

Increasing Access to Dental Care and Telehealth for Refugee Populations

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Disclosure

- The speakers have no relevant financial relationships with the manufacturer(s) of any commercial product(s) and/or providers of commercial services discussed in this CME activity
- We do not intend to discuss an unapproved/investigative use of commercial product/device in our presentation

Objectives

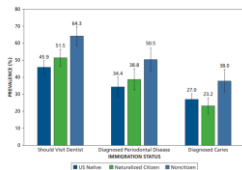
- Participants will provide culturally appropriate education and dental resources for patients in refugee or immigrant families
- Participants will provide high quality care through telehealth and mhealth to patients and families best served in a language other than English

Outline

- Evaluate refugee dental health and disparities
- Describe dental access research
- Review culturally tailored dental materials
- Summarize telehealth research for refugees
- Discuss tips and resources to improve telehealth for refugees

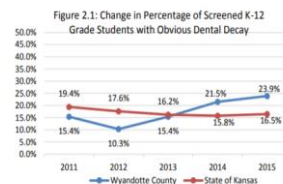
Background

- Refugees have higher rates of oral disease
- A study of pediatric refugees resettled to Georgia in 2010-2011 showed ~50% had dental caries



Shah et al 2013, J. Immigr. Minor. Health
Wilson et al 2018, J. Am. Dent. Assoc.

Background



Source: KDHE

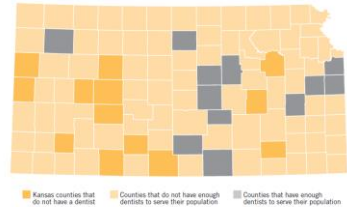
Collie-Akers et al 2018, University of Kansas Work Group for Community Health and Development

Causes of Dental Disparities

- Country of origin: cultural dietary and oral hygiene practices, lack of knowledge, lack of access
- In the US: all of the above, and **underutilization of preventive dental services**
 - Low dental health literacy / acculturation
 - Lack of knowledge about available services
 - Concerns about cost
 - Reliance on emergent care
 - Fear of care

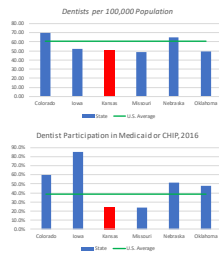


93 Kansas counties don't have enough dentists. SOME HAVE NO DENTIST AT ALL.



Delinger 2011, Kansas Dental Project

Identified Need in Wyandotte County



- Wyandotte County dental services are limited - Only 1 dentist per 3,019 individuals
- Vibrant Health Dental Clinic (VHDC) adult refugee clinic opened in 2016 but was underutilized
- Known barriers included:
 - Greater disease burden requiring treatment beyond routine cleaning
 - Lack of dental insurance

American Dental Association 2018.

Purpose of Our Project

- 1 Understand perceptions of dental healthcare by refugees in Wyandotte County, Kansas
- 2 Improve dental services utilization by those refugees
- 3 Evaluate a novel educational approach to improving dental healthcare utilization

Process: Creation of Educational Materials

- Observation of refugee health assessments
- Focus groups with Wyandotte County Community Health Council community health workers (CHWs) (n=7) and Catholic Charities staff (n=7) June – July 2017
- Barriers identified:
 - Knowledge gaps in available services -> Transportation
 - Low dental health literacy -> Dental Health at Home
 - Fear and stress about dental health visits -> What to Expect
 - Concerns about cost -> Why, When, How

Process: World Café

- Format for hosting large group dialogues and intentionally designed to be collaborative and non-prescriptive
- Conducted January 25, 2018 with Bhutanese and Burmese adult refugee community members (n=22)
- Participants discussed perspectives around dental health in their communities then provided feedback on the educational materials
- More effective than surveys in gathering accurate *individual* responses

Process: Refinement of Educational Materials

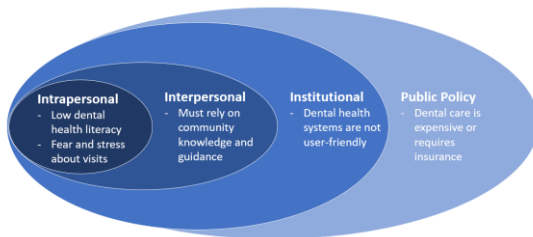
- Gathered suggestions from refugee community members and other stakeholder groups
- Some suggestions could not be included immediately
- Professional graphic design assistance
- Translation into Burmese and Nepali



Evaluation of Educational Materials

- Burmese, Bhutanese, and Swahili-speaking refugee community members recruited through fliers at Catholic Charities citizenship classes
- 48 participants completed a pre-survey and dental educational session February - March 2019; 37 of those participants (77%) completed a post-survey 6 months later
- REDCap, Microsoft Excel, and RStudio were used to analyze pre- and post-survey data

Qualitative Results



Quantitative Results

- Knowledge
 - Correct brushing frequency increased from 93.9% to 97.0%
 - Correct dental visit frequency increased from 39.4% to 42.4%
- Beliefs
 - Not receiving appropriate dental care increased 48.6% to 74.3%
 - Majority believed dental health was of equal or greater importance than overall health in pre- and post-survey (97-100%)
- Behaviors
 - Dentist as preferred provider increased from 53.8% to 80.8%
 - At least twice daily teeth brushing increased from 76.9% to 92.3%
- Utilization
 - Self-reported completed dental increased from 42.4% to 60.6%

Conclusions

- Gathered insights into the multilevel socio-economic factors encouraging and limiting utilization of dental healthcare by Bhutanese, Burmese, and Swahili-speaking refugees in Wyandotte
- Developed novel dental health educational materials through collaboration with refugee community members
- Improved refugee dental knowledge, beliefs, behaviors, and utilization (though not significant)
- Education alone may not improve oral health disparities amongst refugees

Next Steps

- Distribution of educational materials through KAAP
- Additional translations of educational materials
- Customizable handouts and presentation slides on KAAP website

Handouts in English

Dental Access Handout (Kansas website)

Dental Access Handout (Kansas City area)

Other Languages

Dental Access Handout (Spanish)

Dental Access Handout (Burmese)

Dental Access Handout (Swahili)

Dental Access Handout (Nepali)

Dental Access Handout (Pashto)

Parental Access Handout (Somali)

Social Media Kit

Graphics

WHY SHOULD YOU VISIT THE DENTIST?

- Dentists help promote
 - ✓ healthy teeth and bones
 - ✓ excellent health
 - ✓ a healthy heart
- Dentists help prevent
 - ✓ tooth loss
 - ✓ tooth pain
 - ✓ gum disease

"I've been coming here for 10 years. I love the staff and the care."

www.healthpartners.org

Click for: [Why Image Facebook/Twitter](#)
Click for: [Why Image Instagram](#)

WHAT WILL HAPPEN AT YOUR DENTAL VISIT?

- ✓ **X-RAYS**
Prevention of tooth loss and pain will be taken
- ✓ **CLEANING AND FLUORIDE**
The dentist will clean your teeth and apply fluoride to help prevent tooth decay
- ✓ **FILLINGS AND FOLLOW-UP**
The dentist will repair any cavities, fillings, crowns, bridges, veneers, and implants

"I've been coming here for 10 years. I love the staff and the care."

www.healthpartners.org

Visit the dentist every six months to keep your smile bright and healthy! #DentalHealth #smile
Click here to find dentists in Kansas: <http://oralhealthkansas.org/FindingDentist.html>

The dentist and dental hygienist will clean and check your teeth. Be sure to make an appointment every 6 months.
Click here to find dentists in Kansas: <http://oralhealthkansas.org/FindingDentist.html>

Call to schedule your dental appointment today!

Find Safety Net dental clinics here: www.oralhealthkansas.org/SafetyNet.html

Find a dentist that accepts KanCare here: www.oralhealthkansas.org/KanCare.html

Your teeth are important! Take care of them when at home with a healthy diet and proper cleaning. #DentalHealth #Smile

- KAAP supported refugees statewide
 - ordered 2,448 dental kits that included
 - toothbrushes (with the Oral Health KS website printed on them)
 - toothpaste
 - dental floss
 - ordered 1,850 printed handouts in various languages per request
 - shipped kits and handouts to 7 different sites in Kansas
 - Wichita
 - Garden City
 - Kansas City locations

Telehealth and Refugees

Definitions

- Telehealth
 - Use of electronic information and telecommunication technologies when patient and provider are not in the same place at the same time (*Health and Human Services*)
- Mhealth
 - Use of mobile and wireless technologies to support the achievement of health objectives (*World Health Organization*)

Scope of the Problem

- As of mid-2020 there were 80 million forcibly displaced people worldwide.
- More than 2/3 of displaced persons come from just five countries: Syrian Arab Republic, Venezuela, Afghanistan, South Sudan, and Myanmar
- 39% hosted in 5 countries (Turkey, Colombia, Pakistan, Uganda, Germany)
- 30-34 million are children

Source: UN News December 2020

Global Experience

- Experience in Australia
 - 120 patients treated in an Infectious Disease clinic
 - Technical issues in 25% of consultations
 - Consistent bandwidth of at least 512 kbps for upload and download
 - Latency of 300 ms or less

Schultz, et al 2014 Internal Medicine Journal

Global Experience

- Experience in Syria
 - Mhealth tools effective for improving immunization levels and prenatal check up appointments
 - Better access to cell phones than soap

Narla NP, et al 2020 Annals of Global Health

Global Experience

- Telepsychiatry
 - Limited evidence
 - Similar outcomes to face to face encounters
 - Patients and providers prefer face to face treatment over video conferencing

Hassan, et al 2019 Cureus

Increasing Importance of Telehealth

- U.S. Refugees and COVID-19 risk factors
 - Live in multigeneration households
 - Rely on public transportation
 - Language barriers
 - Essential workers
 - Lack sick leave

CDC.gov updated July 2020

U.S. Experience

- Telehealth Use Among Safety-Net Organizations in California During the COVID 19 Pandemic
 - Very minimal telehealth use pre-pandemic
 - CMS estimates that 30% of visits were telephonic during the pandemic

Uscher-Pines, et al 2021 JAMA

Use Appropriate Interpretation During Telehealth Visit

- Introduce yourself to the interpreter
- Speak directly to the patient
- Speak more slowly (not more loudly)
- Be patient
- Use teach back
- Know how your system interfaces with interpreters

Source: Home | National Resource Center for Refugees, Immigrants, and Migrants (NRC-RIM)

Local and State Resources

- Local Resettlement agencies
- Communities Concerned for Immigrants & Refugees
 - <http://ccirckc.com/>
- State Refugee Health Coordinators
 - [Find Resources and Contacts in Your State | The Administration for Children and Families \(hhs.gov\)](#)

National Resources

- ADA Infographics about cost and barriers to care
 - https://www.ada.org/-/media/ADA/Science%20and%20Research/HPI/Files/HPIgraphic_1117_4.pdf?la=en
 - https://www.ada.org/-/media/ADA/Science%20and%20Research/HPI/Files/HPIgraphic_1117_2.pdf?la=en
- Oral health care in the pandemic:
 - https://www.aappublications.org/news/2021/03/01/oralhealth030121?utm_source=TrendMD&utm_medium=TrendMD&utm_campaign=AAPNews_TrendMD_0

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