

**Oral Health Strategic Plan
Access & Utilization of Dental Services**

November 13, 2019
10:30 am – 12:00 pm

Meeting Highlights



In Attendance

Rosa Arzu, Bianca Garcia, Frank Canlas, Jo Jass, Tamarra Jones, Ivonne Magallanes, Claudia Magee, Samuel Monroy, Dr. Thomas Nakatsuchi, Janira Perez, Roseann Peters, Joanne Schram, Danielle Vicencio

Welcome and Introductions

Tamarra Jones welcomed all in attendance and introductions were conducted. Additionally, Tamarra announced to the workgroup that Sam Monroy is the new Program Supervisor for the Local Oral Health Program as of 11/8/2019.

Meeting Highlights from 10/9/2019

The group reviewed meeting highlights from 10/09/2019. No changes were made to the highlights.

Member Updates/Announcements

- Ivonne Magallanes shared information on the Fall Dental Forum that will be held by the Coalition of Orange County Community Clinics on 11/13/2019. The presenter will be Dr. Samuel Low.
- Rosa Arzu presented that AltaMed will be opening a new dental clinic in Anaheim with a capacity of 18 chairs. The dental clinic will begin operating with a limited opening in December 2019. The dental clinic will accept Medi-Cal Dental, temporary Medi-Cal with limited services, and no insurance on a sliding fee scale.

Smiles Connection OC Updates

Frank Canlas provided an update on the Smiles Connection OC referral line. The updates included:

- The referral line has started accepting calls. The number is (855) 54-SMILE.
- Healthy Smiles OC is finalizing a marketing campaign that will include billboards, bus wraps, and bus shelters.
- Contracts and credentialing of providers, who will receive referrals, is still in process. The contracts and provider credentialing will allow the referral line to refer clients to providers and have a warm handoff.
- Healthy Smiles OC is working on a process with providers to document linkage and outcomes.

Lestonnac Free Clinic Presentation

Roseann Peters provided an overview of the Lestonnac Free Clinics. The overview included the following information:

- Services provided by Lestonnac Free Clinic are for the uninsured. Lestonnac screens patients for financial information and insurance.
- The clinic located in Orange, is the only location in Orange County that provides dental services at this time. Due to wait times for appointments at clinic, it is best for new patients to be seen at Lestonnac health fairs. Health fairs are one day events that provide direct medical and dental services on a first come-first serve basis. Events are posted to Lestonnac's webpage (www.lestonnacfreeclinic.org) and social media accounts.
- Lestonnac also provides a program for Veterans that provides medical and dental care in addition to other services such as housing. Veterans may go directly to Lestonnac offices for services.

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Review & Update Workgroup Action Plan

- SmileHabitsOC website Updates
 - The proposed revisions to the website were reviewed by the workgroup. The following changes were suggested:
 - Replace the term beneficiaries with members.
 - Abbreviations of California in addresses should capitalize both letters (example: CA).
 - The term healthcare should be replaced with medical and dental care to simplify the language.
 - Repetitive terms such as quality, low cost, and comprehensive should be removed.
 - Listings of resource should be in alphabetical order.
- Medical Provider Survey Review
 - The draft survey was reviewed by the group and the following changes were suggested:
 - Question 3: Include language that hospital systems should exclude emergency services from responses.
 - Question 6: the term children should be expanded to other age groups.
 - Question 7: the question and answer should be reformatted to a yes/no answer for each service listed. Additionally, if no, a question should be added to determine is the person would like more information.
 - Question 8 and 9: the two questions should be combined and formatted in the same manner as Question 7. Tobacco cessation should include vaping.
 - Throughout the document:
 - “check all that apply” should be formatted the same way throughout the document.
 - Capitalization should be consistent

Meeting Times

The group discussed the possibility of changing the meeting time or date because there is no time in between meetings for people to transition in or out of the meeting without causing a distraction. The group decided to change the meeting time to be held 10:45 to 12:15 pm.

Next Steps

- Finalize the Medical Provider Survey

Next Meeting: December 11, 2019, 10:45am - 12:15pm