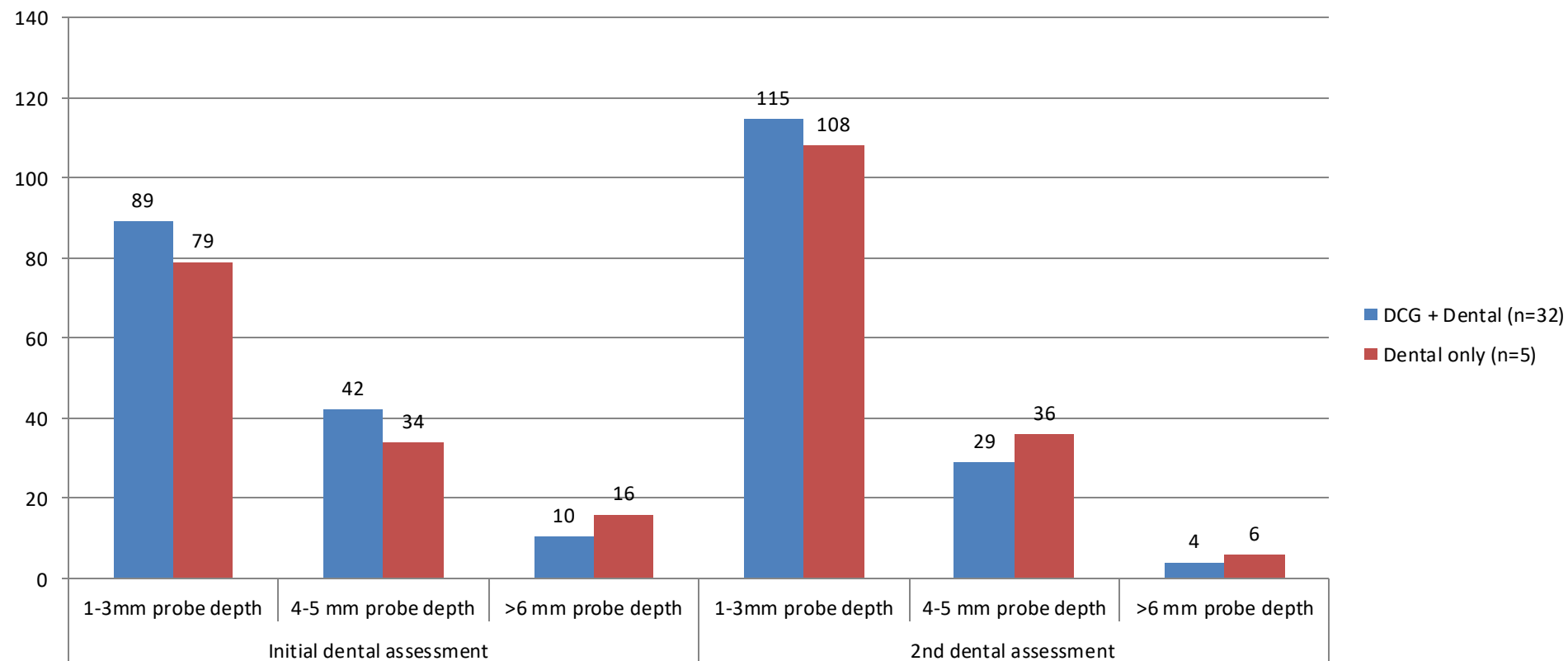
## DCG + Dental

- 108 total
- 67 completed initial exam
- 62 completed dental hygiene tx plan
- 32 have had at least 1 recall

# Outcomes – A1c



# Outcomes – probing depths



# What are our challenges and limitations?

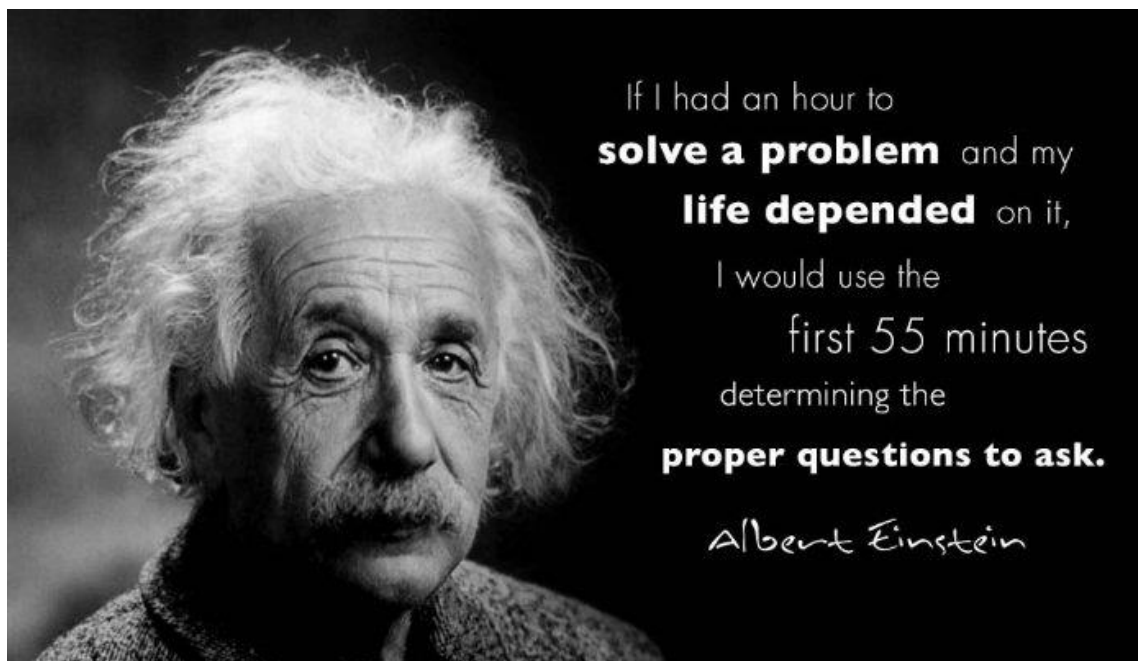
- Limited Appointments
- Tx plan completion/recall visits
- Patient education/health literacy
- Tx needs beyond our scope of service
- Deciding what to track
- Data collection tools
- Provider compliance w/ data collection

# Lessons Learned

- Dental charting software is key
- Keep it simple when deciding what to track
- Group appointments
- It's an ongoing process



# Questions?



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