

Oral Health Strategic Plan
Access & Utilization of Dental Services
1725 W. 17th Street, WIC Trailer, Santa Ana
October 9, 2019
11:00 a.m. – 12:00 p.m.
Meeting Highlights



In Attendance

Ligia Hallstrom, Lucy Hernandez, Bianca Garcia, Ivonne Magallanes, Cristina Perales, Janira Perez, Tamarra Jones, Dr. Thomas Nakatsuchi, Danielle Vicencio

Welcome and Introductions

Tamarra welcomed all in attendance and introductions were conducted.

Meeting Highlights from 09/11/19

The group reviewed meeting highlights from 09/11/2019. No changes were made to the highlights.

Member Updates/Announcements

There were no updated shared.

Smiles Connection OC Updates

Ligia provided an overview of the Smiles Connection OC referral line. There are three types of referrals:

- Warm handout: staff will facilitate a call with the individual and the provider office. Once the office is on the line, staff will transfer the call.
- Direct: Call will be transferred directly to the chosen provider.
- Phone: Information will be given on at least three providers and the caller will be expected to call and make an appointment.

Staff will attempt a follow-up to confirm linkage. Outcomes of referrals will be tracked and can be reported back to the workgroup. The following was also discussed (*answers provided in italics*):

- How are provider locations determined? *Staff will ask questions to identify the caller's needs including location, transportation needs, and preferred appointment time. The computer will then generate a referral based on information entered.*
- How many dental providers have completed agreement to be a provider? *There are currently six providers. Frank Canlas, Associate Director of Provider Relations is reaching out to providers to join the provider network. Interested providers can contact Frank at Fcanlas@healthysmilesoc.org or (714) 510-3878.*
- What are the hours of the call center? *Monday-Friday 8:00-5:00.*
- How are referrals for services not covered (e.g., adult services, services for uninsured or insured) handled? *The referral line is intended for children with Medi-Cal Dental. However, staff have provided information based on the Low Cost Community Health Centers list. Tamarra also suggested referring to the Health Referral Line for those needs.*
- What is the status of the social medial campaign? *Once the logo is approved, the campaign will be launched. The LOHP can help promote the campaign with members.*
- Can a question be added to the assessment questions to inquire about a medical home? *A question may be added.*

Workgroup Satisfaction Survey Summary

The group reviewed the results. No additional follow up was suggested.

Review & Update Workgroup Action Plan

- Pedodontist List

Oral Health Strategic Plan
Access & Utilization of Dental Services
1725 W. 17th Street, WIC Trailer, Santa Ana
October 9, 2019
11:00 a.m. – 12:00 p.m.



Meeting Highlights

- The group reviewed the following updates to the list: Accepting new patients, accepting new Medi-Cal patients, referral required, and general anesthesia.
- The group agreed that the list could be posted on the website.
- Review SmileHabitsOC Website
 - The group review the Find a Dentist page and suggested the following:
 - Redesign so there is clearly one column for all healthcare services and one column for dental care only.
 - Make sure phone numbers and directions to “click here” are larger and possibly red to stand out.
 - Highlight that Smiles Connection OC is limited to children.
 - Use Smile, California consistently instead of Denti-Cal.
 - Remove references to FQHCs.
 - Language changes will be drafted and forwarded to the appropriate programs for final approval.
 - The group review the Paying for A Dentist page and suggested the following:
 - Make sure phone numbers and directions to “click here” are larger and possibly red to stand out.
 - Use Smile, California consistently instead of Denti-Cal.
 - Remove references to FQHCs.
 - Discuss possible move of Health Smiles from this page.
 - Update Orange County Health Care Agency Dental information to include dental services.
 - Language changes will be drafted and forwarded to the appropriate programs for final approval.
 - The group also discussed the possibility of creating a page or section to highlight mobile and school-based services.
- Dental Provider Survey
 - The group suggested the following changes:
 - Question 3: Remove reference to Community Clinic/Health Center since an FQHC-specific version of the survey is to be developed.
 - Question 11: Under children, replace “see” with “treat” so the survey states: If yes, do you treat children who are 3 years of age or under?
 - Question 16: Provide some options for barriers (e.g., language, transportation, etc.) and add a space for other.
 - Question 17: Revise to promote LOHP services. The current question assumes that the provider knows about the LOHP.
 - Add an option for general feedback/comments.

Next Steps

- Review website changes
- Presentation from Lestonnac Clinic

Next Meeting: November 13, 2019, 10:30am-12:00pm